



tetherfi

Tetherfi Call-back Collection and Assignment



Call-back collection and Assignment via Preview Dialer
May 15, 2019

AGENDA

A decorative graphic at the top of the slide. It features a horizontal line that is purple on the left and red on the right. To the right of the line, there are several geometric shapes: a purple triangle pointing left, a purple L-shaped polygon, and a red triangle pointing right.

- Solution Overview
- Key Features
- Dialer Options
- Sample Scenario Screen shots

Solution Overview



Key Benefits

Balance Productivity by addressing Contact Centre peaks

Improve customer service, by addressing peak situations in Contact Centre

Increase efficiency through automation, instead of order taking]

Better Use of Resources, Reduce training need

Rapid campaign management

React Quickly to Dynamic Business Demand

Cost Effectiveness

Scalable solution with **AES TSAPI** & **SIP** Dialer options

Features



Proactive Contact

- Open architecture with Web Services for multi-media channel access
- Call Back Assignment & Preview outbound
- Web based Unified real-time monitoring and Reporting
- Do-Not Call (DNC) List (with TMAC option)
- Manual Dial/ Auto Dial/Progressive Dial (with TMAC option)
- Auto Wrap
- Agent Interface with CTI Option
- Flexibility with Call Back support for Voice, Web, Mobile App, SMS, Chat, etc.
- Inbound/Outbound call blending with Avaya Elite routing
- Security with Windows LDAP integration

