

Enquiry registration

Enquiry registration enables businesses to identify callers and their reasons for calling.

The supervisor can define categories and topics through the Administration Portal, where Categories represent the main themes of the enquiries and topics are the sub-themes for each category. It is possible to restrict agents to select only 1 topic within a category, or to enable them to select multiple topics. The result of the Enquiry registration can be viewed in the Enquiry registration statistical report.

For more details on Enquiry registration refer to this [article](#).