

Taking Your Phone System Digital

A guide for Support leaders



1

As a support manager, how can I ensure customers receive the best support? **How can I guarantee our phone system will help our agents with increasing requests?**



Aircall Features

We're here to help you as you scale.

- Call routing
- Call queuing
- IVR
- Skill-based call routing
- Warm Transfer



Benefits

Differentiate your calls by request types to help agents **anticipate customer needs** before the conversation even begins.

2

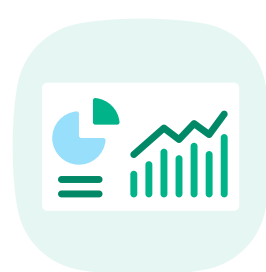
How can we ensure all customer interactions can be found in one place and solve problems faster?



Aircall Features

Cloud based phone systems connect different channels, integrate easily with other tools and bring more visibility to your and your team's performance, even in real-time.

- Deep integrations with HelpDesk, Chatbots and CRMs
- Instant incoming call insights
- Intuitive and easy to use platform

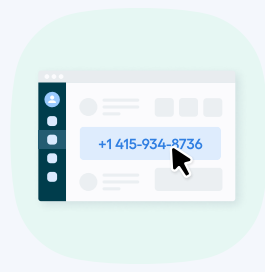


Benefits

Easily track your customers' request in one place thanks to over 50 integrations. Monitor your team's performance in real-time dashboards to manage your resources efficiently.

3

Our phone system should save us time & increase productivity so we have more time to help our customers.



Aircall Features

Say goodbye to manual data entry and experience the new way of efficient support work.

- Helpdesk integrations
- Click-to-Dial
- Call commenting and assignment



Benefits

Put hours back on the calendar every week thanks to time-saving features like automatically logging call info and eliminate any data accuracy concerns along the way.

4

As a manager I look after the onboarding of new support agents. **How can our phone system help streamline onboarding so teams can maintain performance without losing time?**



Aircall Features

Make the most out of VoIP technology and create an even smoother onboarding process & coaching environment.

- Call monitoring
- Call recording
- Add new agents in 1-click
- Create new numbers for regions instantly



Benefits

Effectively train your new team members and follow their progress in real time. Identify areas for improvement for each support agent and **give them tailored advice for better performance.**



Adyen is in a unique position compared to traditional support teams. Thanks to Aircall, our Support agents can quickly find all they need in one place.



- Easy to install
- + 70 integrations with business tools
- Numerous time-saving features

Take your business into the digital age. Try Aircall free for 7 days.