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## CHAPTER 5

# ASAP Callback

## (Including Next-Business-Day Callback)



ASAP Callback handles callers effectively during inbound call peaks, by allowing callers to opt for a callback, instead of waiting on hold. This chapter shows you how to configure and use ASAP Callback, including the ‘Next-Business-Day Callback’ feature for handling after-hours callback offers. The following topics are covered.

- What is ASAP Callback? (*page 1*)
- Configuration (*page 2*)
- Troubleshooting and Maintenance (*page 12*)

## What is ASAP Callback?

During peak inbound activity, the APM can inform callers of the estimated queue time (See *Chapter 2, “Queue/ETA”*) until the next agent will be available, and can then offer one of several types of ‘callback’.

**ASAP Callback** is one such option. This feature allows the caller to record a message and hang up, opting for a callback *when an agent becomes free*. The system can use the caller ID (ANI) as the callback number, or prompt the caller to enter a telephone number of their choice. When the caller hangs up, the ACD retains the caller’s place in line by maintaining a “phantom” queue position (*without* tying up a physical telephony, ACD, or trunk port), and launches a callback when an agent is available. When the callback is generated, APM provides the agent with automated outbound dialing, an alphanumeric message on the telephone display, automatic screen “pop” of caller information at the workstation, and the caller’s recorded message. *See also “Scheduled Callback” and “Internet Callback”.*

When callers opt for an ASAP ‘Callback’, your **abandoned call rate** is *not* increased. Although the caller subsequently hangs up after accepting the callback, the “phantom”

queue position remains in the ACD as though the caller remained in queue. In fact, the Callback feature can reduce abandoned calls by offering callers an alternative to waiting on hold.

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**NOTE** Each of the 3 callback features – ASAP, Internet, and Scheduled – are independent modules, and are only available if explicitly installed on your system.

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## Configuration

This section is a comprehensive guide to configuring all required ASAP Callback components, both on CTI Server and in the PBX/ACD. On the server, Callback is configured in the TFB Pilot Parameters form, *and* in several configuration (.cfg) text files. In the PBX/ACD, Callbacks require that a dedicated UCD group be defined, and CCVs must be configured to route calls from the desired pilots to CTI Server. Agent phone set configuration should also be addressed prior to activating ASAP Callback.

### Configuring ASAP Callbacks on CTI Server

The following callback components must be configured on CTI Server.

- **Pilot Parameters** – configured in the TFB Pilot Parameters form.
- **Outbound Dialing Parameters** – configured in three different .cfg files in the *tfb\data* directory.

First, open the TFB Pilot Parameters form to configure options for each Callback scenario.

To open the TFB Pilot Parameters form

- Double-click the TFB Configuration icon on the CTI Server desktop.



TFB Configuration

- Click the **Config.** button.



Config

- Click the **Callback Parameters** button. The TFB Pilot Parameters configuration form opens



Callback  
Parameters

TFB CTI Server

**TFB Pilot Parameters**

Pilot Number: 000000

Name: Default

Start Day: 08:00 End Day: 23:30

No. of Retries: 3

Between: 5

Max. Que Time: 99 Min. Que Time: 120

Rec. Time: 20

Acct. Len.: 0

Pilot Override:

PIVRCode: 0 PIVRInt: 0

Announcement: 4 PCBAAnnNo: 0

Announce Que Position:

Announce ETA:

Use ANI:

Enable Callback:

Enable Scheduled Callback:

Enable Whisper:

Enable Screen Pop:

Agt Disp: Account

Record: 1 of 2

## Defining ASAP Callback Parameters

The Pilot Parameters form allows you to configure Callback scenarios uniquely by pilot number. Each scenario can be set to offer callbacks only during a certain period of the day. You can also specify minimum and maximum queue times (ETA) for a callback to be offered, the number of retries for outbound dialing, and whether or not the ANI is used for the callback.

