# Give time back to your customers with QforMe.

Increase customer satisfaction.

If a caller is waiting on hold and doesn't have the time, QforMe provides the option to receive a callback. The caller can move on with their day, while their place in line is held until an agent is free.

✔ Improve the caller's experience by decreasing their wait time.

✔ Reduce the likelihood of call abandonment.

✔ Maximize agent efficiency.
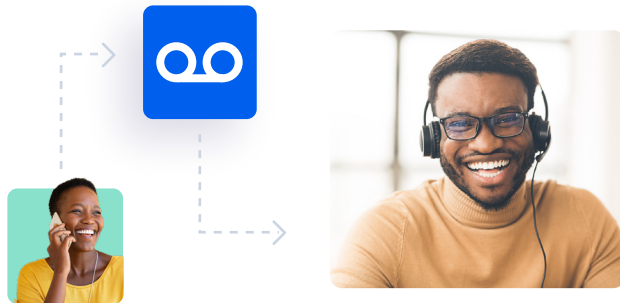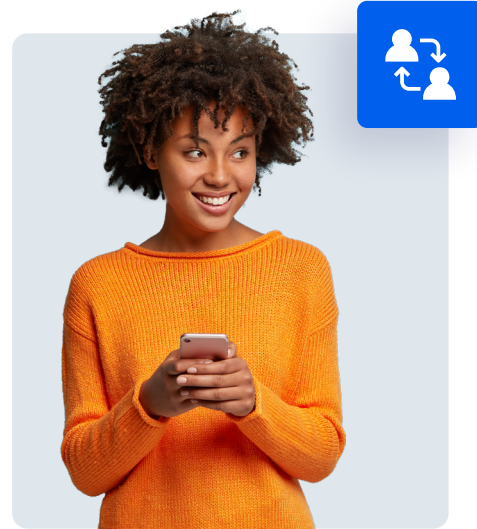
Provide customers more choices.

Standard waiters* provide callers with the option to request a callback from the next available agent.

Premium waiters let the caller leave a message for the agent who's returning the call. This advanced feature delivers customer intelligence, allowing agents to respond quickly, proactively, and informatively.

Customize to meet your needs.

✔ Customize prompts.   ✔ Define the wait threshold.
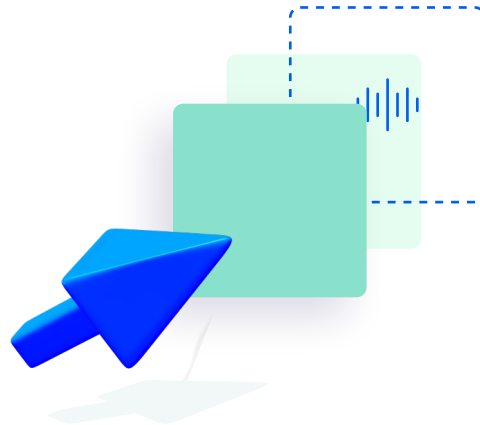
*A waiter is needed for each customer who calls into the queue and requests to be called back.

(888) 289-4742   nextiva   partners@nextiva.com