

ImBox Call

Cloud-based telephony as smart as it can get.

Switchboard telephony that is cloud-based and available in ImBox. It's called Softphone – both because it's nice to have all customer dialogues connected to the same tool and because you don't have to buy a piece of hardware.

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ImBox
Customer relations made easy

Pick up the phone & your customer service to the next level

ImBox Call is a cloud-based switchboard for your customer service. In ImBox Call, you can manage all your telephone support, control opening hours and queuing systems, and receive an unlimited number of incoming calls.

And best of all - ImBox Call is managed via the ImBox client just like our other services, so no new or additional system is needed.



Cloud-based switchboard telephony

With IP telephony, you do not need to buy any additional hardware. Cordless & limitless - simple & flexible.



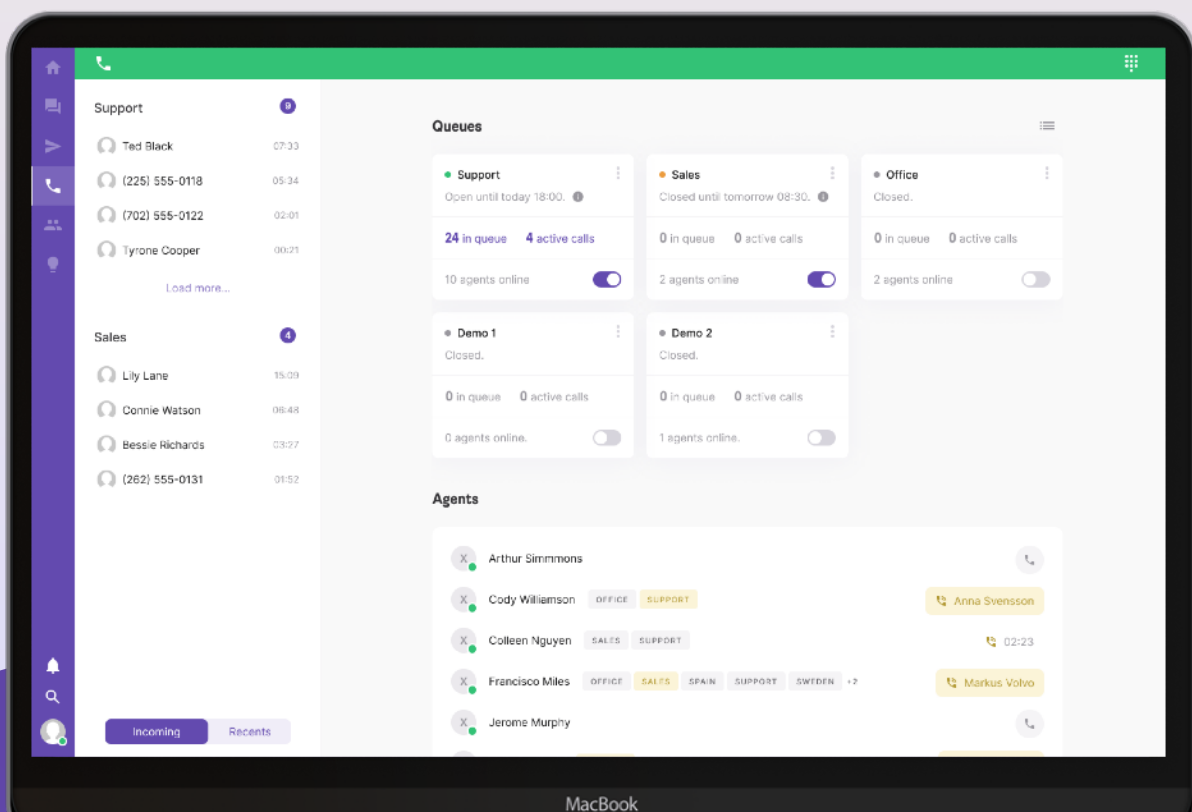
One system. One login. All services.

Having all your customer service channels connected in a single system is extremely time-efficient & very user-friendly.



Telephony with unique statistics!

Adapt your service to where and when the customer needs it. You can make settings, and changes & download statistics yourself.



Useful features that make it easier for you.

Phone calls are a very popular and much appreciated way for a customer to get in touch. We have selected smart features that facilitate and streamline.

IVR system

(Interactive Voice Response)

IVR allows callers to navigate using their keypad on the phone to get to the right department.

