



Reduce Missed Calls & Enhance User Experience with Auto-Forwarding and Voice Response on Rejection

360 CTI is a Salesforce-native app that works seamlessly with the 360 SMS app and allows users to effectively manage large volumes of calls and operations parallelly over the desktop.

Programmable Auto-Forwarding, Voicemail, Voice Responses, and Activity Statuses prevent opportunities from falling through and help manage availability for customer-facing telephonic conversations.

Avoid Missed Calls with Auto-Forwarding to Multiple Numbers

Unanswered phone calls could be the biggest barrier to a seamless user experience.

Auto-Forwarding to a team's mobile phones in 360 CTI lets team members stay on top of inquiries from prospects and customers, even when they're away from the desktop.

To ensure calls don't go unanswered or hung up on certain contact numbers, 360 CTI allows you to auto-forward incoming calls to team mobile phones. You can auto-forward incoming calls to up to nine new numbers. When picked up from one of those nine numbers, the call disconnects automatically from the other eight numbers.

So, if a call attendant is busy or unable to take a call, you can expect it to be attended by any of the nine attendants whose numbers you've added for auto-forwarding.

Assign Virtual CTI Numbers to Users

Download Sample File Upload CTI Setup New

Show Entries Search By User or Number...

User	Number	Country	Auto Forward Mobile	Recording	Default Mute	Notify In Call	Voicemail Type	Voicemail	Default Caller Number	Action
Partner Community Tester	<input type="text" value="US 17273789322"/>	US	<input type="text" value="I"/>	<input type="text" value="None"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="Text"/>	<input type="text" value="Mole"/>	<input type="checkbox"/>	Update

Hi! I am not available at the moment, please leave a message after the beep!

360 CTI lets users add Mobile Numbers they can Auto-forward to

The best examples would be customer service teams where callers can be reliably connected to an agent if the original recipient agent is unavailable.

Enhance User Experience, Send Programmable Voicemail on Call Rejection

Simply disconnecting an incoming call may leave a caller clueless about the reason for call disconnection.

360 CTI's 'Programmable Voicemail on Rejection' allows users to convey voice messages while agents are busy or on another call. Users could also program custom voicemails for different scenarios and trigger them when they cannot take a call.

This prevents callers from having a bad experience, letting agents accompany a voicemail as they reject a call.

Example:

"This is Agent Mike from 360 Degree Cloud.

We are sorry we missed your call.

Please call back later

or press 9 on IVR to schedule a callback."

Confirm Availability to Take Calls, with Activity Status for Team Members

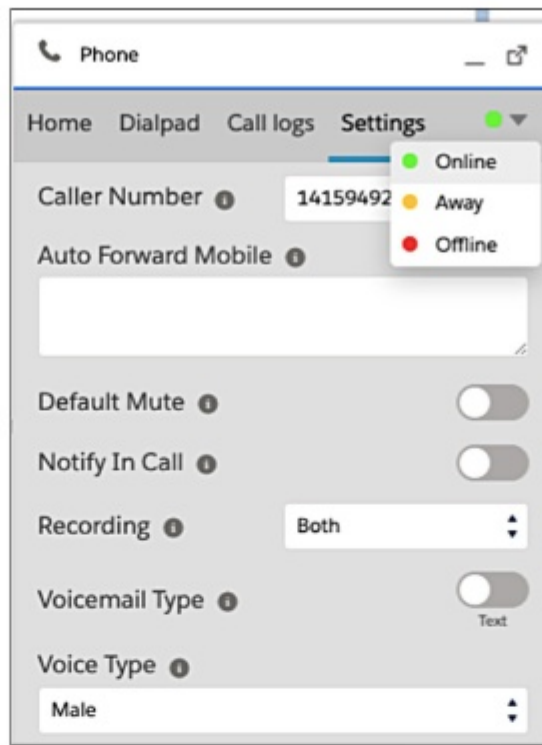
Customer support teams in every business are inundated with back-to-back calls.

360 CTI lets busy teams of contact representatives mark their activity status (when they have Unusually High Call Volumes). So to control the flow of back-to-back calls, service executives can select their availability status as:

- **Online:** This indicates that an agent is available to take calls.
- **Away:** The agent is away from the desk
- **Offline:** The agent isn't available

In case an agent is Away or Offline, the agent can auto-forward incoming calls or set up either a voice response or voicemail.

Even in the case of call routing to a queue, these statuses help identify which service representatives are available to take calls. The calling numbers can be aggregated and used to manage call volumes accordingly. The incoming calls will be routed only to 'Online' agents based on the availability status. This ensures greater availability, helps connect with agents faster, cuts back on waiting time for callers, and reduces turnaround for query resolution.



Setting the Availability Status In 360 CTI

In a contact center environment, where the team members may have regulated breaks, and staggered shift timings, availability management and routing are crucial to avoid calls landing on unavailable agents.

An 'away' status helps 360 CTI route and deflect calls to other agents in case of unavailability.

Perform Calling Operations Faster, at Scale

360 CTI's suite of features can help you reduce manual dialing, increase call throughput, and significantly reduce opportunity leakage.

The app lets businesses respond to and deflect calls in the absence or unavailability of agents.

By triggering programmable auto-responses, organizations can put callers at ease as they wait to connect with representatives over the phone. Voicemails can let the caller know they've been noticed and assure them that someone will reach out to them soon.

Want to manage & automate conversations in your absence?

Talk to us at sales@360smsapp.com