**A caller on a particular pilot is offered an ASAP Callback when,**

- CTI Server receives an *IVR Announcement 9* via *Infolink*  
– AND –
- **Enable Callback** is selected for that Pilot.  
– AND –
- The call occurs within the times in **Start of Day** and **End of Day** for that pilot.  
– AND –
- The current ETA exceeds **Min. Que Time** for that pilot.

You can set additional preferences for each callback scenario as well, as shown in the following procedure.

## To set ASAP Callback on any Pilot

*In the TFB Pilot Parameters form...*

- 1** Enter the **Pilot Number** to be defined. You can also click the left/right arrow buttons at the bottom of the window to scroll through existing Pilots. The number in this field is the Pilot that will use the current configuration. Any call on a pilot not specified in the configuration will be handled according to the default definition, Pilot Number 000000. Also enter the pilot **Name** (optional).
- 2** Select **Enable Callback** to offer callback to callers on *the selected pilot*. Select **Enable Scheduled Callback** (if available on your system) to offer a callback at a specific time. See Chapter 6, *Scheduled Callback*.
- 3** Enter the Announcement number, or enter '0000' for none, in **Announcement**. This is the *initial* message played when callers on *the selected pilot* are routed to CTI Server. It is typically a "Thanks for calling, all agents are busy..." message. This is followed immediately by Queue/ETA Announcements (if enabled), then by the announcement offering callback.
- 4** Specify the **Start of Day** and **End of Day** for that pilot. Callbacks are *only* offered between the two times specified. These must be in military time format, <hh:mm> (HH=0-23, mm=0-59).
- 5** Specify the **Min. Que Time** for that pilot in *seconds*. Callback are offered (if enabled) only when the current ETA exceeds this value.
- 6** Specify the **Max. Que Time** for that pilot in *minutes*. When the current ETA exceeds this, callers are *forced* to accept a callback. (99 minutes is the maximum Queue time for NEC's PBX/ACD)


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**IMPORTANT** **Min. Que Time** is specified in *seconds*. **Max. Que Time** is specified in *minutes*.

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- 7** In the **No. of retries** field, specify how many times the system should retry after a failed callback. Specify the interval (in *minutes*) between each retry in the **Between** field.
- 8** Select **Use ANI**, if you want the system to offer a call back using the current ANI (if available). Some callers may not react well to the fact that you have their ANI, so this feature should be used with discretion. Whether or not **Use ANI** is selected, callers are offered the option to enter their preferred callback number from their touchtone keys.

- 9 Select **Announce Que Position** for callers on *the selected pilot* to hear their position in queue.



Announce Que Position:   
Announce ETA:

Select **Announce ETA** for callers on *the selected pilot* to hear their estimated time to an agent. Both announcements are heard *before* the callback offer. The Queue/ETA Announcement can help callers decide whether to accept the callback, or stay on the line. **More Information** – See Chapter 2, “Queue/ETA”

- 10 Select **Enable Whisper** to speak the caller’s account number to agents. Select **Screen Pop** to display caller information in the Agent workstation window when the callback is generated.

*REPEAT THESE STEPS FOR EACH PILOT THAT WILL USE ASAP CALLBACK.*

## Defining Next-Business-Day Callback Parameters

The TFB Pilot Parameters form also allows you to configure pilots specifically dedicated to Next-Business-Day (NBD) Callback, a built-in feature of ASAP Callback. Not only are NBD Callbacks also configured uniquely by pilot, but they must be on *dedicated* pilots that are not used with any other feature or application. Typically, NBD Callbacks are used after hours, to provide callers with an appropriate callback option in instances that don’t permit a return call on the same day.

### To define Next-Business-Day Callback on any Pilot

*In the TFB Pilot Parameters form...*

- 1 Enter the **Pilot Number** to be defined. You can also click the left/right arrow buttons at the bottom of the window to scroll through existing Pilots. Also, enter the pilot **Name** (optional). This pilot must be used only for NBD Callback!
- 2 Enter the Announcement number, or enter ‘0000’ for none, in **Announcement**. This is the *initial* message played when callers on *the selected pilot* are routed to CTI Server. For NBD Callback, it is typically a “Thanks for calling, we are now closed...” message. This is followed immediately by the announcement offering NBD Callback.
- 3 Specify the **Start of Day** for that pilot. NBD Callbacks are placed in the queue at this time *on the next business day*.

