










## CQ Simple's Nimbus Platform Meeting the Needs of Today's Call Centers

 <p><b>Caller ID Management</b> – The Nimbus can alter your outgoing Caller ID on the fly.</p>	 <p><b>Unlimited Queues</b> allows callers to hear your customized message while they wait to speak with an agent.</p>
 <p><b>NimbusDashboard</b> allows a supervisor to coach and monitor new employees.</p>	 <p><b>Queue Callbacks</b> allow a customer to input their phone number and the Nimbus will hold their spot and call them back.</p>
 <p><b>Time Schedules</b> – Need to route calls to an afterhours answering service? No problem! Calls go where you want, when you want.</p>	 <p><b>Emergency Notification</b> can alert the call center supervisor the instant an agent dials a restricted number or 911.</p>
 <p><b>Call Recording</b> allows for programmed and on demand recording to help you better coach and train your agents.</p>	 <p><b>Queue Reports</b> show you the performance of each agent with easy to create and understand reports.</p>

**Contact CQ Simple at 989-492-7068 or [support@cgsimple.com](mailto:support@cgsimple.com) to be put in touch with your local certified CQ Expert or with a call center currently utilizing the Nimbus Platform.**