broadvoice

b-hive Queue Callback

User Guide

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Introduction

Waiting in call queues can be frustrating for customers, especially if the wait times are longer than usual.

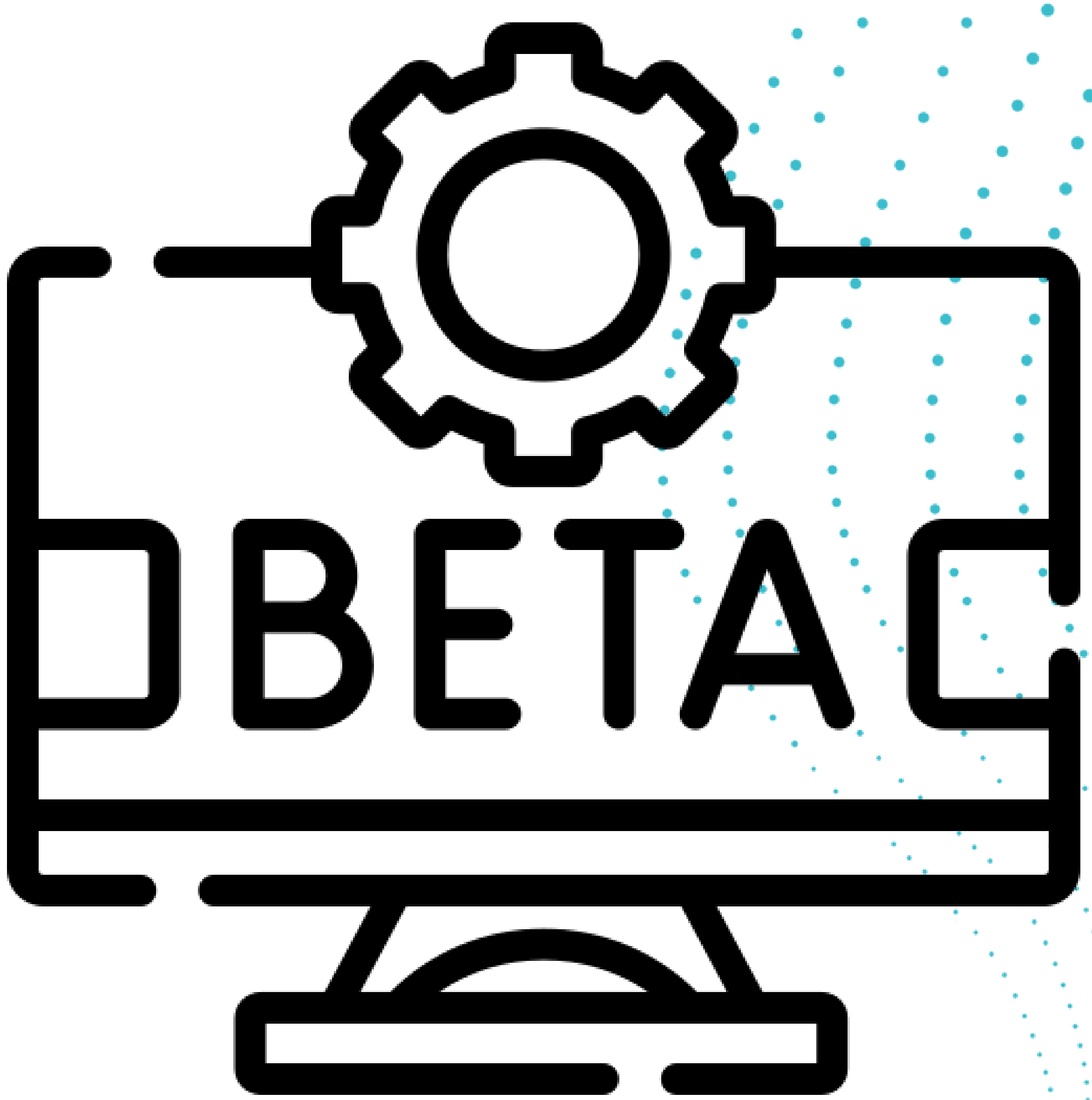
To improve the customer experience and reduce call abandonment rates, the queue callback feature allows callers to receive a callback without losing their place in line. When the caller's turn comes up, they are automatically placed at the top of the queue for the next available agent.