- 4 In the **No. of retries** field, specify how many times the system should retry after a failed callback. Specify the interval (in *minutes*) between each retry in the **Between** field.
- 5 Select **Use ANI**, if you want the system to offer a callback using the current ANI (if available). Whether or not **Use ANI** is selected, callers are offered the option to enter their preferred callback number.

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**TIP** Some callers may not react well to the fact that you have their ANI, so the **Use ANI** feature should be used with discretion.

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- 6 Select **Enable Whisper** to speak the caller's account number to agents along with the callback. Select **Screen Pop** to display caller information in the Agent workstation window when the callback is generated.
- 7 Enter '90001' in the **PIVRCode** field. '90001' specifies NBD Callback.
- 8 Configure valid business days in the **PIVRInt** field. NBD Callbacks will only be queued on the days specified. The following codes are used to specify valid days,

*0=Monday through Friday*

*1=Sunday*

*2=Monday*

*3=Tuesday*

*4=Wednesday*

*5=Thursday*

*6=Friday*

*7=Saturday*

For example, if **PIVRInt** = '246', NBD callbacks are only queued on the first Monday, Wednesday, or Friday following the inbound call. Or, if **PIVRInt** = '3', NBD callbacks are only queued on the first Tuesday following the inbound call. Note that a **PIVRInt** value of '0' is the same as '23456'!

- 9 Enter the callback pilot in the **Pilot Override** field. This is the Pilot associated with a CCV that queues callback to the desired split when the callback is generated. It may be an existing pilot and split that is used for inbound callers, or

it may be a pilot and split dedicated to handling NBD callbacks, depending on your application.

- 10** Although **Enable Callback** and **Enable Scheduled Callback** don't have any affect on NBD Callback, consider deselecting them to avoid confusing this configuration with another type off callback!

*REPEAT THESE STEPS FOR EACH PILOT YOU WANT TO USE NBD CALLBACK.*

## Parameters NOT Used for Next-Business-Day Callback

The following parameters do not apply to NBD. Their values/settings do not alter NBD callback configuration.

- **Enable Callback**
- **Enable Scheduled Callback**
- **End of Day**
- **Min. Que Time**
- **Max. Que Time**
- **Announce Que Position**
- **Announce ETA**

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**IMPORTANT** NBD Callback can not exist on the same pilot as ASAP or Scheduled Callback! If you wish to use NBD features, the ACD must be configured to redirect the appropriate calls to a separate, NBD-configured pilot. Frequently this can be accomplished using ACD scheduling such that during normal business hours incoming calls are directed to a pilot configured for ASAP Callback, and after hours, callers are directed to a pilot configured for NBD Callback.

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## Outbound Dialing Configuration

Not all Callback configuration options are related to the pilot. The next step is to edit the three configuration files that determine APM's outbound dialing format. When APM initiates a callback, it uses the information in these files to account for variations in regional phone systems. Using a standard text editor, edit each file as your local requirements dictate.

### Local Long Distance Configuration

<u>File Name</u>	<u>Description</u>
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<i>Lld.cfg</i>	This file contains a list of area codes and exchanges that <i>don't</i> require a '1' prefix when dialed. If a callback number has an area code/exchange combination that appears in this list, APM omits the standard '1' prefix when dialing.
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To edit, click **Config. | Local Long Distance** in the CTI Server window, or modify `tfb/data/lld.cfg` directly using a text editor.

### Exchange Configuration

<u>File Name</u>	<u>Description</u>
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<i>Exchange.cfg</i>	This file contains a list of exchanges that require your local area code when dialed. If a callback number has an exchange that appears in this list, APM includes the local area code when dialing this callback.
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To edit, click **Config. | Exchanges** in the CTI Server window, or modify `tfb/data/exchange.cfg` directly using a text editor. Enter every local exchange that requires your area code to be dialed.

