

PureCT™ Callbacks

Q4U - Frequently Asked Questions (FAQ)

"Welcome to Queue For You (Q4U) Call Centre Callbacks, hang up now and we will call you back when an agent is ready to speak with you. "

This document addresses many of the most frequently asked questions. These are grouped as follows

- Customer Experience Questions
- Agent Experience Questions
- System features.

CUSTOMER EXPERIENCE QUESTIONS

Q: Do callers have to interact with a machine ?

A: No. Callers might simply hear "The wait time is about 10 minutes - if you hang up now, we will hold your place in the queue and call you back when an agent is ready to talk with you. Or stay on the line to continue to queue."

Q: Will the customer know when to expect the callback ?

A: Yes. Q4U informs the caller of the expected wait time in the queue before the customer takes the option of a callback.

Q: Can the callback be for another day or time ?

A: Yes. Callers can be offered a "hold-in-queue" callback or can be encouraged to request a callback at a time and day that suits the call centre - i.e. when a lull is expected.

Q: What if the customer is busy or does not answer the callback ?

A: Customer callbacks are automatically rescheduled for a short period of time in the event of busy, no answer or any network fault. The system automatically gives up on these calls after a configurable number of attempts.

Q: What if the callback goes to voicemail ?

A: Agents simply leave a message for the customer if the callback ends up in voicemail. The customer can call in again. Alternatively, the agent can use a simple GUI to set up a new callback for the customer.

AGENT EXPERIENCE QUESTIONS

Q: Do agents have to logon to Q4U ?

A: Agents do not have to do anything. If an agent is assigned to a queue that has Q4U callbacks enabled, then they will automatically receive these callbacks.

Q: What does the agent have to do ?

A: Q4U calls are blended with the normal calls. Agents will know it is a Q4U callback via a simple screen pop, or via a simple message in the display on their ACD telephone.

Q: Can an agent set up a callback for a customer ?

A: Yes. An agent can set up a callback for a customer. This can be used in many ways. For example, the customer may have called into the wrong queue.

Q: Does Q4U require dedicated agents to handle the callbacks ?

A: No. Any agent assigned to a queue that has Q4U callbacks active, may be given a callback to handle.

See next page for questions on system features...

SYSTEM FEATURES QUESTIONS

Q: How well does Q4U integrate with my Contact Centre ?

A: Much of the system is controlled by your call scripts, so you are in control. In addition, the contact centre reports and displays will show the callbacks as separate queues, so you can monitor fully using the tools you already use..

Q: Can Q4U be turned on only when the queue is long ?

A: Yes, Q4U can be activated according to your needs. This might be based on calls waiting, logged in agents, expected wait time, time of day, day of week, holidays, etc.

Q: What about weekends and holidays ?

A: Q4U has a built in scheduler for holidays and weekends so as to prevent Q4U requests when you will not be able to meet your promise of a callback !

Q: What if Q4U sets up a callback just as the call centre is closing ?

A: Q4U is normally set up to shut down a set period before closing to allow enough time to complete outstanding callback commitments.

Q: We have multiple queues - is that OK ?

A: Q4U is specifically designed for multiple queues. Most parameters in Q4U are defined on a per queue basis. In addition, Q4U guarantees that no one queue can swamp the system with callbacks such that other queues do not get any callbacks, even if you have limited ports.

Q: What about callbacks for multiple foreign countries ?

A: As explained above, Q4U is specifically designed for multi-queue ACD systems. Unique callback access codes can be defined for each queue to facilitate callbacks to different countries. These callbacks can also use your private leased lines, to save on costs.

Q: What report data is available with the system ?

A: Q4U records comprehensive data on all incoming calls, not just those that request a callback. You can use this data to fully analyse callback usage patterns.

Q: Can different departments or queues use Q4U ?

A: Yes. Q4U is specifically designed for multiple queues. Most parameters in Q4U are defined on a per queue basis. Each department can use the simple management screen to monitor their own queues and modify parameters if necessary.

Q: What priority are the callback calls ?

A: Normally callbacks are the same priority as other calls. Using your call scripting, callback calls can be the same priority as other calls, or they can be lower or higher.

Q: What will happen to our normal inbound calls if the system fails ?

A: The Q4U system architecture is specifically designed not to interfere with your normal call centre operations. If the Q4U system should fail for any reason, then normal inbound handling will resume.

Q: How does Q4U connect to my ACD ?

A: Connection to your ACD is via standard digital connections. Q4U can connect to (almost) any ACD

Q: Can I offer Q4U callbacks to all calls ?

A: Yes. In fact some call centres handle all calls as Q4U callbacks. This means you can present a professional image with just one part-time agent !!

Q: How does Q4U know the customers telephone number for the callback ?

A: In most cases, Q4U will detect the callers number and use that for the callback. If the callers number is withheld, Q4U might not offer a callback, or might give the caller the chance to key in a number for the callback.

Q: What is the implementation time ?

A: Q4U is a straightforward installation that can be achieved in as little as a day.