

Handling ASAP Callbacks

A callback happens in several distinct steps. It is important to know how to recognize and respond to a callback when it occurs.

Recognizing and Responding to a Callback

When a callback is routed to your position, the following events occur in order.

- 1** Your ACD Line rings as it would for any other call.
- 2** After answering your ACD line, you will hear a ring tone while you are connected to CTI Server. Note that if *auto-answer* is on, you will be automatically connected without hearing the line ring.
- 3** CTI Server will say: “Preparing a callback. The caller’s name is <name of caller>. Press any key to acknowledge.”
- 4** When you’re ready to accept the callback, hit any touch-tone key on your phone set. Be sure **NOT** to hit ‘Release’ or any other function key.
- 5** Your ACD line will then ring *again*.
- 6** Answer the ACD line (or if *auto-answer* is on, it will automatically pick up)
- 7** You will again hear ringing through the phone set. This is the actual outbound call, and your phone display should read “Outbound”. When the caller answers, they should be handled according to your call center’s procedures.

NOTE If you don’t hear ringing immediately after answering your ACD line, DO NOT HANG UP! It sometimes take a few moments to begin dialing the outbound call.

The system connects to agents before dialing callers, so you will hear a ringing tone when the callback comes to your position!

Complete ('GOOD') vs. Incomplete ('Failed') Callbacks

A successful connection to the caller, *or* to a voicemail/answering machine, is considered a successful, or 'GOOD', callback. In some instances the agent will connect to a callback that gets a ring-no answer, a tri-tone, or a busy signal. These are 'failed' callbacks. Callback can be configured to retry each callback number *automatically* when it detects such a failure. See the APM User's Guide for more information on Callback configuration. The following chart illustrates both the agent actions and automated feature response to each type of callback connection.

ACTION FOR EACH TYPE OF CALLBACK CONNECTION

Type of Connection	Agent Action	Automated Callback Action	
		CB is Successful	CB has 'Failed'
<i>Caller answers</i>	Conduct appropriated transaction	Successful Callback is removed from queue. Reports mark CB 'GOOD'	
<i>Ans machine/ Voice Mail</i>	As per supervisor or call center guidelines	Successful Callback is removed from queue. Reports mark CB 'GOOD'	
<i>Wrong number</i>	As per supervisor or call center guidelines	Successful Callback is removed from queue. Reports mark CB 'GOOD'	
<i>Busy Signal</i>	Hang Up		After retrying the number of times configured, shows CB 'Failed', and is unqueued *
<i>Tri-tone</i>	Hang Up		After retrying the number of times configured, shows CB 'Failed', and is unqueued *
<i>Ring / No Answer</i>	Hang Up		After retrying the number of times configured, shows CB 'Failed', and is unqueued *

*Callback configuration on CTI Server allows the user to specify the number of times a callback number is retried on successive failures, and the interval (in minutes) between each retry. Calls are not reported as 'FAILED' unless the callback has been retried the number of times configured, and has 'Failed' on every retry.