



TEN BEST REASONS TO CHOOSE BESTTIME

1. Your customers receive the respect they deserve as you are not wasting their time waiting for your agents to call them back which may be at an inconvenient time.
2. Dynamic Message Notification (DMN) lets the supervisor post a message on the web page "Contact" area regarding a current situation (e.g. "Gas outage in High Street, restored at 4.00pm." Before BestTime this would have normally caused a peak. DMN will assist meeting KPIs for call handling. DMN can also be used to promote current special offers or overstocked items (customer initiated cross-selling).
3. BestTime positively encourages your potential callers to use your lower cost online services whenever possible – i.e. Live Chat, FAQs, Virtual Agent – providing you with a complete customer digital strategy.
4. You can notify your potential callers via webpage or SMS (or push notification) when it is the BestTime for them to call you. They call back at a time that best suits your Contact Center as well as fitting in with other activities in their life.
5. BestTime means you avoid the steps where callers ring you to be informed by your IVR that you are not available to provide a service for them at that time, or they have been put on hold until an agent becomes available.
6. BestTime Mobile app allows your mobile callers to gain access to all of the BestTime features from within your existing app or as a stand-alone "Contact Us" app. BestTime IVR feature allows direct callers to also access BestTime features.
7. Your customers are involved in smoothing out your incoming traffic while at the same time their communications experiences with you are improved.
8. Your agents are happier as BestTime reduces customer frustration.
9. You will be happier as productivity increases, KPIs are met, and staffing can then become more efficient.
10. A single light IT involvement is all that is required to activate BestTime – just enough data is required to activate a traditional LED wallboard.



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