SBX2

Call Center Queue Announcements

NEVER MISS AN OPPORTUNITY

You can only answer so many calls in a given moment. Why not let the SBX2 help you with the rest? With built-in Call Center Queue Announcements, you can serve tailored queue announcements at each of your locations or to each of your queues—and changing them is as easy as picking up the phone.

A SUPERIOR QUEUE SYSTEM

Multiple Messages
Serve a single message to your entire system, or create unique communications for each location or queue. The only limit is the number of ports you have—and SBX2 supports up to 64.

Applications: Announce location-specific services, offer messages in different languages.

Quick Configuration
Whether you're local or remote, you can refresh your SBX2 queue announcements in a matter of minutes with Ethernet, telephone, and modem connection options.

Applications: Update business hours, adjust for holidays, serve up-to-date marketing messages.

Simultaneous Execution
No matter how many messages you set, you never have to worry about a conflict. Each SBX2 port functions independently, allowing for simultaneous operation across locations and queues.

Applications: Serve multiple callers at once, mitigate high call volumes.

Cross-System Compatibility
Call center queue announcements work with all major PBX manufacturers, including Avaya, Nortel, Cisco, Siemens, Toshiba, NEC, and Mitel, so you don't have to worry about conflicts.

Applications: Interface with your company's existing PBX.

APPLICATION REQUIREMENTS

- SBX2 with 8 analog ports.
  *More ports available with XMU+
- XMUCOM+ administration software
- Windows XP or Windows 7 Professional
- Ethernet, phone, or modem connection

YOU MAY ALSO BE INTERESTED IN

- Auto-attendant
- Dial-by-Name
- Information Lines
- Emergency Messaging System Overide
- Failover for KSU/PBX/IP-PBX/VoiceMail system
- Music and Marketing-On-Hold
- Pre-Recorded Paging and Repetitive Announcements
- Priority Announcements
- Triggered Announcements
- Hotel Wake-Up call

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