QCB - Queue Callback

During periods of high volume and extended wait times, the Queue Callback application allows Evolve IP call center customers to offer end users the ability to request a callback, based on pre-determined call center conditions, rather than having to wait in queue for an agent to become available. The Queue Callback application allows customers to configure thresholds for when the callback option(s) will be presented to their end users. Call center customers can purchase concurrent call licenses in bundles for offering queue callback to their end users.

- Queue Callback Datasheet
- Queue Callback Best Practices Guide

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Related Pages

- QCB - Reporting

FAQs

What are my threshold options for Queue Callback?
Queue Callback thresholds include Estimated Wait Time, Number of Calls in Queue and Longest Waiting Call in Queue. Customers will   be able to choose any or all thresholds for their queues.

How many queue callback calls can held at one time?
Queue Callback is sold in bundles of 5 concurrent calls. Once the concurrent call limit is met, customers will no longer be presented with the QCB option, even if the threshold is met. The call will go directly into the queue and the No License DNIS will attach itself to the call.

Will I incur any additional usage charges for the outbound calls to the customer?
No, usage charges will be included in the price of the concurrent call licenses.

Can I reserve some QCB licenses for my important queues?
Yes, you will have the ability to "reserve" QCB licenses, for your higher priority queues.

Can I schedule a callback for later in the day or offer particular time slots?
Not at this time, however, we are looking to add this feature in a future release.

Why should I try QCB? What is the downside of QCB?
Why not?!? If you value your caller's time and are looking for ways to reduce abandonment rate, toll free costs & talk time, QCB is the product for you. No real downsides to the product.

What is the caller's experience? Can we call them back at a different number?
When a call meets your predetermined thresholds, the caller will be presented with their position in queue. They will then be offered the option to leave a callback number or be placed on hold in the queue. Callers will have the option to leave a different number than the one identified by the system.

Can I set up QCB on a queue that overflows to voicemail?
In situations like this, we would suggest removing the overflow option from the queue and updating the queue's comfort message, to include an option for callers to press a digit in order to leave a voicemail.

What is the agent's experience? Do they need to accept the callback? What if they don't answer their phones?
Available agents will be presented with a call, where the system will identify it's a queue callback call. By default, agents will not be required to accept the callback, however that option is available.

Will QCB work with remote agents?
Absolutely. QCB works with all agents regardless of their physical location.

What if the caller doesn't answer our callback? Can we leave them a message?
You can leave the caller a voicemail if they fail to answer the callback call. You also have the option to activate a recall setting where the agent can end the call and the system will pull that call back into queue to re-attempt at a later time. You will be able to set the number of recall attempts and the interval.

What if the caller answers our callback and wants to reschedule?
Once the agent connects to the caller the process is complete. If the caller would like to reschedule the call, they would need to dial back into the queue.

Will the outbound call to the customer show my usual caller ID so they know who is calling?
The outbound caller ID will follow the same rules as your normal outbound calls within your group. You will be able to customize the caller ID, and you will need to own the number being presented.

How will this impact my call center metrics?
Call Centers will see immediate improvements in the reduction of Abandoned Calls, Talk Time and Supervisor escalations…not to mention happier callers.

How do I change my settings that determine when a callback is offered?
Our OSSmosis administrative portal will be your one-shop stop to adjust your QCB settings. You will be able to add/remove thresholds, as well as configure parameters for each.

What happens to the call if I'm out of licenses?
If you run out of QCB licenses the caller will not be presented with a callback option and is directed straight to the queue. That call will be tagged with a "QCB No License" designation so you will have visibility into how many times you ran out of licenses in your Call Center Reports.

What kind of reporting is available?
Two existing reports have been enhanced to show you how many callers are using QCB. Look at our Call Center Call Detail and Incoming Calls reports. You will need to adjust the Scope to include DNIS, in order to see how each call is handled.

How do I know if I need more licenses?
After generating one of the reports mentioned above, all calls that reflect "QCB No License" indicate there were not enough licenses to present a callback. These reports will let you know if you need to add more licenses

I have Standard Agent licenses and this product requires Premium Agent licenses? How do we make that transition? Are there any additional costs? What are the other benefits of a Premium agent license?
Work with your CTA to upgrade to Premium Agent licenses. Additional benefits of Premium Agent includes Skills-Based Routing, DNIS, unavailable & disposition codes, outbound calling, and silent monitoring of agents.

Custom Recordings of WAV Files

If you would like to re-record the prompts using your voice talent please see below

WAV Format

The media store supports the following WAV file formats.

- 8K, MONO, 16 bit LINEAR, PCM SIGNED
- 8K, MONO, 8 bit, ULAW

WAV File Name

WAV file names shall be the AFD ID (upper case) with the suffix ".wav" (lower case). For example, the WAV file name for the AFD QCB-CALLBACK-CONFIRM should be QCB-CALLBACK-CONFIRM.wav .

