Xarios
## Interactive Voice Response (IVR) Q-Minder

Don't keep your customers waiting

Q-Minder provides an effective way of managing peaks in inbound call traffic, making the most of staff time and minimizing customers' active wait time.

In an ideal world...

Every customers' call would be answered immediately – but in reality, all businesses will have times of the day when there are more calls than can be handled, resulting in customers having to wait.
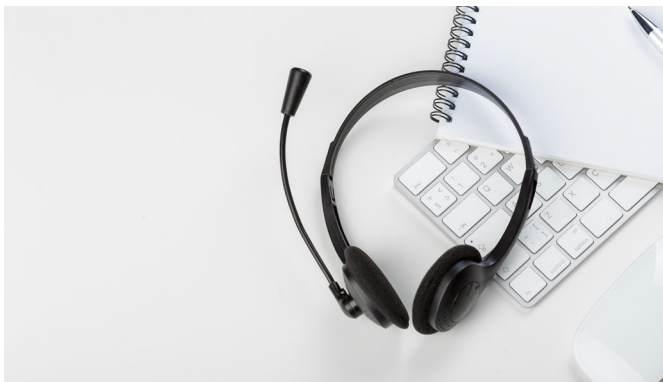
Feel at ease with our simple and easy to set IVR solutions.

Xarios Q-Minder improves the customer's experience by offering the option of being called back instead of being placed on hold.

Be in control of your own customer experience with the Xarios Q-Minder IVR. The queue based automation allows you extra control over the solution along with multibranding capabilities and DID mapping for correct number presentation.

Manage call traffic with Xarios Q-Minder historic and Real-Rime reporting helps to manage spikes in call traffic, reducing lost calls by enabling you to manage staff time and resource.

Q-Minder

Keep your customers happy even during your busiest periods, never lose a customer to long wait times again.

Key Features & Benefits

- Options to only offer callbacks during busy periods

- Play position in queue and expected time to answer to customer

- Option to only offer call backs when queues hit a certain length

- Easy to use and self manage

- Options to show Q-Minder stats on MiVoice Office Wallboards/Dashboards

- Manage inbound traffic to effectively use staff time and resources

- Improves the customer service experience

- Reduced costs on 'freephone' lines

- Use custom prompts to maintain corporate branding

- Extensive configuration options

- Reports produced on user information, usage and callback times

Software

Operating Systems	Supported Virtualization Environments	Client Requirements
• Windows 10 Pro 64bit • Windows 2012R2, 2016 Standard /Enterprise/Datacenter 64bit **Note:** Windows Server Core installations are not supported. Windows Server Small Business /Foundation/ Essential versions are not supported.	• VMWare ESXi v5.1, v5.5, v6.0, v6.5 • Hyper-V 2012 R2, 2016	• Microsoft Internet Explorer: 11 (Not in compatibility mode) • Chrome: 68 or greater • Mozilla Firefox: 61 or greater • Microsoft Edge: Current

Hardware

Can reside on same server as Mitel MiVoice Application Suite* Ensure combined requirements for each have been fulfilled.

Memory	0-30 Channels	31-120 Channels	121-240 Channels
CPU	1 x Intel Dual Core i3 @ 3.3GHz	1 x Intel Quad Core Xeon @ 3.1GHz	2 x Intel Quad Core Xeon @ 3.1GHz
RAM	4GB	8GB	16GB
HDD	100GB	100GB	100GB