VoiceforPest

MOSQUITO SQUAD

Mosquito Squad "No Missed Calls" Program

Standard Mosquito Squad franchise setup

Please complete the form at the end of this document

Business Hours

- Inbound calls will be processed through VFP's "Intelligent Call Routing" system. Recognized callers will be processed as "Customers" and unrecognized callers will be processed as "Prospects".

Customers

Will route to the "Customer" queue where the assigned agents will ring in one of the following formats:

- Ring All (Simultaneous)
    - Route callers to all available agents at the same time
- Round-Robin
    - Route callers to the agents that has been available the longest
- Linear Hunt
    - Route callers in a predefined order
- Linear Cascade
    - Route callers based on agent priority

If all agents are busy the caller will queue up for an unlimited amount of time while given the following options:

- Press 1 to leave a message
    - Voicemail can be delivered to one or more users via their voicemail inbox or email, and the email will include an attached voicemail as well as a transcription of recording in the email.
- Press 2 to receive a callback
    - Allows caller to hang up while maintaining their place in queue until an agent becomes available at which time the system will automatically connect the caller with the agent.

Prospects

To ensure that current customers calling from an unrecognized number will be routed properly, unrecognized callers will route to an auto-attendant with a "calls being recorded" disclaimer and 2 options.

- Customers press 1
- Prospects press 2

Customers will be routed to the "Customer" queue and Prospects will be routed to the "Prospect" queue with the same ring format options as the Customer queue.

If all agents are busy the caller will be:

- Sent to Slingshot/answering service (forwarding number needed below)
- Queue up for an unlimited amount of time while given the following option:
    - Press 0 to leave a message
        - Voicemail can be delivered to one or more users via their voicemail inbox or email. Email will include attached voicemail message as well as transcription of recording in the email.

Non Business Hours

Callers can be routed one of the following ways:

Route A

- Inbound callers will route to auto attendant with these options:
    - Customers press 1
        - Current customers will be sent to a general voicemail box with the same message delivery options as above, user inbox or email
    - Prospects press 2
        - Prospects will be sent to Slingshot/answering service

Route B

- Callers will route directly to Slingshot

Route C

- Callers will route to an auto attendant with a press 1 option that will direct callers to leave a message in the general voicemail box with same message delivery options as above.

