



SMS to Missed Call

Call flow design and caller information prompts can be an effective way to ensure that callers are answered as quickly and efficiently as possible, however, missing calls is generally unavoidable, particularly on a busy service.

Whether missed due to caller hang up or queue logic passing the caller to a voicemail service, X-on's Contact Centre solution allows you to specify an instant SMS to the caller if they were calling from a mobile. This message can give the caller information on the best times to call back or inform them that one of your agents will initiate a call back within a set time.

The SMS wording is fully customisable and can be applied individually to distribution groups as required allowing flexibility from service to service.

SMS To Caller

Enable for this group Yes

Call Outcomes No Answer Voicemail

Message (Max 160 Char) 104

Apologies we missed your call on {{ date }} at {{ time }}, one of our agents will call you back within an hour.

Call date
Call time
Called Phone Number
Group Name

Customise your message by adding data associated with the phone call by clicking the buttons above, a preview of the text can be seen by pressing the preview button.

Feature	Description
Quick Activation	Being able to toggle this feature on and off means you can activate the SMS sending process as and when you please.
Scenario Settings	With the choice of sending an SMS to the mobile where a call terminated before being answered or where calls went to a voicemail facility (or both) you have the flexibility to handle different scenarios.
SMS Customisation	The wording of the SMS is entirely up to you (within a 160 character limit), so you are able to personalise it with a company or product name and give the caller information as to what they should do.
Dynamic Variables	Dynamic variables placed in the SMS message allows for greater customisation, insert details of the date or time of the missed call, the inbound number called or the name of the distribution group the call was targeting.
Preview Message	Ensure your message will appear as expected on the caller's mobile device by previewing it before saving.
Distribution Group Customisation	The scenario specification and the wording of the SMS can be applied to distribution groups separately enhancing the flexibility of use within your contact centre.