### Callback Restrictions Configuration

<u>File Name</u>	<u>Description</u>
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<i>Restrict.cfg</i>	This file contains a list of <i>allowable</i> area codes for Callback. If a callback number does <i>not</i> have an area code in this list, APM notifies the caller, and the callback is automatically refused.
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To edit, click **Config. | Callback Restrictions** in the CTI Server window, or edit `tfb/data/restrict.cfg` directly using a text editor. Enter all area codes you wish to allow callbacks to. To allow *all* areas codes to receive callbacks, leave this file empty!

Note that the configuration of these files also affects the dialing format APM uses for Outbound Call Campaign.

**More Information** – For more about specific configuration files, see Appendix B, Configuration Files. For more on editing *.cfg* files see also, “*APM Configuration Overview*” in Chapter 1.

## Additional Callback Features

For a variety of reasons, some callers may occasionally enter their phone number for callback more than once. CTI Server offers a configuration option to ensure that multiple callback requests from the same number are called back only once. Of course, after the callback is completed, the caller may opt for callback on another occasion.

### To prevent multiple callbacks to the same phone number

- 1 Open the file `tfb\data\tfb.cfg` in a standard text editor or in Windows Notepad.
- 2 Type: “`CB_CHECK_DUPLICATE_PHO=TRUE`” (without the quote marks). Make sure this is on its own line in the file.
- 3 Save the file, then close and restart the CTI Server window for the configuration change to take effect.



## Completing Server Configuration

After modifying configuration files and specifying pilot parameters, *close the CTI Server window and restart it by double-clicking the TFB CTI Server icon*. This initializes your changes, and completes server configuration for Callback. When you configure the ACD as shown in the next section, Callbacks will be operational.

## Agent Phone Configuration

Certain settings on agent phones can impede the proper functioning of TFB's Callback features. Three important aspects of agent telephone configuration should be noted.

- **Outbound Dialing Restrictions**
- **ACD Line Assignments**
- **ACD Split Configuration that may affect Phone Behavior**

Be sure to review these topics to ensure that agent phones are properly configured to allow callback.

### Agent Phones: Outbound dialing restrictions



When a Callback is generated, the call is literally made from the agent's ACD line, just as if the agent dialed an outbound call manually. This means that any restrictions placed on outbound dialing at an agent's position will also affect Callback. Ensure that agent phone hardware is configured to permit outbound calls as desired.

### Agent Phones: ACD Line Assignments

Because of design idiosyncrasies, ACD lines should only be assigned to the top 2-rows of on NEC 24-button phones. Not doing so may cause Callback to work incorrectly.

### Agent Phones: Split configuration

The ACD allows you to configure split parameters such that certain phone characteristics are altered when logged into that split. Be aware, for instance, that when agent phones change mode automatically after a Callback, that it may be the result of the way the designated callback split is configured in the ACD. In fact, APM applications cannot directly affect phone settings, but related ACD configuration might!

## Configuring the PBX/ACD for Callbacks



To activate Callback, route calls to your Callback scenarios by including an *IVR Announcement 9* in the CCVs for the desired pilots. APM then handles these calls according to the configuration for the incoming pilot number in the TFB Pilot Parameters form. If you haven't already done so, you must also configure a separate UCD group to reserve IVR ports for announcing outbound call information to agents.

To configure the PBX/ACD for ASAP Callback

- 1 Create a callback UCD Group at **Pilot = IVR pilot + 1**.

For example, Main IVR UCD Group 5000  
 First analog port 5000  
 Callback UCD Pilot 5001

### UCD Groups for an 8 port system

```
5000 UCD Group 1 IVR Port 1
5001 UCD Group 2 IVR Port 2
5002 UCD Group 2 IVR Port 3
5003 UCD Group 1 IVR Port 4
5004 UCD Group 1 IVR Port 5
5005 UCD Group 1 IVR Port 6
5006 UCD Group 1 IVR Port 7
5007 UCD Group 1 IVR Port 8
```

UCD Group for speaking outbound call information to agents

APM automatically uses the group defined at **IVR Pilot + 1** to play agent prompts for outbound calling functions.

