

Call  
Abandon  
23



# PureCT™ Server

## ABANDON CALL MONITOR

*Never lose a customer!*

*“Allow agents to view a list of abandoned calls and automatically dial any number from the list”*

**Avview** Abandoned calls (30 of 13442) [Select all before 27/10/2003 13:45](#) [Delete selected](#) [Refresh](#)

| P  | Called Number | Callers Number | Arrival time     | Name                    | Agent  | Calls | Select                   | Retry |
|----|---------------|----------------|------------------|-------------------------|--------|-------|--------------------------|-------|
| 1  | Sales         | 091 792353     | 28.04.2003 11:55 | Steede                  | Ida    | 1     | <input type="checkbox"/> |       |
| 1  | Tech support  | 086 8561713    | 28.04.2003 12:03 | <a href="#">Unknown</a> | Ida    | 3     | <input type="checkbox"/> | 11:46 |
| 2  | xxxx          | Caller         | 28.04.2003 11:41 | McTiernan               | Per    | 3     | <input type="checkbox"/> |       |
| 2  | xxxx          | Caller         | 28.04.2003 11:42 | Name                    | Frank  | 4     | <input type="checkbox"/> |       |
| 2  | xxxx          | Caller         | 28.04.2003 11:44 | <a href="#">Name</a>    | Frank  | 3     | <input type="checkbox"/> | 12:34 |
| 2  | xxxx          | Caller         | 28.04.2003 11:45 | Name                    | Eddie  | 4     | <input type="checkbox"/> |       |
| 2  | xxxx          | Caller         | 28.04.2003 11:50 | Name                    | Cathy  | 1     | <input type="checkbox"/> |       |
| 2  | xxxx          | Caller         | dd.mm.yyyy hh:mm | Name                    | Joseph | 1     | <input type="checkbox"/> |       |
| 2  | xxxx          | Caller         | dd.mm.yyyy hh:mm | Name                    | Hans   | 5     | <input type="checkbox"/> |       |
| 2  | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 2     | <input type="checkbox"/> |       |
| 9  | xxxx          | Caller         | dd.mm.yyyy hh:mm | Name                    | Ole    | 2     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 4     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 4     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    | Frank  | 2     | <input type="checkbox"/> | 13:34 |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 3     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 1     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 3     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 3     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 3     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 4     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 1     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 1     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 3     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 3     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 4     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 1     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 3     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 4     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 1     | <input type="checkbox"/> |       |
| 10 | xxxx          | Caller         | dd.mm.yyyy hh:mm | <a href="#">Name</a>    |        | 1     | <input type="checkbox"/> |       |

**Abandons**

**Avview** X

5 minutes ▾

Guaranteed compatible with your Nortel  
Call Centre

**CT-SOLUTIONS**  
COMPUTER TELEPHONY

# PureCT™ Abandon Call Monitor Features



## PureCT™ Server

- SimpleDial
- Callbacks Q4U
- Abandon Call Monitor**
- Desktop Dialer
- Visual Call Waiting
- Data Based Routing
- Screen Pop
- Soft Phone
- Simple IVR

ct-solutions.com

PureCT is a comprehensive and flexible solution for inbound, outbound and blended call centers. The modular design enables PureCT to meet your current needs, with the ability to meet your future business needs by simply adding or enabling additional modules

PureCT's capabilities range from sophisticated dialing and session management for the outbound center, to robust inbound tools which enhanced your call center platform and offer superior customer service.

CT-Solutions designs and develops products with a single purpose, the continuous improvement of your call center performance. Whether your call center operates in an outbound, inbound, or blended mode, PureCT from CT-Solutions is designed to improve the productivity and quality of your agents, reduce costs and provide the clear information you need to manage the growth of your business.

Our products are based on industry standard platforms to insure ease of implementation and long term supportability, the key to a positive return on your investment. This industry standard approach allows our solutions to integrate seamlessly with other applications, which are critical to your business. This approach also enables us to provide both timely and cost effective service and support.

**Abandon Call Monitor**– The abandon call management is designed to facilitate a simple campaign of making callbacks to customers who have abandoned from the queue.

Callers to the call centre can abandon from the queue at any time. Calls that abandon are removed from the queue and moved to an abandon list which is displayed on the agent desktop. The abandon list can now be an outbound campaign.

If a customer calls in with the same "Callers Number" as a previous abandon, then it is removed from the abandon list.

**Agents Perspective** – Agents log onto the system using a web based client. In the list of calls, each call is represented by one row that is coloured according to priority as assigned by the Symposium script.

An agent can click on the name hyperlink to automatically dial the customer on the telephone number shown.

When the call is released, a popup asks the agent to either mark the call as finished or set up a retry time. A finished call is deleted from the list immediately.

The retry time can be selected from a set of drop down options

## Callback Benefits

- Increases service levels
- Optimises call flow
- Reduces customer hold time
- Recapture lost revenue opportunities
- Optimises staffing resources