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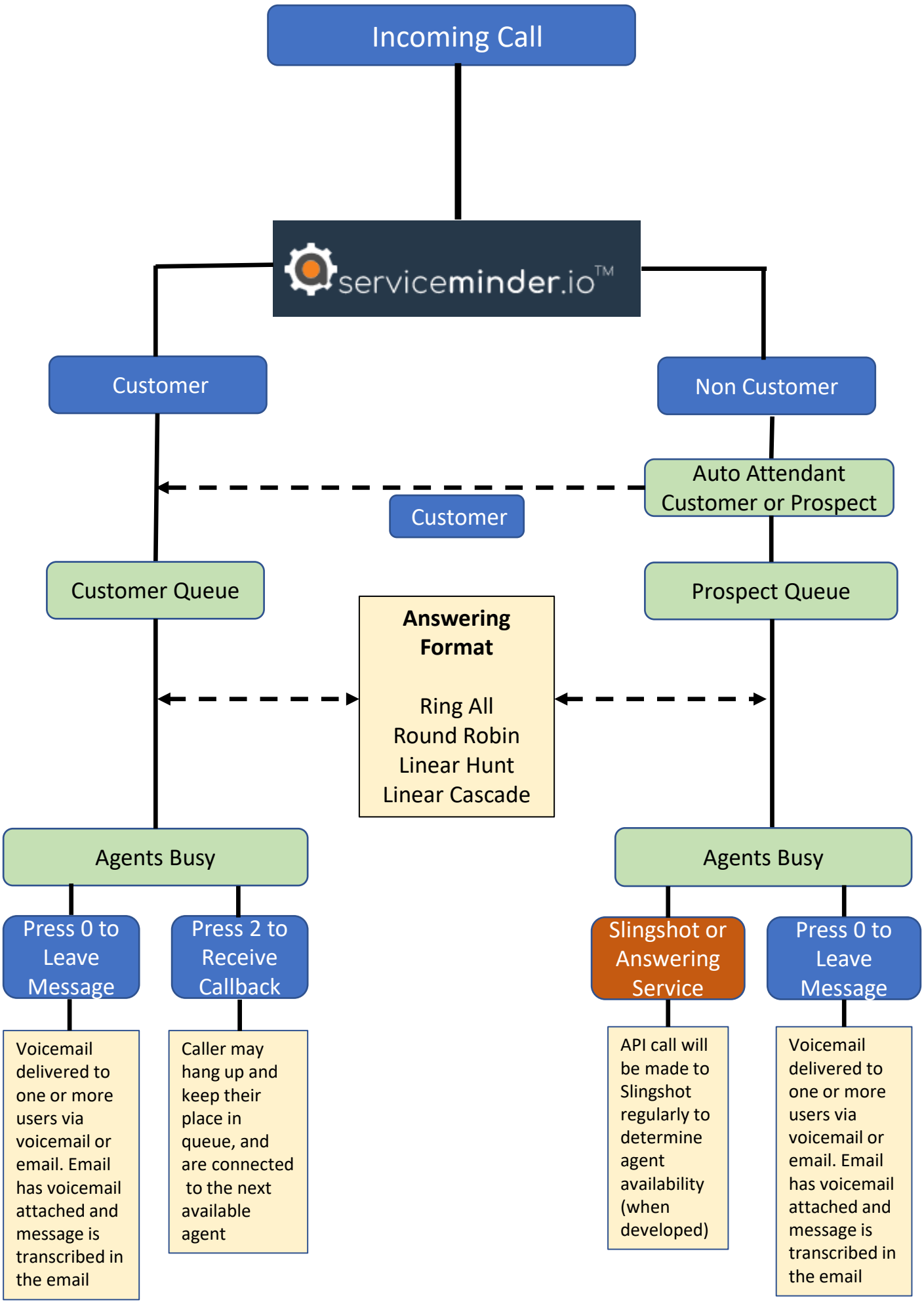
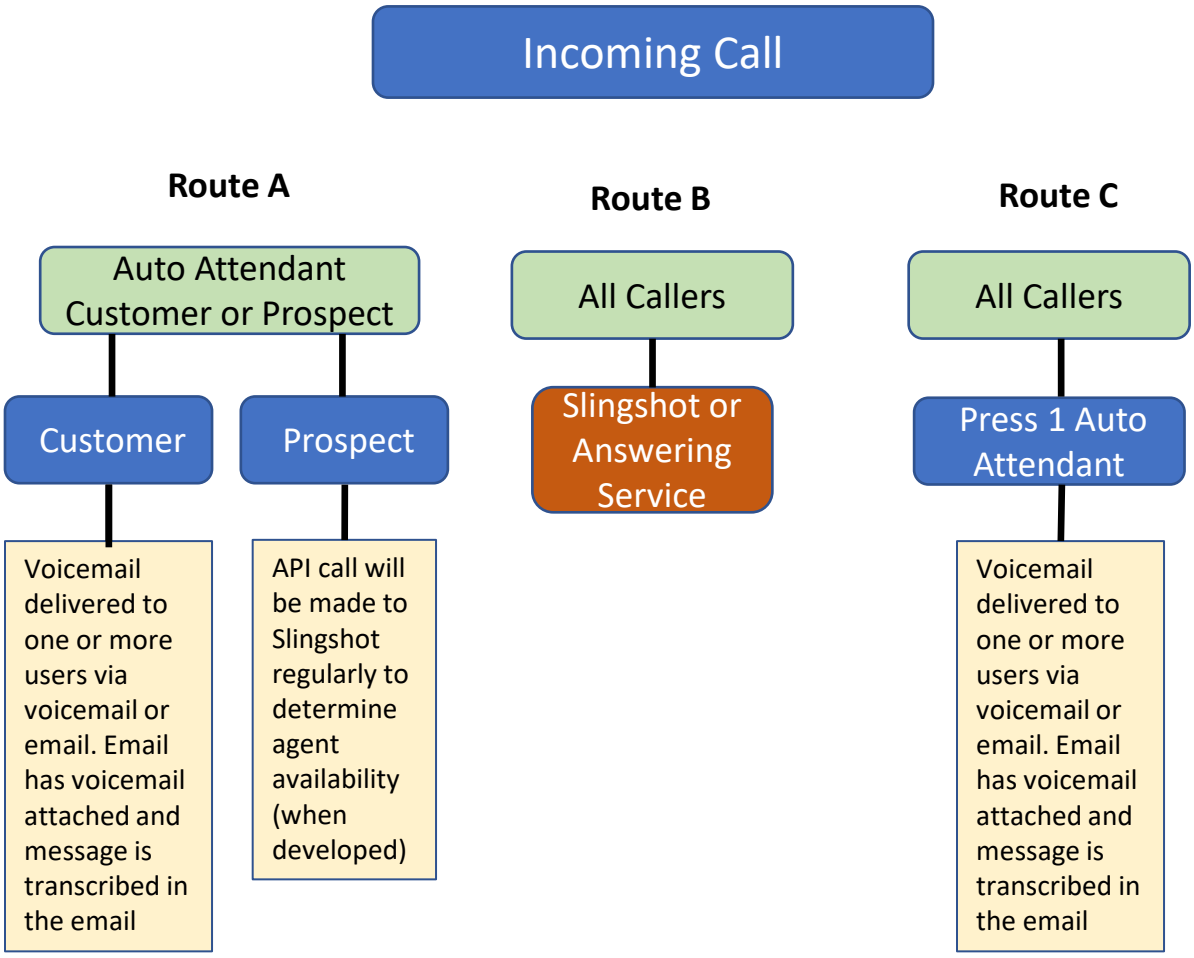


Non Business Hours



Customer Queue Ring Format

- ☐ Ring All – Route callers to all available agents at the same time
- ☐ Round Robin (longest idle) – Route callers to agent that has been available the longest
- ☐ Linear Hunt – Route callers in a predefined order
- ☐ Linear Cascade – Route callers based on agent priority

Prospect Queue Ring Format

- ☐ Ring All
- ☐ Round Robin
- ☐ Linear Hunt
- ☐ LinearCascade

Email delivery - Business Hours

Email Delivery - Non Business Hours

Slingshot/Answering Service - Please provide forwarding number for overflow and/or Non Business Hours calls

Date

Company Name_____

Point of Contact_____

Comments_____

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