To take advantage of this feature, you can enable a callback per call queue in your Broadvoice account. Once enabled, you can customize the settings to meet the specific needs and preferences of your business.

Beta Features

The Queue Callback Beta features include:

- Present Callback
- Announce the Expected Wait Time
- Repeat the Callback Number
- Callback the Caller

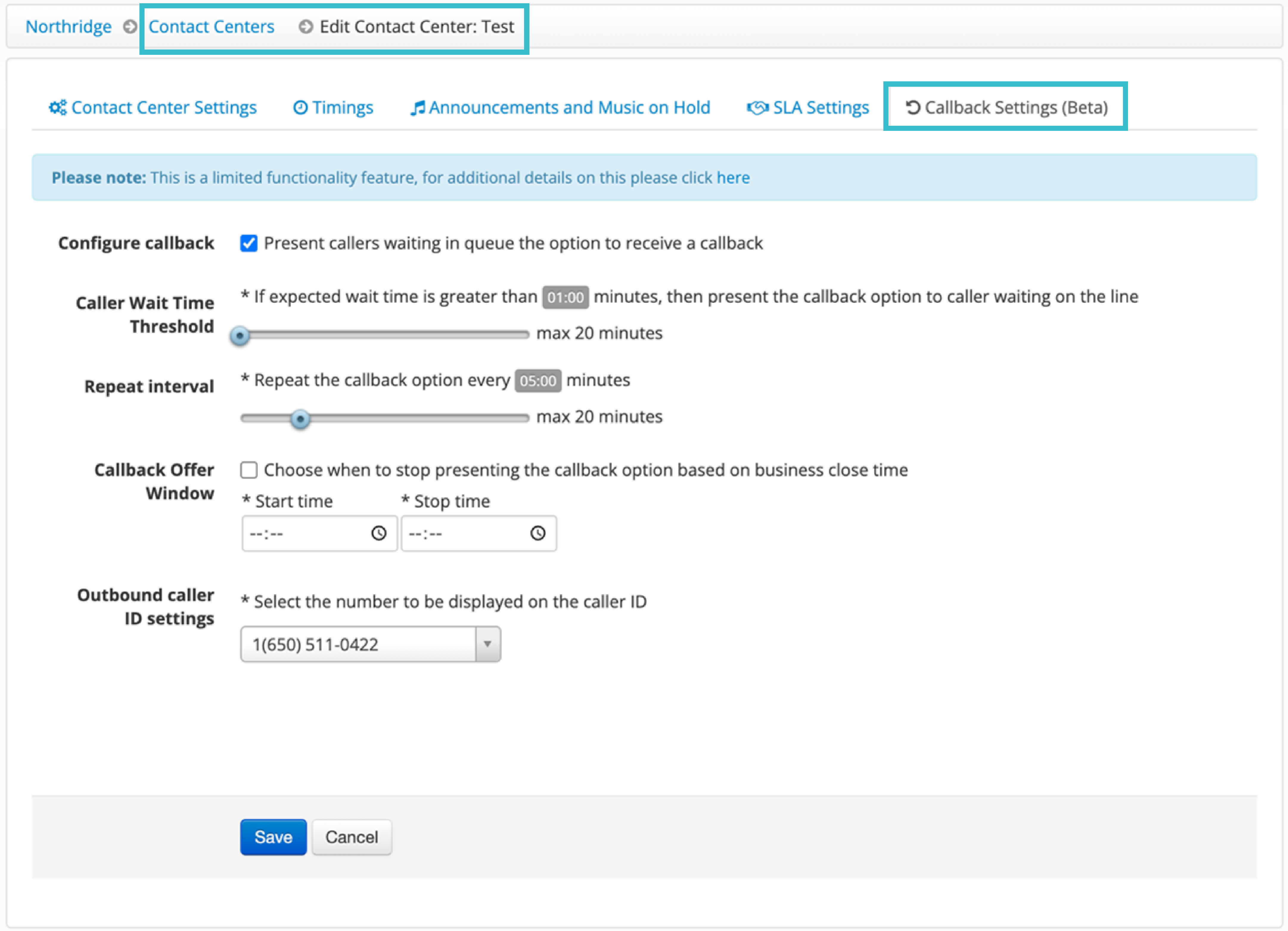


The Queue Callback Beta features do not include:

- Ability to update callback number
- Multiple callback attempts
- Voicemail detection
- Updates to Existing contact center reports to include Queue callback analytics
- Callback report
- Update to Live Monitor page

Queue Configuration

To start using the Queue Callback feature on any b-hive contact center, navigate to the Contact Center edit page and choose the Callback Settings tab.



Northridge
Contact Centers
Edit Contact Center: Test
Contact Center Settings
Timings
Announcements and Music on Hold
SLA Settings
Callback Settings (Beta)

Please note: This is a limited functionality feature, for additional details on this please click here

Configure callback ☑ Present callers waiting in queue the option to receive a callback

Caller Wait Time Threshold * If expected wait time is greater than 01:00 minutes, then present the callback option to caller waiting on the line
max 20 minutes

Repeat interval * Repeat the callback option every 05:00 minutes
max 20 minutes

Callback Offer Window ☐ Choose when to stop presenting the callback option based on business close time
* Start time --:--
* Stop time --:--

Outbound caller ID settings * Select the number to be displayed on the caller ID
1(650) 511-0422

Save
Cancel

Queue Configuration Description

Caller Wait Time Threshold - Wait time, after which the caller will be presented with the callback option.

- Upon joining the queue, the system will assess the caller's estimated wait time, considering the queue's length and historical call data. The estimated wait time is compared to the Caller Wait Time Threshold value. If the estimated wait time exceeds the Caller's Wait Time Threshold value, the caller may be promptly offered a callback.
