

Vision 80/20 Scheduled Callback



Scheduled Callback

Scheduled callback lets your customers request a phone call at a more convenient time. You can control the times at which callbacks can occur based on your organizations' availability and business hours. The result is a better work environment as well as happier customers who experience a higher level of service. Scheduled callback helps to even out peak telephone traffic times and helps you optimize your resources to more easily meet the desired levels of quality and service. Health care centers are just one example of organizations that commonly benefit from this service.

Eliminate Peak Times and Long Queues

Incoming calls to a call center are usually unevenly distributed across the years, months, weeks and days. Scheduled callbacks allow you to meet that challenge easily. By offering a callback service, peak call times are evened out and long telephone queues are avoided. This service, which can easily be integrated with your current configuration, is a part of Vision 80/20's complete contact center solution.

Scheduled callback is highly useful when time is not critical for returning customer calls. It is additionally advantageous when calls require longer discussion or are of a consultative nature.

Give Your Customers Complete Choice

Scheduled callback allows your customers to easily book the time they wish to be contacted. They can select either the next available time or they can suggest a preferred time for a callback.

Let Call Activity Match Your Availability

Scheduled callback makes it possible for your operators to more easily deal with incoming call activity. Calls to customers are attended to when your operators have the time and ability to do so.

Settings for callback	
Offer callback:	<input type="checkbox"/> Yes
(Activation condition) Min. queue:	<input type="text" value="3"/> (number)
(Activation condition) Min. est. queue time:	<input type="text" value="120"/> (seconds)
Booking: Schedule:	<input type="text" value="..."/>
Booking: Time slot:	<input type="text" value="5"/> (minutes)
Booking: Earliest pre-booking:	<input type="text" value="48"/> (hours)
Store configurations	

Settings for engaging callback service

As an administrator, you decide when the scheduled callback service will be activated, such as when the queue is full or closed, or perhaps when the queue time or number of queued callers has reached a specified limit—it's all up to you.

Quick Facts

- Evens out peaks of incoming activity
- Eliminates long queues
- Easy to administrate
- Improves follow-ups
- Lets availability direct call activity
- Useful when customer contact is not time-critical
- Appropriate for calls of a consultative nature
- Perfect for long calls requiring discussion

Easy Administration

Administration is simple. Enter the desired time for the callbacks to take place as well as the number of operators who will be available to take calls. The system automatically calculates when callbacks can be made.

Improve Follow-up

Frequently, following up with customers is a necessary part of good service. Scheduled callback can help you improve your customer service by making follow-up calls more efficient. The operator or call center agent, in conjunction with the customer, can easily book a callback in the system. The scheduled call is marked with a special symbol so the agent can see the call was booked via the agents' internal system. When the agreed upon time rolls around, the system then calls the customer automatically, ensuring that the follow-up takes place.

Contact Us

Feel free to contact us for more information about our products. Visit our site at: www.visionutveckling.se.

