

Loway presents

Automated Recalls



Automated recalls

When managing a Call Center you will often find yourself in a situation where your services have a known peak time. In this case a need arises to staff agents based on the load at peak time. More often than not though your wait time SLA is stressed during this peak time, impacting on the overall quality and customer satisfaction, while also having an harder interaction with callers who have waited too long for the call to get through. So how can we solve this problem?

One of the best possible solutions is to offer your customers the possibility to be called back.

Implementing a recall system will have numerous advantages. Some of them are:

- Better SLAs - less staff required
- Happier customers
- The logic can be extended to web-based “call me back” Auto recalls.

QueueMetrics

QueueMetrics is a highly scalable monitoring and reporting suite that addresses the needs of thousands of contact centers worldwide and offers a broad range of integrated benefits like agent productivity monitoring, target measurement, conversion rates tracking, realtime campaign statistics analysis and an easy to use interface. It's available on premise or as a cloud hosted solution service.

How do the Automated Recalls work?

The caller is offered the option to press '1' to request a recall. If they accept, a script is run that retrieves their phone number. When the script is completed, the number is sent to a dialer program such as WombatDialer.

WombatDialer then monitors the recall queue for free agents and, when agents are available on it, a recall is issued.

WombatDialer knows how to handle various situations such as if the customer is busy or if it does not answer the call, by relying on its "Reschedule Rules".

When the call is started a script plays a welcome message on connection to inform the customer and the call is queued on the Recalls queue.

Auto recalls: components

To sum up the various components that make up this automatic recall system:

QueueMetrics

- Situational awareness
- Agent management

Asterisk

- Script to track caller's numbers
- Script to greet people being recalled

WombatDialer

- Monitors presence on Asterisk queues
- Implements recalls
- Handles busy, no answers, invalid numbers, etc.

QueueMetrics configuration

- Create two queues - one for inbound and one for recalls
- Monitor them through the Real-Time page

QueueMetrics realtime page

The screenshot shows the QueueMetrics Realtime page. At the top, there are tabs for Home, Realtime (which is selected), and Broadcast. The main area displays a table of queue statistics:

Queue	N. agents	Ready agents	On pause	Unk	Bsy	N. Calls waiting	On phone inbound	On phone outbound
00 All	0	0	0	0	0	0	0	0
Support [300]	0	0	0	0	0	0	0	0
Sales [301]	0	0	0	0	0	0	0	0
Outbound [400]	0	0	0	0	0	0	0	0

Below the table, there are sections for 'Calls being processed' and 'Agents currently logged in'. The 'Calls being processed' section has columns for Queue, Caller, Entered, IVR, Waiting, Duration, Agent, MOH, and Srv. The 'Agents currently logged in' section has columns for Agent, Last logon, Queue(s), Extension, On pause, Srv, Free Since, On queue, Caller, Last call, IVR, and Waiting. At the bottom, there is a section titled 'Aggregated by queue view' with columns for Queue, Tot time, Offered, Answered, Avg wait, Avg talk, Sales, SPH, QC, QCPH, Cont., CPH, Conv., QConv., SLA, and F.

- From the Real Time Page a Supervisor can move agents to and from the Recalls queue based on the state of the Inbound queue
- Everything else happens automatically

WombatDialer

WombatDialer can:

- Run multiple independent campaigns in the background
- Receive the numbers to be recalled and extra information for handling them over HTTP
- Monitor agent continuously to issue a recall when the agents are free

WombatDialer Handles recalls with sensible rules that can be specified. An example can be:

The screenshot shows a software interface for managing call rules. At the top, there are three tabs: 'Reschedule Rules' (selected), 'Disposition Rules', and 'Opening Hour Rules'. Below the tabs is a toolbar with icons for search, refresh, and sorting, followed by the text '1-2 of 2'. A green circular button with a checkmark is also present. The main area is a table with the following data:

Rule	On status	On custom status	Retry after	Retry mode	Max attempts	Actions
#1	RS_NOANSWER		120s.	FIXED	1	
#2	RS_REJECTED		3600s.	FIXED	1	

- Retry in 10 minutes if you get a busy
- Retry in 30 minutes if the number is free
- Call only during allowed times

When successful, the call connects to the welcome script that informs the customer that it has been recalled and then puts an agent through.

Recalls - all together

This solution can be implemented in very little time and does not require extensive changes to the PBX configuration. It also uses the same tools you use for normal inbound calls and it's a very extensible solution. Overall it provides an excellent ROI, making it a very common choice for services that have a busy peak time.

QueueMetrics References

For more technical information about QueueMetrics call center solution please refer to the [User Manual](#).

Visit www.queuemetrics.com for a 30 days full featured trial.

Attend our [Free Webinars](#) for a live demonstration of QueueMetrics.