Forward calls

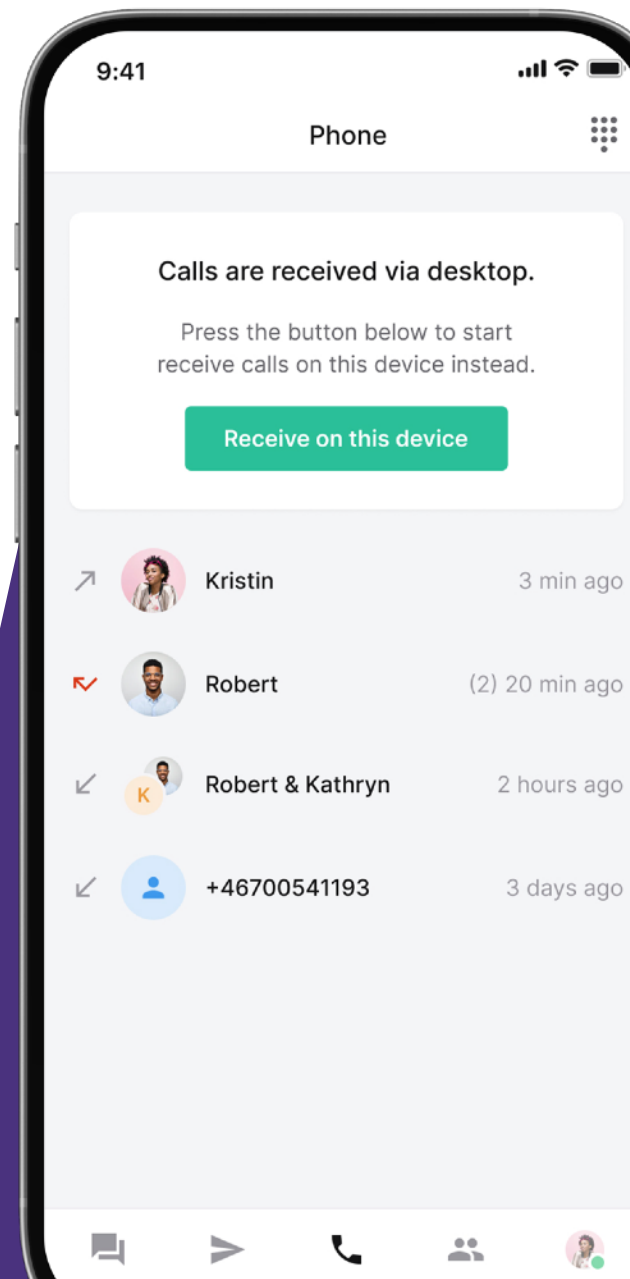
Forward incoming calls to an external number. This gives agents the flexibility to take calls from cell phones or landlines.

Queue

The caller is automatically queued when there are no agents available.

Record the calls

All calls are recorded automatically, which you can later play back if needed.



Simple

It's as easy to get started with ImBox Telephony as with the rest of our products.

Opening hours/ scheduling of queues

Each keypad selection is linked with a queue. Each queue, in turn, can have its own scheduling that you can easily control yourself.

Labels and notes

Ability to mark up calls with labels and add free text notes. Labels and notes are visible on the history in admin and in the client.

