

Management features



What

Xelion provides you with full visibility and control of your business communication in one place. Whether it's checking what calls are coming in and out, monitoring call recordings, managing call queues or having the ability to see and manage staff across all departments, the Xelion platform allows business leaders to maintain productivity and keep efficiency high.

How

Call queues

Monitor and manage all call queues from one screen. You can view who's available and which lines are busy in one screen, and easily make adjustments. This makes it incredibly easy to manage how and where calls come in.

Wallboards and analytics

View key call statistics live, such as average call durations and waiting times. You can also schedule custom analytics reports. This means you can see exactly how you're performing, and make informed decisions about managing resources.

Call recordings

Xelion also has call recordings built in – so you can listen back to any call with a single click, wherever you are. You can use this for random sampling. It's also easy to search for specific calls if needed. This feature makes quality assurance easy.

Auto-attendant

An auto-attendant is like a virtual receptionist, reading custom messages to callers to help direct them to the right place. On Xelion, you can record your own messages direct into the platform – or you can even generate them using text-to-speech.

Regular hours and exception scheduling

It's easy on Xelion to set your opening hours, and decide which lines are open when. What if there's an exception, such as a bank holiday? On Xelion, you can easily schedule these – ensuring seamless, efficient management of your phonelines whatever the circumstances.



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By utilising the management features of Xelion, businesses can stay on top of call traffic and enhance productivity. This type of flexibility and efficiency not only benefits your team but ultimately results in a positive experience for customers.