**NOTE** This UCD group can be shared by ASAP Callback, Scheduled Callback, Internet Callback, and Outbound Call Campaigns. It does not need to be recreated for each feature! If you've already set up a separate UCD group for one of those features, you can skip to step 2.

- 2 *To activate Callbacks*, create CCVs to route calls to Callback scenarios by sending *IVR Announcement 9*.

### SAMPLE Callback CCV

```
2) Queue to 1 //queue to desired split
3) ETA Greater 30
▶ 4) @IVR Announcement 9
5) Pause 30
6) Announce 1
7) Pause 30
8) Goto CCV step 6
```

## Troubleshooting and Maintenance

After configuration, Callback is maintenance-free. Like Queue/ETA, Callback gives you control both from ACD CCVs and from the TFB Pilot Parameters form. As your requirements evolve, you can edit, add, or delete callback scenarios by following the process outlined in the previous sections.

### *ASAP Callbacks on any given pilot are operational if...*

- Pilot parameters are configured with callback enabled.
- Outbound dialing is properly set up (see “*Outbound Dialing Configuration*”).
- The CTI Server window was closed and restarted after Pilot configuration.
- The appropriate CCVs route calls to Callback by sending *IVR Announcement 9*.

### *Periodic callback maintenance may include...*

- Altering callback **Start** and **End day** times based on seasonal requirements.
- Periodic report review (see “*Callback Reports*”, later in this chapter.).
- Adjusting **Min. Que Time** as your call loading profile dictates.
- Periodic backups of announcements (Click **Config | Backup** in CTI Server).

Be sure to close the CTI Server window and restart it with each configuration change.

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**IMPORTANT** Whenever you route calls using *IVR Announcement 9*, any features that are configured by pilot (on the TFB Pilot Parameters form) may potentially be activated, including ASAP Callback, Scheduled Callback, and Queue/ETA. For each pilot, be sure your desired configuration for all three of those features is defined correctly.

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## How Callbacks are Presented to Agents

Because APM fully ‘blends’ callbacks with inbound calls and other activity, agents are typically presented with callbacks that are interspersed with inbound calls. Although some agents may have experience with other outbound calling features – such as predictive dialing – TFB’s callback differs from similar features in several important ways:

- When a callback is initiated, the agent hears a prompt “Preparing a callback” or similar message. The IVR port is used only to speak Callback information to the agent. The agent is prompted to hit any key to initiate the call.

- When the agent accepts the callback by pressing a key, APM dials the call for the agent via *Infolink*. The agent hears ringing as the call is connected by the CO. Note that there may be a significant delay between hitting the key, and hearing the ringing tone of the outbound call. Complex least cost routing tables can increase the delay.
- When generating an outbound call, APM puts callbacks in the queue using the same pilot as the original call.
- APM dials the callback using the agent's phone line. Any outbound restrictions placed on the agent's position, will also restrict APM's callback capability.
- The agent gets screen pop information about the caller if that option is selected in TFB Pilot Parameters for the incoming pilot of the call.
- You can configure APM to speak the caller's account number to agents (if available). To do this, select **Enable Whisper** in TFB Pilot Parameters form.
- Unlike typical outbound dialing products from other vendors, calls are presented to agents as they are dialed, so agents will likely hear a ringing tone before the call is picked up.

## Agent Callback Handling Procedure

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.” If TFB’s Screen Pop client, Workstation Agent is installed, you will also see available caller information, and the type of call will be indicated as a ‘callback’.
- 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.

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

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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 previous sections 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.