Dialling Routing Mode and Callbacks

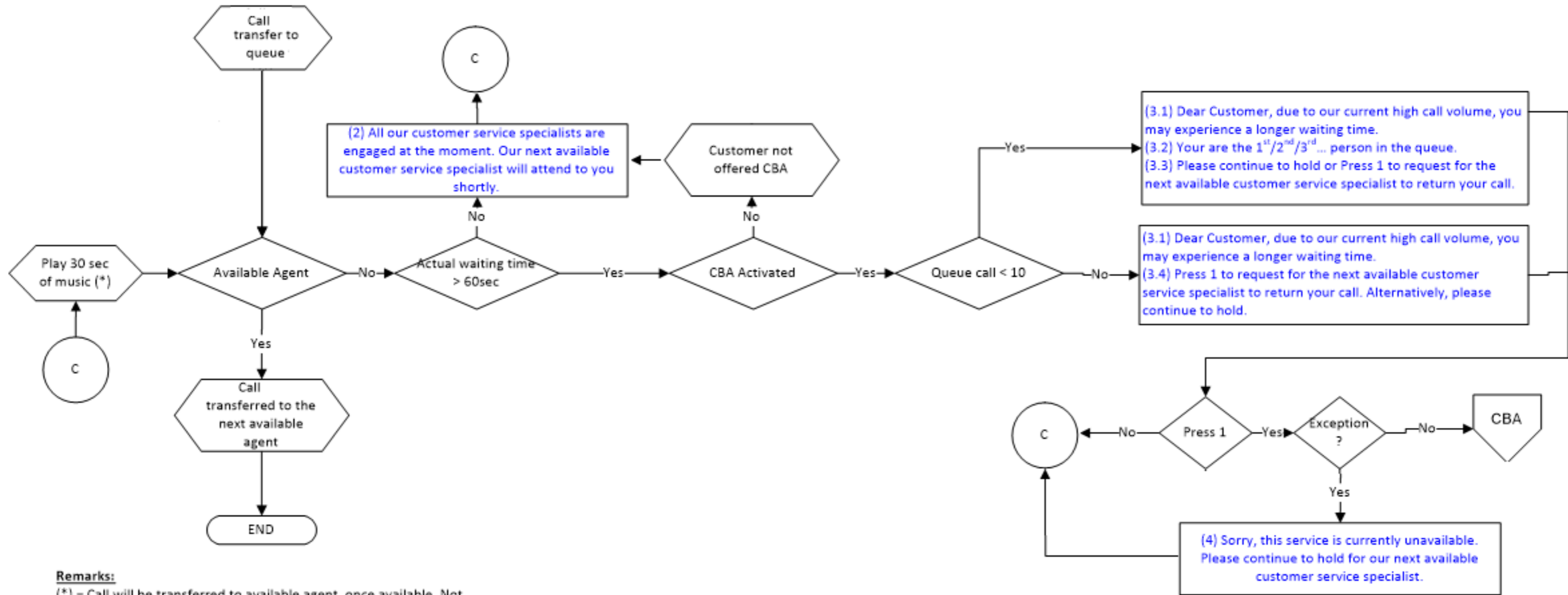
Dialing/Routing Mode

- Preview only Mode, agent assignment first
- Skill group run dedicated or blended, using Avaya Elite
- Screen pop of CTI/CRM before dial being placed
- Ensures agent available prior to placing the call
- Agent buttons to handle telephony functionality and callback service

Schedule Callback

- Transfer call-back to agent on ready state.
- Agent Own Recall (AOR) with DAC Queuing mechanism
- Before transfer callback to agent ,CTI will go in to the not ready (callback) mode
- Agent needs to rely on screen popup to determine customer.
- Snooze facility for callers who need to be called back later