Custom WAV files should be stored in unique media stores identified as wav.<application>.<store ID>. For example, QCB Spanish WAV file could be stored in the media store wav.qcb.spanish .

QCB Prompts

Prompt #	AFD ID	Prompt
4.9	QCB-CALLBACK-CONFIRM	Your callback is now confirmed. We will call you when the agent becomes available. Thank you for calling.
4.10	QCB-CALLBACK-ENTRY	Please enter the ten digit phone number where we should call you back.
4.11	QCB-CALLBACK-ENTRY-VAR	Please enter the phone number where we should call you back. Then press pound.
4.12	QCB-CALLBACK-INTRO	To be called back at.
4.2	QCB-CALLBACK-OPTIONS	Please press one. To be called back at a different number press two.
4.51	QCB-CCODE-ENTRY	Please enter your callback country code, then press pound.
4.52	QCB-CCODE-INTRO	To be called back at country code
4.53	QCB-CCODE-OPTIONS	Please press 1. To be called back at a different country code press 2
1.1	QCB-EWT-INTRO	Thank you for calling. Your expected wait time is.

1.0	QCB-EWT-NODATA	Thank you for calling. All agents are currently assisting other customers.
1.2	QCB-EWT-OPTIONS	Thank you for waiting and we value your time. If you would like us to hold your position in queue and call you back when the next agent is available please press one now. Otherwise press two to continue to hold.
2.1	QCB-LWC-INTRO	Thank you for calling. The longest call on hold is.
2.0	QCB-LWC-NODATA	Thank you for calling. All agents are currently assisting other customers.
2.2	QCB-LWC-OPTIONS	Thank you for waiting and we value your time. If you would like us to hold your position in queue and call you back when the next agent is available please press one now. Otherwise press two to continue to hold.
3.1	QCB-NCQ-INTRO	Thank you for calling. The number of calls before you is.
3.0	QCB-NCQ-NODATA	Thank you for calling. All agents are currently assisting other customers.
3.2	QCB-NCQ-OPTIONS	Thank you for waiting and we value your time. If you would like us to hold your position in queue and call you back when the next agent is available please press one now. Otherwise press two to continue to hold.
7.1	QCB-NOTICE-AGENT	You have received a queue call back call. The system is calling that customer now. Please stay on the line while the call is connected.
7.2	QCB-NOTICE-AGENT-INTRO	Queue call back call. Press any digit to accept.
7.3	QCB-NOTICE-AGENT-USERCONN	Please hold while the user accepts the call.
7.4	QCB-NOTICE-RECALL	Recall number.
6.0	QCB-USERNOTICE-INTRO	Hello. This is the call back you requested. Please press any digit to continue.
4.54	INFO-INVALID-CCODE	The country code you have entered is invalid.
4.6	INFO-INVALIDENTRY	Invalid entry.
4.6	INFO-INVALIDNUM	The number you have entered is invalid.
	UNIT-CALL	Call
	UNIT-CALLINQ	Call ahead of you
	UNIT-CALLS	Calls
	UNIT-CALLSINQ	Calls ahead of you
	UNIT-HOUR	Hour
	UNIT-HOURS	Hours
	UNIT-HUNDRED	Hundred
	UNIT-MINUTE	Minute
	UNIT-MINUTES	Minutes
	UNIT-SECOND	Second
	UNIT-SECONDS	Seconds
	UNIT-THOUSAND	Thousand
	DIGIT-0	zero
	DIGIT-1	one

	DIGIT-2	two
	DIGIT-3	three
	DIGIT-4	four
	DIGIT-5	five
	DIGIT-6	six
	DIGIT-7	seven
	DIGIT-8	eight
	DIGIT-9	nine
	DIGIT-10	ten
	DIGIT-11	eleven
	DIGIT-12	twelve
	DIGIT-13	thirteen
	DIGIT-14	fourteen
	DIGIT-15	fifteen
	DIGIT-16	sixteen
	DIGIT-17	seventeen
	DIGIT-18	eighteen
	DIGIT-19	nineteen
	DIGIT-20	twenty
	DIGIT-30	thirty
	DIGIT-40	forty
	DIGIT-50	fifty
	DIGIT-60	sixty
	DIGIT-70	seventy
	DIGIT-80	eighty
	DIGIT-90	ninety
	DIGIT-100	one hundred
	DIGIT-200	two hundred
	DIGIT-300	three hundred
	DIGIT-400	four hundred
	DIGIT-500	five hundred
	DIGIT-600	six hundred
	DIGIT-700	seven hundred
	DIGIT-800	eight hundred
	DIGIT-900	nine hundred