



Caller Initiated Ring Back

Queueing callers is unavoidable, especially on busier services or at busy times, but subjecting them to long queue times and repeating loops of in queue music and reassurance messages can be a sure-fire way to increase any frustrations they may already have. The caller is often prevented from going about their day as they patiently wait to make their way to the head of the call queue.

X-on's Call Centre package offers a simple but effective solution to this problem which is initiated by the caller, greatly reduces incoming queue lengths and negates the need for the caller to invest lengthy time periods into queueing for an available agent.

The Solution

As part of the in queue cycle the caller can be periodically informed of their position in the call queue and offered the option to press a key on their telephone to arrange a call back.



Should they choose this option the system will tell them they can end the call and that an agent will call them back as soon as possible.

On selecting the option a placeholder will be stored in the call queue relating to the caller. When this placeholder reaches the head of the queue the system will initially call an available agent and in turn dial out to the caller.

The Benefits

Feature	Benefit
Caller Initiated	Empowering the caller by announcing their current position in the call queue and offering the call back option.
Reducing the Caller's Invested Time	Rather than being required to remain connected and listening to the ongoing call as the queue is processed the caller can end the call safe in the knowledge they will be called back.
Reduce Frustration	Callers queueing for undeterminable lengths of time and listening to repeating music and announcements can greatly increase frustration for the caller which may well be expressed in the call itself,
Queue Placeholder	Choosing the call back option will not impact on the time the caller will speak to an agent, they will retain their place in the queue without the need to be on the phone.
Automated	No manual intervention is needed by the agent, the call will automatically process and target their phone, all they have to do is answer it to instigate the outbound call.