

Increasing Caller Satisfaction & First Call Resolution

The leading reason for a bad caller experience is repeatedly being transferred and forced to re-explain the reason for the call.

When an agent is working with a caller on a problem or task that will not be completed on a single call you will need a method to allow the caller to get back to the agent without the agent giving out their private directory number.

Your other alternative is to let the caller call into your main number, transferring them to the proper agent. Taking up both another agent's time and increasing caller dissatisfaction

T-Metrics Agent Callbacks

Agent Callbacks (shown below): Displays when an Agent is working with a caller who will need to call back regarding the same problem. By using the edit tool bar, the Agent will be able to give the caller the ability to connect to the same Agent that has helped before.

Agent Callbacks Tab

The Agent is able to enter a brief message about the call in the Callback Information to Display window. An example: "Tom is calling back with the account information for his last 4 P.O.'s"; choose the amount of time the callback will be valid from the Callback Account is Valid For list, such as "The remainder of today"; and then click on the Request Callback Account Number button. A Callback Account Code will appear for the Agent to give to the caller, along with instructions as to what telephone number to call back.

When the call comes back in, it will present the call next in queue to the original agent and the brief message entered by the Agent will appear in the white display list box.