Connect tickets to your internal CRM

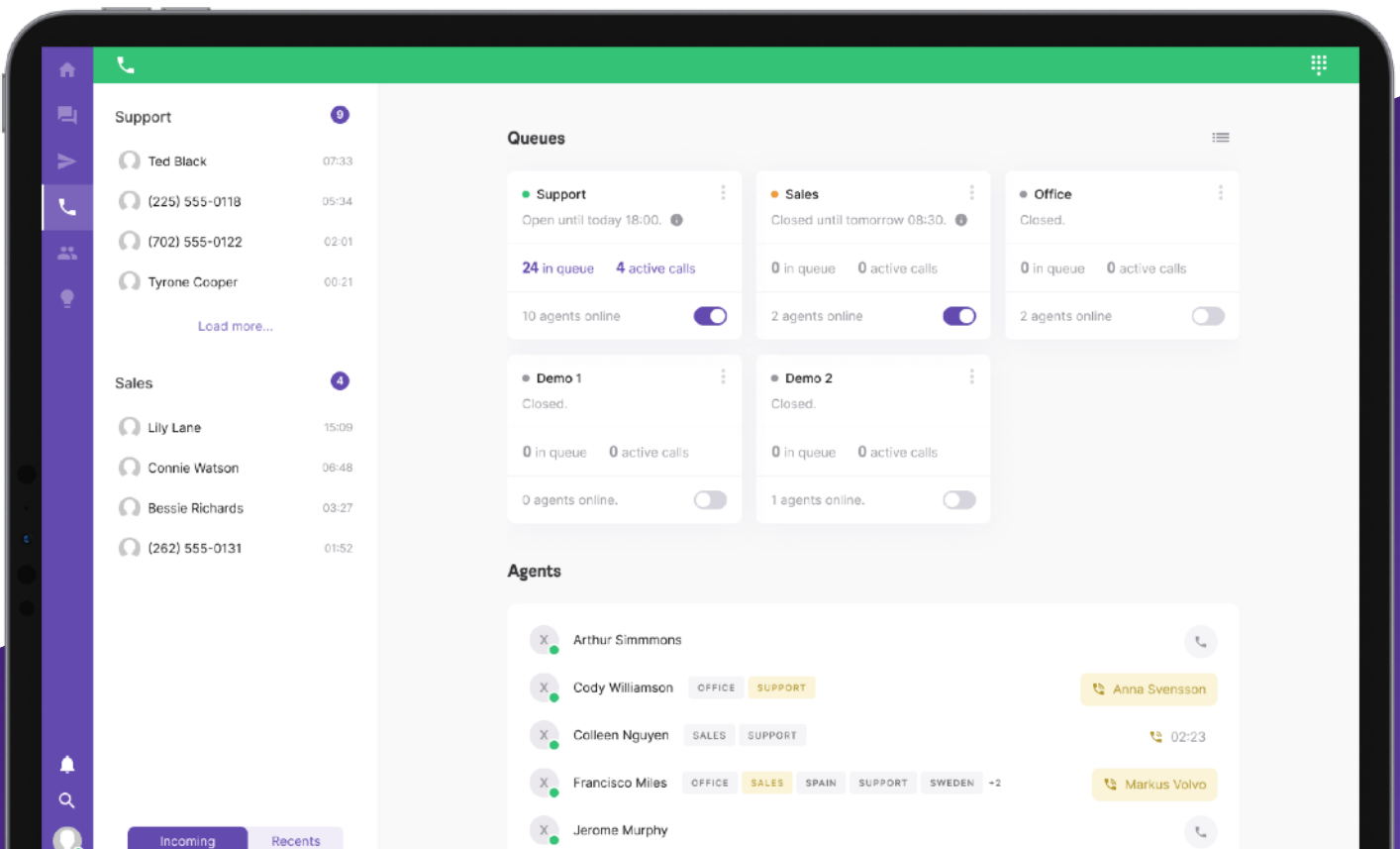
Record calls regardless of length. The recordings can be found in the call history both in the client and in admin.

No hardware

With our cloud-based telephony, you don't have to invest in any new hardware. A computer is all you need.

