

Customer Service



Customer satisfaction is critical to the success of every business. With online and global supplier options at their fingertips, underserved or dissatisfied clients can make alternative buying decisions faster than ever before.

Our VoiceManager® solution enables your company to customize how customer calls are answered and managed. Features highlighted below can help your firm reduce calls missed from clients, provide special handling where needed, and improve customer experience when a response must be delayed.

Occurred such as a tornado, fire, or flooding, then in all likelihood, your company lost the ability to place, receive, or reroute calls. Now with Cox Business VoiceManager, we provide multiple feature options for remotely accessing and managing your telephone calls 24/7.

Consider the following VoiceManager features that will strengthen your company's Business Continuity Plan and can instantly be leveraged anywhere, at any time, through any telephone line or the Internet.

Set Emergency Call Routing on Every Line

Feature	Capability
Call Forwarding Not Reachable	Route customer service calls automatically to a different number in the event of a fiber cut, power outage, flood, etc. that impacts your connectivity to our network.

Improve Customer Experience at the Company Level

Hunting Services	Route customer calls to a team of users, customizing the order of answering position, the allowable ring cycle before advancing calls to the next available user, and the treatment for any call that cannot be answered. Having the ability to distribute calls to a specific resource, the person that has been least busy, or by call answering percentage can be key factors in delivering quality customer service.
Auto-Attendant	Provide customers with preferred menu options for how their call can be routed for answering during the business day, or any specified after hours schedule. Use this feature in association with call forwarding to better manage "On Call" service requests and increase answering flexibility when called users are not available.
Music On Hold	When customer calls need to be placed on hold or their call parked within the system, improve their experience by providing music or a customized company message during their holding time.