



Callback

Buzzeasy Callback

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Let your customers request a callback from any digital channel in the simplest and most intelligent way. From your web, mobile apps, Facebook Messenger, Skype, SMS - and more, customers can be automatically transitioned from self-service to live agent - with full customer context.

Working seamlessly with any contact centre and Unified Communication infrastructure, Buzzeasy Callback is inherently secure, quick to deploy, and easy to use.

Connect digital channels to the contact centre

In an increasingly impersonal world, phone calls are still the most effective and most personal method of communication. Digital channels and self-service are not always enough to meet the demands of your customers. Sometimes people just want to talk. So make it easy for them. Let your customers request a personal callback from *any* digital channel.

Appointments to suit you and your customers

Callbacks are scheduled at times to suit your customers - and times to suit you. Buzzeasy's in-built Interactive Voice Response (IVR) and appointment scheduler offers available times to the customer that can be spread throughout the day, or during quieter periods - so that demand is matched with capacity.

Buzzeasy Callback can confirm callbacks by SMS text, send reminders before a call is due, and automatically place the call to the Contact Centre and customer at the prearranged time. channel.

Fast track the conversation

For a faster, more personalized service, CallMe plays key customer information to the agent before initiating a customer call. And as CallMe passes the customer's number (CLI) with each call, your existing screen-pop application can identify the customer and present their details seamlessly on screen.

The intelligent customer engagement platform

Using the latest Cloud and Bot technology, Buzzeasy revolutionizes the way that customers engage with your organization. Automating customer engagement in the fastest and most cost-efficient way, Buzzeasy enables customers to move effortlessly from any digital channel to live voice simply at the touch of a button - and without ever having to wait in a queue.

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buzzeasy



About Buzzeasy

Buzzeasy is a part of Geomant's flexible and highly secure On-Demand Cloud Services. Expert in Unified Communications, Geomant is an innovative Software Developer and Systems Integrator, specializing in Microsoft and Avaya technologies. Geomant has offices across Europe, USA and Australia, and supports a global reseller network.



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Online administration portal

With its intuitive, online administration portal, Buzzeasy Callback is easy to configure and manage. Whether it's to manage role-based user access or set up daily time slots to schedule callbacks, you can manage all this - and more - from a single location.

Delivered from the cloud

Part of the flexible and scalable Geomant On-Demand Cloud Services, Callback is delivered with all the reliability, availability and security provided by Microsoft Azure.

Requiring no infrastructure changes or integration activity, Callback can be deployed and operational within hours. And with no upfront costs, Buzzeasy Callback offers a powerful high-end solution - without the high-end price tag.

Multi-national, multi-time zone support

When your organization spans different countries and time zones, you need to be confident that your solutions can do the same. With Survey you can define different time zones for every campaign and report you run.

Hybrid solution: the best of all worlds

With no loss of security or control, Buzzeasy's hybrid solution connects directly and securely to your on-premises voice infrastructure via Microsoft Azure, to deliver the scalability, flexibility and cost-efficiency of the Cloud.

