

CLOUD QUEUING

A SIMPLE SOLUTION TO GUARANTEE CONTACT CENTER OPERATIONAL CONTINUITY

How to use cloud queuing to maintain communications and great CX during a natural disaster

Natural disasters are increasing, forcing all organizations to improve business continuity.



5X¹

The amount that climate and natural disasters have increased over the last 50 years.

17.8²

The annual average of natural disasters that have occurred over the past 5 years.

For utility providers, business continuity isn't enough. As an essential business, utility providers are required to:

1.)

Keep their communications up and running in the event of an emergency.

2.)

Demonstrate the ability to continue communications even when critical infrastructure is at risk.

Utility customer expectations increase during a natural disaster.

59%³

of customers expect a business to be available via a voice call.

90%⁴

of customers consider immediate responses to inquiries to be essential.

50%⁵

of customers want the ability to escalate to a live agent.

60%⁶

of customers consider an "immediate" response to be 10 minutes or less.

But what happens when your utility facility's communications fail due to the impact of the natural disaster or from heightened call volume?

#1

Your facility will be non-compliant with the Public Service Commission.

#2

Your customers won't have the information they need to stay safe.

#3

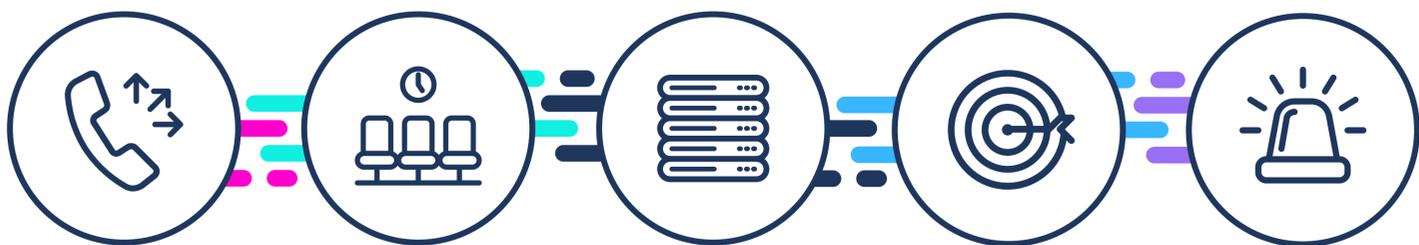
Your customers will have a bad customer experience.

1.) 5x 2.) 17.8 3.) 59% 4.) 90% 5.) 50% 6.) 60%

CLOUD QUEUING DELIVERS CONSISTENT CONTACT CENTER COMMUNICATIONS AND GREAT CX

Cloud queuing adds a layer of redundancy by passing all inbound calls through a cloud-based workflow before they're delivered to your contact center. The solution layers over the top of your existing contact center infrastructure, allowing you to create redundancy and ensure communications during an unexpected event without transitioning to a new solution.

CLOUD QUEUING CAN:



Direct calls to a different location or department

Manage and hold calls in a virtual waiting room when call thresholds are met

Increase redundancy utilizing failover data centers

Escalate high-priority calls

Communicate estimated time of restoration (ETR) and other important updates

Cloud queuing is part of IntelPeer's communications automation platform, which delivers customer service-focused, omnichannel automation solutions like real-time voice, messaging, chat, and more. With IntelPeer, utility providers can quickly modernize and adapt their communications.

Are you ready to learn how your utility company can meet new regulations, improve CX, and become more agile with cloud queuing?

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