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Call Me Back

Why wait on hold?

Overview

Often in a busy call center, the Estimated Wait Time (EWT) can become excessive due to overwhelming call flow. This common problem often leads to irritated customers waiting on hold for long periods of time. Ultimately, this creates an unpleasant experience for both the Customer and the Call Center Agent.

With *Call Me Back*, if the EWT becomes extreme, Customers will no longer have to wait on hold. They will be redirected to the *Call Me Back* application where they are presented with the options to either request a callback for the next available Call Center Agent, or to schedule a callback for a later time that day or the next business day.

Call Me Back

This application is designed to reduce frustration on both the Customer and Call Center personnel by providing the caller with the convenience of not having to wait on hold, essentially having the Avaya IR do the holding for them. Once the Customer's turn in the queue comes up, the Avaya IR calls the Customer, and connects the call to the next available Call Center Agent.

The above custom application comes with web-based administration, real-time viewing, and ad-hoc reporting. Reports can be viewed via a web interface or by placing direct queries against the database.

Requirements

On premise Avaya IR or Voice Portal