- It's essential that the Caller Wait Time Threshold value is set to a lower value than the maximum wait time on the contact center settings tab. Otherwise, customers may experience call timeouts before hearing the callback announcement.
- A range of 1-20 minutes with the default value of 1 minute, represented in minutes and thirty-second intervals (mm: ss).

Repeat Interval - The time after which the callback option is repeated until a selection is made by the caller.

- A range of 1-20 minutes, with the default value of 1 minute, represented in minutes and thirty-second intervals (mm: ss)

Callback Offer Window - This is the Time period where the callback option will be presented to callers.

- If the Start Time is set at 8:00 AM and ends at 5:00 PM. Those calling between 8:00 AM and 5:00 PM may hear the callback announcement. Those calling outside of those hours will not be presented with the callback announcement.

Outbound Caller ID Phone Number - The Phone number used by the system to return callback requests.

FAQs

When the caller opts for a callback and answers the callback, how many call records are recorded?

Calls that requested a callback will show as two separate calls. This first call is where the caller requested the callback; this event will show as abandoned. The second call, which the system initiates the callback and the caller accepts, will show as answered.

How are the system-generated callbacks displayed on the Contact Center Live Report / Call Records Page?

The callback is shown as an "Outbound Call" on both the Live Report and the Call Records page.

Do the existing Contact Center announcement configuration settings collide/overlap with the new queue callback configurations/announcements?

There is a probability that "queue callback" announcements and "position announcements", and "custom announcements" might overlap with one another. To avoid it, the Queue back Caller Wait Time Threshold / Repeat interval and the Contact center announcement's repeat interval times should be configured with due diligence so that the announcements are played properly