NUANCE

Don't make customers put their lives on hold

Nuance Callback Manager puts an end to lengthy wait times— so your customers get a better experience, and your agents can work more efficiently.

When customers call you, they're looking for a fast resolution, not a long wait

Dramatic spikes in call volumes can lead to lengthy wait times—frustrating customers, adding to agents' stress, and damaging operational efficiency and brand loyalty.

With Nuance Callback Manager, you can eliminate long wait times and handle peaks in volumes efficiently by having your IVR give callers the option to receive a callback instead of waiting in the queue. With quick and simple updates to your IVR call flow, the solution monitors wait times and offers callbacks when queues pass a predefined threshold. The result is more satisfied customers and more balanced call volumes.

Deliver a superior customer experience

Nobody likes to have their time wasted. By offering callbacks to customers during peak periods of demand, you can demonstrate that you value their time by letting them get on with their day instead of waiting in a queue for an agent.

Nuance Callback Manager also ensures an agent is available when a callback is connected, and provides the agent with key customer information, so they can get straight to the customer's inquiry and offer a rapid resolution.

Increase operational efficiency in your contact center

With Nuance Callback Manager, you can choose the callback approach that fits your CX strategy. Choose queued callbacks to have your IVR hold each customer's place in the queue and connect the callback when it's their turn. Or choose scheduled callbacks to call customers back during a specified time window in low-volume periods. Whichever option you select, Nuance Callback Manager will help you reduce call abandonment rates and gain more predictability in agent resourcing by spreading their workload across peaks and valleys in demand.

Accelerate time to value with fast, simple deployment

You can deploy Nuance Callback Manager as a cloud-based service in any IVR call flow in as little as four weeks. A real-time dashboard lets you monitor callback performance and manually pause and resume callbacks. While comprehensive reporting capabilities enable you to visualize performance metrics and fine-tune your callback strategy to meet changing business needs.

Get even more from your IVR

Regardless of your IVR, we can get you up and running with Callback Manager immediately. Get in touch to see how we can help you maximize the value of your existing Nuance investments.

32%

of contact centers experienced fewer abandoned calls after callbacks were added. (Contact Babel)

75%

of customers prefer a callback over waiting on hold (Forrester Research)

Create seamless omnichannel experiences

Adding Callback Manager to your IVR helps you instantly enhance customer experiences on voice channels. But when you combine it with Nuance [digital engagement](#) and [authentication and fraud prevention](#) solutions, you maximize your investment and create more connected, secure and fulfilling engagements at every touch point.

Solution features

Deliver superior CX and boost agent efficiency.

Fast, simple, cloud-based deployment	Flexible callback options	Agent-first callbacks
Deploy in as little as four weeks, with a cloud-based service that you can integrate quickly and easily into any IVR call flow.	Choose the right callback option for your customer service strategy: queued callback or scheduled callback.	Optimize the customer experience using agent-first callbacks, so an agent is always available when the callback is connected.
Context transfer (CTI)	**Dynamic throttling**	**Flexible capacity**
Give agents key customer data before the callback to ensure they can offer a fast resolution.	Stay in control by configuring Callback Manager in your IVR to choose when to offer callbacks based on inbound traffic volumes.	Quickly scale and react dynamically to call volumes to match your business requirements.
Real-time dashboard	**Comprehensive reporting**	**Proactive Engagement**
Continuously monitor real-time callback performance, and use pause and resume features to give you full control of callback operations.	Monitor callback uptake and performance so you can optimize your strategy as call volumes and customer expectations change.	Complement Callback Manager with other Nuance Proactive Engagement solutions to future reduce inbound volumes and lower costs.

LEARN MORE

Explore [Nuance Callback Manager](#), contact your Nuance representative or email cxexperts@nuance.com

KEY BENEFITS

— Boost customer satisfaction
— Inspire brand loyalty
— Increase agent efficiency
— Improve contact center operations

KEY FEATURES

— Quick, easy deployment
— Flexible callback options: queued or scheduled
— Agent-first callbacks and context transfer
— Customizable configurations
— Real-time performance dashboard
— Comprehensive reporting