

# Multichannel Callback

In today's busy contact center environments, customers are often frustrated with excessive hold times that can erode customer loyalty and result in lost business. iCX Multichannel Callback is a multichannel queue management application that eliminates long wait times, putting an end to the frustration and ultimately improving the customer experience. During peak call times, callers are given the choice of either receiving a callback immediately once the next agent is available or scheduling a return phone call at a future date and time, eliminating the customer's need to wait in the queue. Reduce abandoned calls and increase customer experience all with an easy to install, and easy to maintain solution.

## A CALLBACK FROM ANY CHANNEL

Digital interactions can often be just as frustrating to customers as it is to wait on hold in a call queue. iCX Multichannel Callback solves this by allowing customers to request a voice call from any channel, including your website, mobile app, SMS text, or social media.

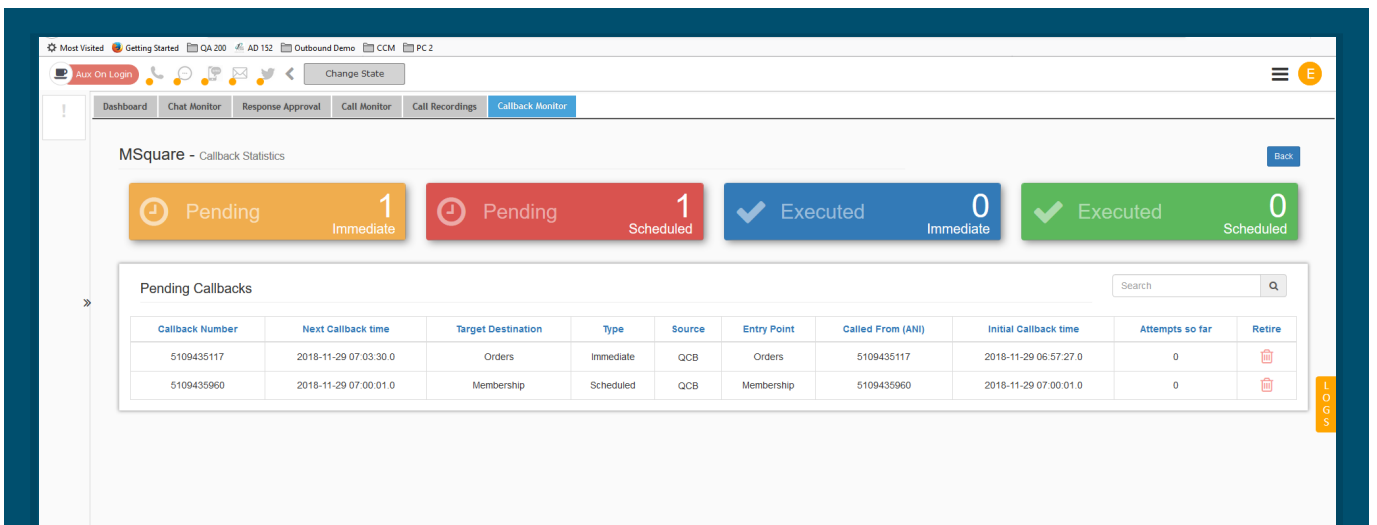
## IMPROVED AGENT PRODUCTIVITY

By enabling customers to request a call back during non-peak hours, your contact center can manage a steady stream of callbacks, spreading traffic evenly over time and allowing your agents to handle up to 15% more voice calls.



### KEY FEATURES:

- Multiple call flows or announcements for different departments or services
- Maintain accurate position in queue using a proprietary algorithm
- Allow customers to choose from either a scheduled callback or immediate callback once the next agent is available
- CTI integration for agent call context
- Provide callback requests via digital channels such as website, mobile app, SMS text, or social media
- See a real-time dashboard of all callback activity and historical reports



The screenshot shows the 'MSquare - Callback Statistics' dashboard. It features four summary cards: Pending Immediate (1), Pending Scheduled (1), Executed Immediate (0), and Executed Scheduled (0). Below these is a table of Pending Callbacks.

Callback Number	Next Callback time	Target Destination	Type	Source	Entry Point	Called From (ANI)	Initial Callback time	Attempts so far	Retire
5109435117	2018-11-29 07:03:30.0	Orders	Immediate	QCB	Orders	5109435117	2018-11-29 06:57:27.0	0	
5109435960	2018-11-29 07:00:01.0	Membership	Scheduled	QCB	Membership	5109435960	2018-11-29 07:00:01.0	0	

## CONTACT US

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