scantalk.

TeamView® Callback

For Avaya Communication Manager

AVAYA
DEVELOPERCONNECTION
GOLD

TeamView® Callback
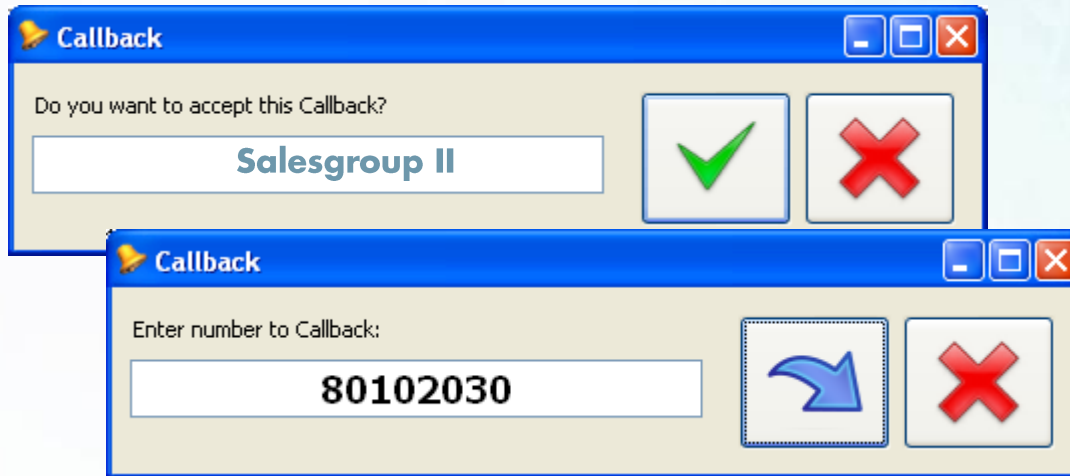
Target
Designed for call centers with the need of a basic callback function.
Gives the customer an option choose callback and enter a callback number.

Prerequisites

 Login/logout

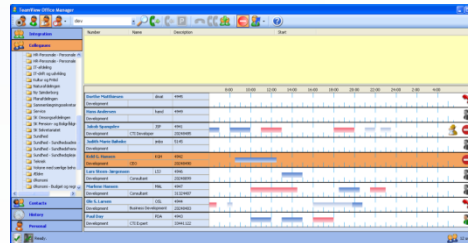All employees must work as a call center agent.

 AutoIn (Ready)

 After call work(ACW)

 Break(AUX)

All employees must use office manager.

Functional Description

When the customer choose callback, they are asked to enter their phone number, where after the call is disconnected. At this time a new call is submitted to the queue and from that point the customer takes a position in the queue.

When the call reaches an agent, the agent is presented with popup, what displays which group the callback is coming from, the agent can then accept the call or send it back to the queue.
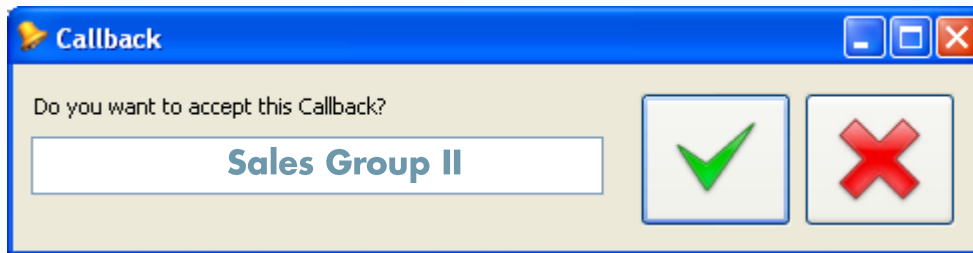
When the call is accepted the agent is presented with a popup with the number the customer has entered, the agent how has the option to change the number. To dismiss the callback the agent clicks on the cross.