Get a callback

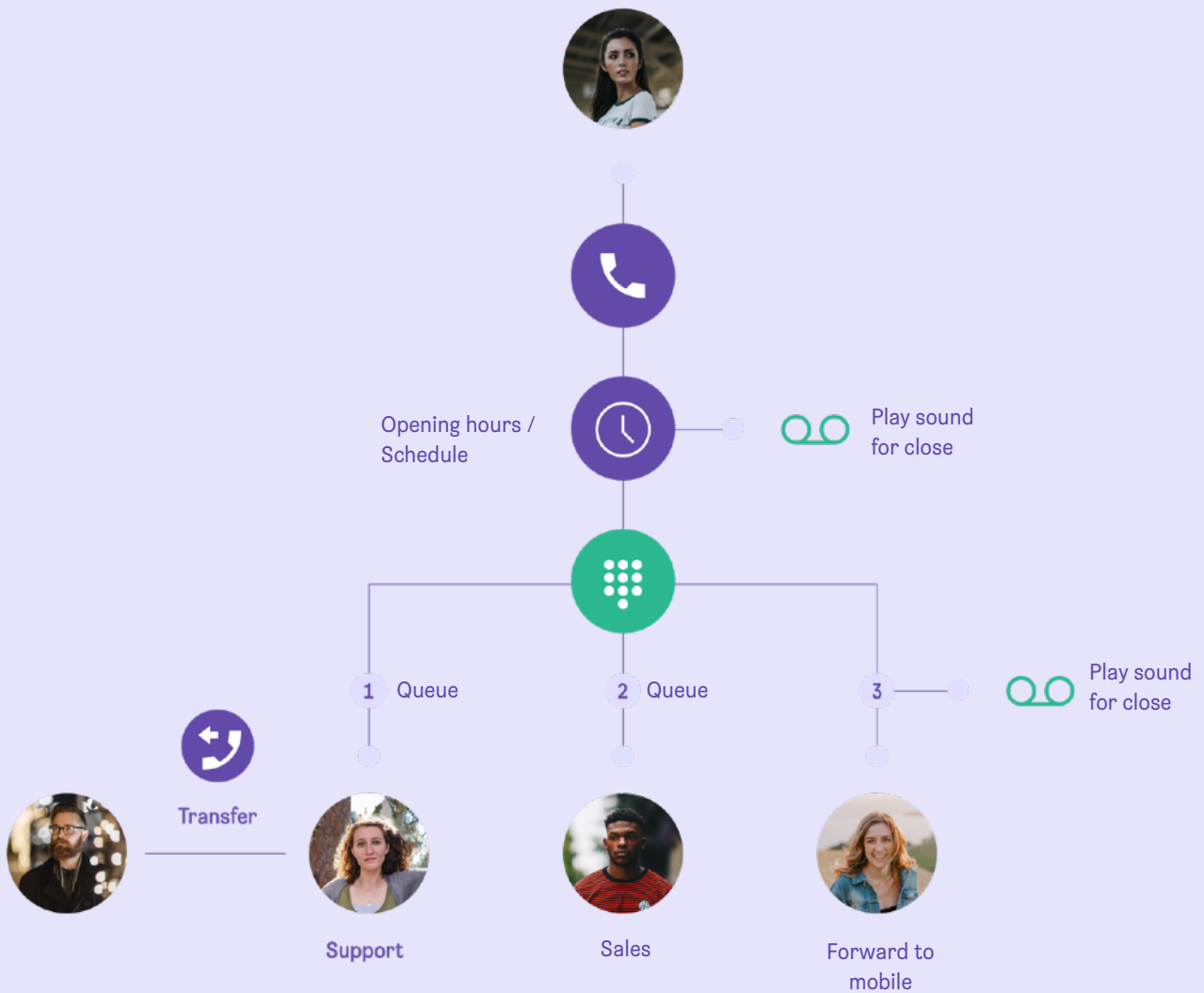
Choose whether you want to be called back when it's your turn or stay in the queue.



How does it work?

Like a smart telephony solution should work, of course. You clearly see incoming calls, have control over the queue, and can easily click mute or forward calls. After ending the call, you will have a short time to add notes and prepare before the next call is connected – you decide how long time you want to implement.

In the home view, you'll see queued, completed, and missed calls, as well as the average queue time for the current day.



Get to know your visitors better with ImBox **Analytics**.

Our statistics tool ImBox Analytics gives you a full overview of how ImBox Call delivers.

If you use several of our services, such as chat, email or FAQ, you will also find those statistics here. The advantage is that you can easily measure, compare and make better decisions for your customer communication.



Total calls

See how many calls were answered, missed and dialed.



Calls by weekday

Which days most people call in and when most staffing is needed.



Calls by hour

When in the day you get the most calls in so you can schedule accordingly.



Queue time

The customer's waiting time to get to an agent.



Duration

Shows the average call time.



Agent activity

Number of calls and average call time for each agent.

Why ImBox 🎉

Seamless & borderless customer communication, in all channels.



Simple but smart services

Nobody uses services that are complicated. So our services are both simple and user-friendly, for both you and your customer!



Complete supplier

The only tool you need. Only log into one system to manage all your customer dialogues – for telephony, chat, Messenger, ticket management & forms!



Support on speed dial

With English & Swedish support, onboarding and coaching by our experienced customer care workers throughout the collaboration, you get the most out of your services with us.



Product development in-house

All our services are developed internally by us. As a customer, you can be involved and influence how our services develop, and the decision paths for new functions are never long!



Always included in our services!

It should be just as easy to give good service as to get really good service. Throughout our collaboration, you'll get to share knowledge, experience and insights within digital service.



Onboarding & training by specialists in digital service.



WCAG – all ImBox services comply with the law on accessibility.



GDPR secure – with data storage in Europe, all our services are GDPR secure.



Support within 10 seconds – available to you via chat, phone and e-mail.



Welcome to the ImBox family 🎉

You are now part of the revolution in customer communication.