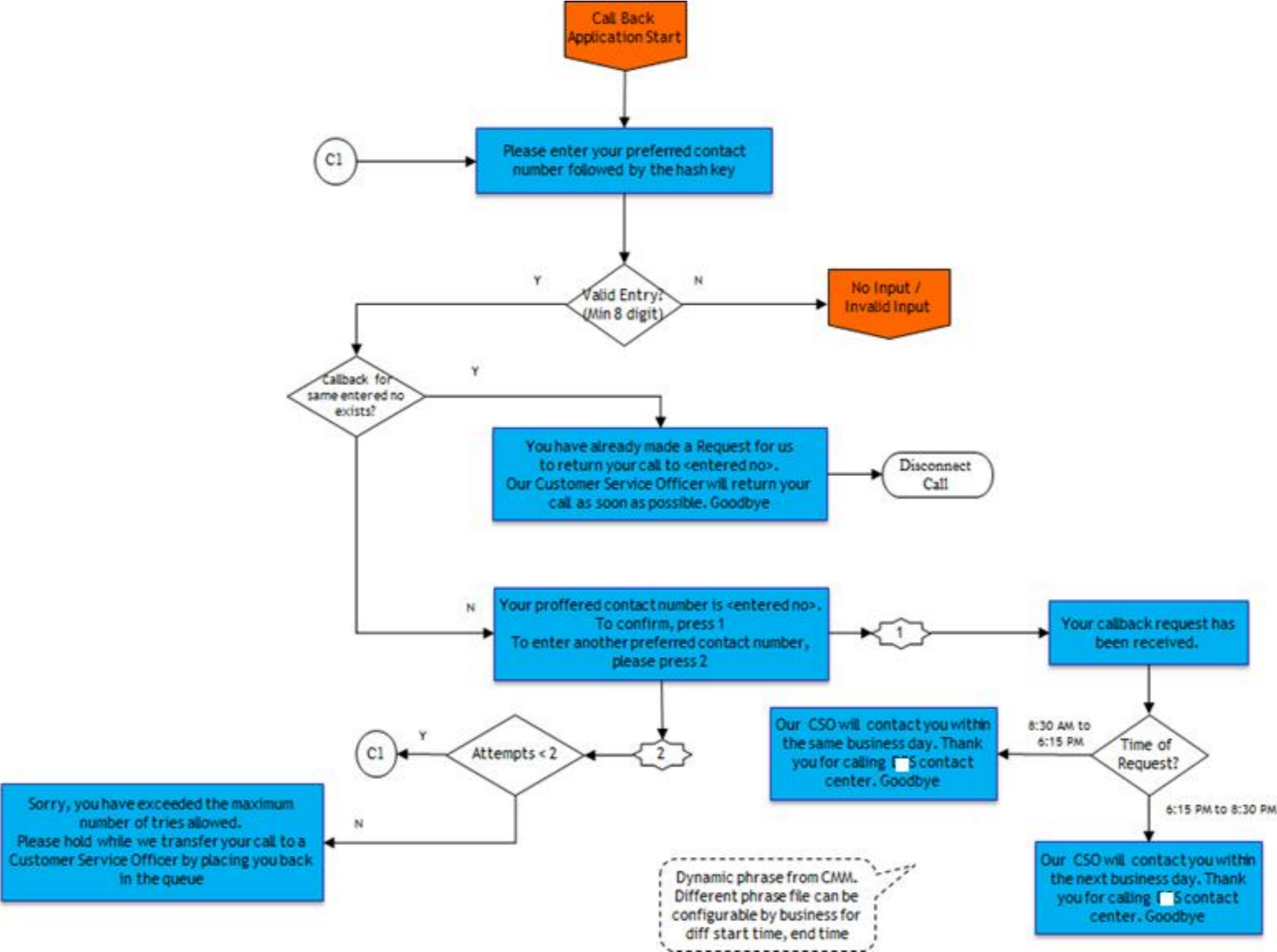
Sample Queue Treatment - CM



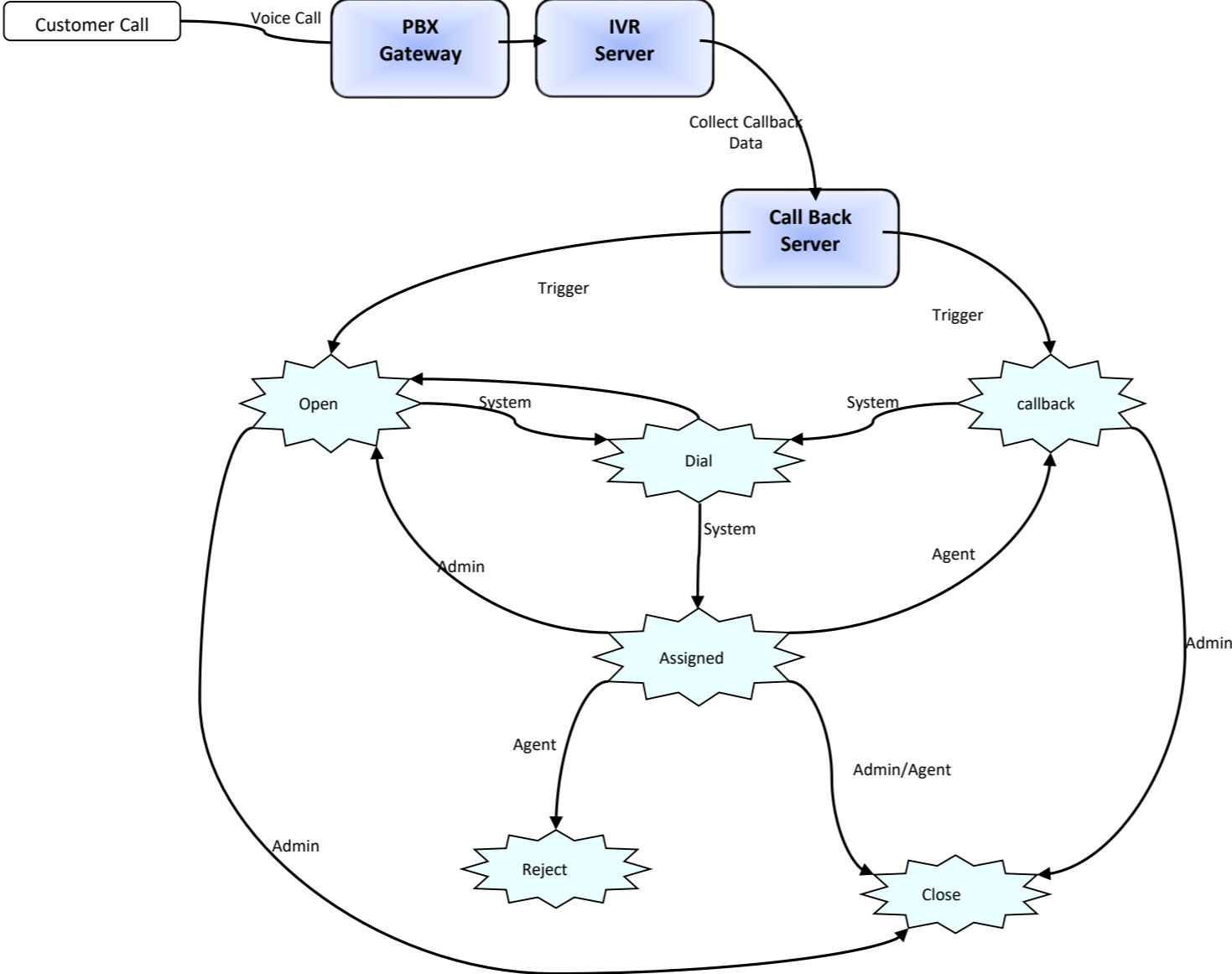
Remarks:

(*) = Call will be transferred to available agent, once available. Not necessary to complete the whole announcement / music

Sample Call back request collection in IVR



Call back Module – State Diagram



Sample Screens – Call back screen assigned to agent with a Preview mode



Call Controls

Existing Call-backs / Previous Call Information

Customer Information

Sample Screen – Schedule Call-back



TMAC - A: 1391220 - Google Chrome
localhost:31427/MainscreenUI.html

20/06/2019, 17:02:23 00:05:18

Customer Information

Reg Mobile No.
1933222

Pref. Contact No.
1933222

Assigned To
1391220

Req. DateTime

Type of Enquiry

Queue Time

Comments

Status
Callback

Callback Attempts

CIN

Pending Callback Count

Callback Date
yyyy/mm/dd

Callback Time
hh:mm

SUBMIT DETAILS

Req. DateTime	Type of Enquiry	Callback Status	Identification
No records available.			

items per page No items to display

20/06/2019, 17:07:44

Ability for the agent to set the call back to a later date n time

Incoming Call With customer already registered for call-back

The screenshot shows a CRM interface for an incoming call. At the top, it indicates the agent is 'Available' and has been on the call for '00:04:24'. The call is assigned to agent '50010' and is for contact '88112233'. The request was made on '02/23/2018 08:40:50'. The enquiry type is 'Accbal' with a queue time of '0 seconds'. The status is 'Closed'. There are '0' callback attempts and a 'Pending Callback Count' of '1'. The CIN is 'T787'. At the bottom, a 'Pending Callback' table shows one entry for '02/23/2018 08:38:29' with a callback time of '2018-02-24 12:00:00' and identification 'T787'. Buttons for 'SUBMIT' and 'DETAILS' are visible above the table.

Request ...	Callback ...	Type of E...	Callback ...	Identifica...
02/23/2018 08:38:29	2018-02-24 12:00:00	Accbal	Callback	T787

Existing / Pending Callback

Steps

- Customer dials into IVR
- Customer opts to speak to an agent and is placed in Queue
- Customer gets Option to leave a call-back
- Customer Opts for a call-back
- Customer calls into the IVR before the scheduled call-back
- Agents sees the pending call back and promptly ask the customer if the call is regarding the same.

Contact Us

Vineeth Nayak
vineeth.nayak@tetherfi.com

Singapore: +65 96667362

Jayesh Pajwani
jayesh.pajwani@tetherfi.com

Singapore: +65 81350208
USA: +1408 8894360