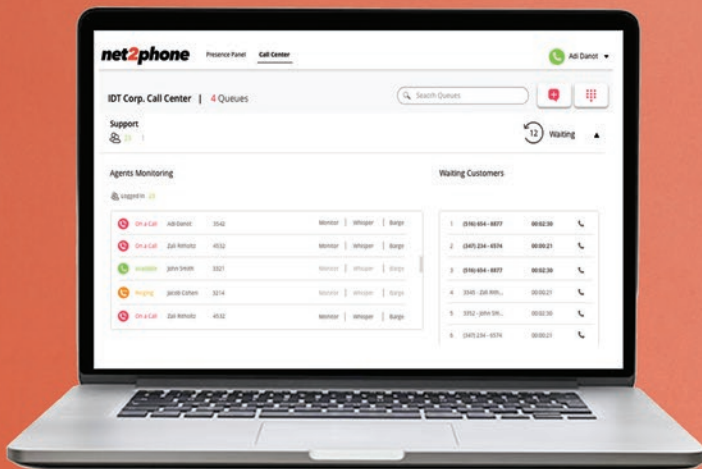


# Call Center Queues & Features

**Businesses with customer service and support staff are increasingly looking to service customers more efficiently, increase agent effectiveness, and increase operational efficiency.**

Whether it is to join a live call, train or coach new agents, or simply to ensure quality of customer service, net2phone gives advanced insights how calls are handled with the net2phone Call Center Module.



## net2phone Call Center Features:

### Queues



See all your queues in one place, view calls waiting to be answered, and see which agents are currently on a call or available to take a call.

### Barge



Join in on any call between an agent and customer to make it a full 3-way conference call, where all 3 parties can hear each other.

### Whisper



Listen in to calls and privately speak to the agent without the customer hearing. Only your agent will hear you, but you can both hear the customer - great for training!

### Monitor



Silently monitor any call between your agent and a customer. No sound or alert will be made, so neither party will know that you joined.

Your phone system is the front line of your business.  
Join net2phone and enter the future of business communications.

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**net2phone**  
www.net2phone.com