## How ASAP Callbacks are Presented to Callers

On the initial inbound call, callers hear this sequence of prompts (or similar):

- The caller hears the initial announcement, as configured in **Announcement** on the Pilot Parameters form. This is typically a “Thanks for calling, all our agents are busy...” message. Record your announcement with the Recording Utility (see *Recording Custom Announcements* in Chapter 1.)
- If you have Queue or ETA announcements enabled for that pilot, the caller will hear those after the initial announcement.
- Callback is then explained to the caller with this, or a similar message:  
" If you do not wish to wait, you can leave a message for immediate callback. You will NOT lose your place in line, we will call you back as soon as the first representative becomes available, JUST as if you were to remain on the line. Or, you can specify a later call back time which would be more convenient for you. "
- Caller's are then prompted to enter the callback phone number. If **Use ANI** is selected for that pilot, caller's are also offered the choice to be called back on their originating phone line.

## Using Callback Reports

Callback reports provide useful metrics for gauging the effectiveness of your callback configuration, as well as the actual billable toll time saved. You can generate callback status reports in a Notepad window at any time. From Notepad, you can print the report, or save it to another file name for review or archive.

## Generating Callback Reports

To generate a report of current callbacks

- Click **Reports** in the CTI Server window
- Click **Current Callbacks** or **Today's Callbacks**
- Click **File | Print** to print the current report window

## Reading Callback Reports

Callback reports provide information to help determine ROI and cost savings, as well as the status of any given callback.

Control	Status	Flag	T	Pilot DN	CB Phone ANI	In Time	Last Time	CB Time	Save
0575489	GOOD	0080	0	2712	3105558279	10:07	10:12		276
		1 07		2905	3105558279				
0575493	GOOD	0080	1	2706	3105552373	10:09	10:11		102
		2 17		2917	3105552373				
0575497	GOOD	0080	0	2712	3105557019	10:09	10:15		326
		1 02		2931	3105557003				
. . . Total Callbacks 421									
Total Saved 126150									

Annotations:

- Whether callback is completed, pending, or failed (points to Status)
- Pilot of the inbound call, and PBX number of agent (points to Pilot DN)
- Callback Phone number/ANI of original call (points to CB Phone ANI)
- Total seconds of hold time/trunk time saved by this Callback (points to Save)
- Total number of callbacks processed during reporting period (points to Total Callbacks 421)
- Total seconds of inbound trunk time saved during reporting period (points to Total Saved 126150)

## SAMPLE DAILY CALLBACK REPORT

Daily Callback Report Generated on 12/04/1997 at 23:46

Control	Status	Flag N C	T	Pilot DN	CB ANI	Phone	In Time	Last Time	CB Time	Save
00096390	Good	0080 1 10	0	2048 7036	6027040984 000		08:26	08:28		52
Acct - 145545										
00096401		0080 1 19	0	2048 7137	6024151583 000		08:29	08:34		239
00096407	Good	0080 1 01	0	2048 7052	6022462856 000		08:32	08:36		222
Acct - 232603										
00096411	Good	0080 1 16	0	2048 7126	2062980202 000		08:33	08:38		245
00096427	Good	0080 1 06	0	2048 7048	6026934295 000		08:37	08:41		179
Acct - 400650										
00096454	Good	0080 1 01	0	2048 7015	6028444539 000		09:12	09:16		180
00096471	Good	0080 1 07	0	2048 7036	6025162252 000		09:15	09:22		379
00096476	Good	0080 1 20	0	2048 7036	6028388763 000		09:16	09:24		413
00096480	Good	0080 1 12	0	2048 7056	6017810599 000		09:17	09:24		389
00096484	Good	0080 1 07	0	2048 7066	6027650354 000		09:18	09:26		434
Acct - 38448										
00096487	Good	0080 1 13	0	2048 1020	6029917509 000		09:18	09:27		522
00096506	Good	0080 1 11	0	2048 7066	6029786147 000		09:22	09:29		374
00096513	Good	0080 1 11	0	2048 7126	6029472002 000		09:25	09:31		329
Acct - 15730										
00096516	Good	0080 1 17	0	2048 7066	6029486090 000		09:24	09:32		440
00096525	Good	0080 1 14	0	2048 7048	6028328466 000		09:27	09:36		485
00096529	Good	0080 1 19	0	2048 7015	6024860516 000		09:28	09:36		463

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**SAMPLE DAILY CALLBACK REPORT (cont'd)**


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Control	Status	Flag N C	T	Pilot DN	CB ANI	Phone	In Time	Last Time	CB Time	Save
00096531	Good	0080	0	2048	3603988227		09:28	09:37		483
		1 08		7015	000	0				
00096537	Good	0080	0	2048	6024172118		09:29	09:38		487
		1 20		7033	000	0				
00096552	Good	0080	0	2048	8006243698		09:33	09:40		391
		1 10		7015	000	0				
00096554	Good	0080	0	2048	3164344840		09:34	09:40		358
		1 18		7033	000	0				
00096559	Good	0080	0	2048	6024960937		09:34	09:41		380
		1 11		7126	000	0				
Acct - 410480										
00096570	Good	0080	0	2048	6025162252		09:36	09:47		615
		1 15		1016	000	0				
Acct - 404615										
		1 10		7066	000	0				
00098713	Good	0080	0	2048	6022646831		17:26	17:31		264
		1 20		7148	000	0				
Acct - 420365										
00098718	Good	0080	0	2048	6029448259		17:26	17:32		312
		1 18		7033	000	0				
Acct - 182322										
00098735	Good	0080	0	2048	6029550009		17:31	17:35		205
		1 10		7137	000	0				
00098739	Good	0080	0	2048	9163325501		17:32	17:35		150
		1 16		7033	000	0				
00098743	Good	0080	0	2048	6029903429		17:34	17:36		65
		1 08		7031	000	0				

**Total Callbacks**

528

**Total Saved**

244726

Total seconds of inbound  
Trunk charges saved for  
Reporting period


## Report Fields


<b>Control</b>	Internal number used to track the call
<b>Status</b>	Current Status of this callback Good – Callback completed Failed – Callback not completed after all retries In Queue – Callback queued for an agent
<b>Flag</b>	Numeric code corresponding to the Status field
<b>T</b>	Number of retries
<b>Pilot</b>	The ACD Pilot number of the incoming call
<b>CB Phone</b>	The 10-digit callback phone number specified by the caller
<b>In Time</b>	The TOD the callback was requested
<b>Last Time</b>	Most recent TOD CB number was dialed
<b>CB Time</b>	TOD scheduled for callback (scheduled CB only)
<b>Save</b>	Seconds of inbound toll charges/hold time saved on this call
<b>N</b>	CTI Server Node that processed the callback
<b>C</b>	Channel
<b>DN</b>	DN of agent the call was most recently dialed from
<b>ANI</b>	10-digit ANI (caller ID) from the original inbound call
<b>Acct</b>	Caller's account number, as available


## Callback Reports Definitions

When a callback is generated, the ACD tells APM via Infolink whether the call succeeded or failed. Unfortunately, it doesn't provide the specific conditions of either result. So what conditions can result in an incomplete call? Actually, several: Tri-tone, busy signal, ring with no answer, agent's PBX line is on hold, call restrictions on the agent phone that prevent the outbound call.

## Troubleshooting Guide: ASAP Callback

Problems / Questions	Solutions 
Callers on certain pilots are not offered a callback.	<ul style="list-style-type: none"> <li>■ Callbacks are only provided by CTI Server when it receives an <i>IVR Announcement 9</i> over <i>Infolink</i>. Ensure the appropriate CCVs contain the line: <i>IVR Announcement 9</i></li> <li>■ Ensure the problem pilots are configured in TFB Pilot Parameters with Enable Callbacks selected.</li> </ul>
Some callers are offered callbacks, even when they come in on Pilots not specifically configured in TFB Pilot Parameters.	<ul style="list-style-type: none"> <li>■ When a call is routed with <i>IVR Announcement 9</i>, but the associated Pilot is not defined in Pilot Parameters, CTI Server uses pilot 000000 as the default. Callbacks will be offered to default callers selected in the Pilot 000000 configuration.</li> <li>■ Remove the <i>IVR Announcement 9</i> statement from CCV's for the pilots in question OR configure those pilots specifically in TFB Pilot Parameters.</li> </ul>
Callers are being forced to accept a callback without being offered a choice.	<ul style="list-style-type: none"> <li>■ Check the value specified in <b>Max. Que Time</b>. Note that this value is in <i>minutes</i>. <b>Min. Que Time</b> is in <i>seconds</i>. Ensure that these values are correct, that Max. is greater than Min., and that Max. is greater your desired maximum ETA value. Callers are always forced to accept a callback when the ACD ETA is greater than <b>Max. Que Time</b>.</li> </ul>
When a caller opts for an ASAP callback, does that increase my call center's 'abandoned call rate'?	<ul style="list-style-type: none"> <li>■ No. Even when callers choose to accept a callback instead of waiting for agent, the call will be reported as successfully completed.</li> </ul>

Problems / Questions	Solutions 
<p>Why does callback need the second UCD group to be defined as part of configuration?</p>	<ul style="list-style-type: none"><li>■ The second UCD group is used only for speaking outbound call prompts to agents via IVR ports. Two ports are the minimum needed to define a ‘group’, and are generally sufficient. If agents frequently report a ‘fast-busy’ when a callback is generated, consider adding the next port in sequence to this group.</li></ul>
<p>Callbacks to certain geographical regions seem to fail consistently when APM attempts to dial the outbound call. How can this be corrected?</p>	<ul style="list-style-type: none"><li>■ Phone systems nation-wide frequently require special ‘patterns’ for dialing specific area codes or exchanges. For instance, some regions may require that the standard ‘1’ be omitted when dialing numbers in certain area codes. Certain exchanges within your own area code may even require that you dial the local area code before dialing the number. Fortunately, APM is designed to handle such exceptions! To account for such dialing exceptions, do the following.<ol style="list-style-type: none"><li>1. Determine the area code/prefix combinations that may require a special outbound dialing format.</li><li>2. See the section previously in this chapter entitled “Outbound Dialing Configuration”. Edit the <i>cfg</i> files described in this section to account for outbound dialing rules.</li><li>3. Be sure to close and restart the CTI Server window after modifying the Outbound Dialing <i>.cfg</i> files.</li></ol></li></ul>

Problems / Questions	Solutions 
<p>Some callback tries report “FAILED” or ‘INCOMPLETE’ in the callback reports. What constitutes a failed callback attempt?</p>	<ul style="list-style-type: none"><li>■ The report comes from ACD information sent to APM over Infolink. A “failed” callback can result from:<ol style="list-style-type: none"><li>1. A tri-tone detected upon connect</li><li>2. A busy signal</li><li>3. A ring with no answer</li><li>4. A sizeable explosion at the central office</li></ol></li></ul>

## Quick Reference Guide: ASAP Callback

<b>What it Does</b>	ASAP Callback allows callers in queue to request a callback as soon as an agent becomes available.
<b>Executable</b>	Embedded in APM
<small>Configuration</small> <b>CTI Config.</b>	<ul style="list-style-type: none"><li>▪ Callback scenarios must be configured in the TFB Pilot Parameters form</li><li>▪ Outbound dialing preferences must be configured in related .cfg files</li></ul>
<small>Configuration</small> <b>ACD Config.</b>	<ul style="list-style-type: none"><li>▪ CCVs must send <i>IVR Announcement 9</i> to route callers to Callback scenarios.</li><li>▪ A dedicated UCD group must be configured for outbound functions.</li></ul>
<small>Configuration</small> <b>Related .cfg Files</b>	<ul style="list-style-type: none"><li>▪ lld.cfg (lists AC/Exchgs that don't require a '1' prefix)</li><li>▪ exchange.cfg (exchanges that must include local AC)</li><li>▪ restrict.cfg (allowable ACs for callback)</li></ul>
<b>Related Modules</b>	Typically used with Queue/ETA
<b>Related file locations</b>	---
<b>Notes</b>	---

