

## Outbound Call Center with Contact Center Services

Now with the new Outbound Call Center feature you will get all the same features/capabilities you love about inbound call center such as; monitor, coach, barge, recording, evaluation, data and statistics with a few extras!

Here's how it works, how to activate and much more!

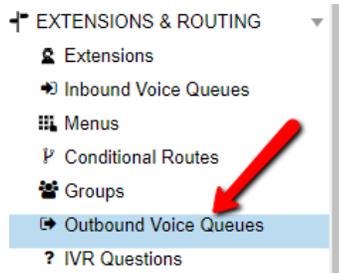
- Agent must be in the go ready state (if ACP) or be signed in via the phone (if phone base sign in/out method is used).
- Anyone who is an agent and is ready to accept calls can call into an outbound queue
- Agent dials into the outbound queue (via the extension for this queue) before placing outbound calls
- Can have different outbound queues to track different programs, campaigns etc.
- An agent can remain dialed into the queue
  - At this point they would not be able to receive inbound queued calls
  - If they wanted to then they should hang up from the outbound queue and dial in each time they wish to make an outbound call

### How a call is terminated and queue status

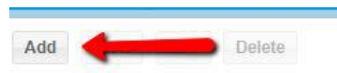
1. Caller hangs up, this sends agent into wrap up
  - Once wrap up is done the agent is still considered to be in the outbound queue
    - They can make another outbound call within this queue
    - They will not receive an inbound call to a queue if they are a member of any inbound queues
    - They can receive calls that are not in a queue
2. Agent Hangs Up (by hanging up the phone), This sends agent into wrap up
  - Once wrap up is done the agent is signed out from the outbound queue
    - They can make another outbound call within this queue – only by dialing back into the queue
    - They will receive an inbound call to a queue if they are a member of any inbound queues
    - They can receive calls that are not in a queue
3. Agent Hangs Up – \*\* This sends agent into wrap up
  - Once wrap up is done the agent is still considered to be in the outbound queue
    - They can make another outbound call within this queue
    - They will not receive an inbound call to a queue if they are a member of any inbound queues
    - They can receive calls that are not in a queue
    - You can make another outbound queued call even if you are still in wrap up

## How to activate:

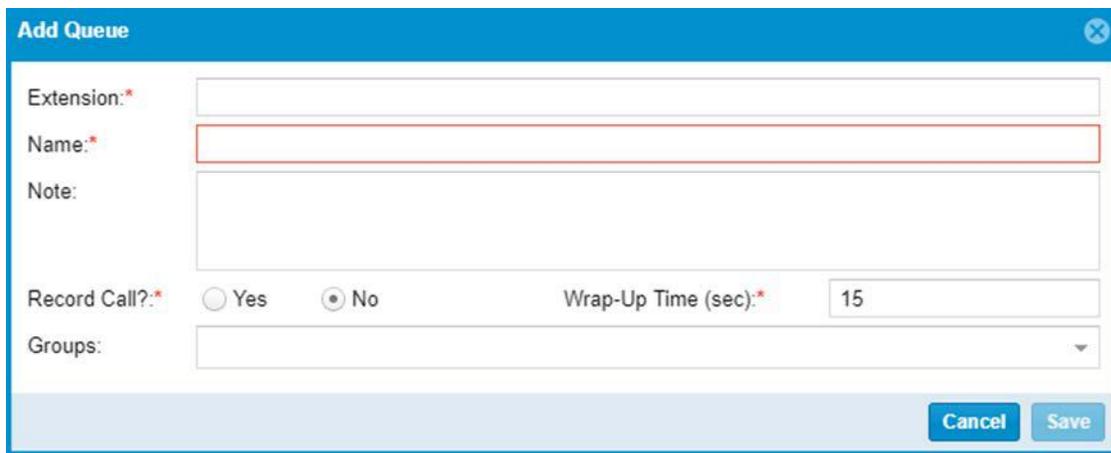
- You can create outbound queues in Extensions and Routing | Outbound Voice Queues



- Click Add



In the “Add Queue” pop-up box:

A screenshot of a 'Add Queue' pop-up window. The window has a blue header with the title 'Add Queue' and a close button. The form contains the following fields: 'Extension:\*' (text input), 'Name:\*' (text input), 'Note:' (text area), 'Record Call?:\*' (radio buttons for 'Yes' and 'No', with 'No' selected), 'Wrap-Up Time (sec):\*' (text input with '15' entered), and 'Groups:' (dropdown menu). At the bottom right, there are 'Cancel' and 'Save' buttons.

- Assign your queue an available extension
- Give the queue a name
- Add notes if you wish
- Select to record or do not record the queue (same as with an Inbound queue – this is done at the queue level)
- Assign a Wrap up Time
- Allow the queue to be used with a group if desired
- Anyone who is an agent can dial into any outbound queue

## Completed Events:

You can search for outbound queued calls Completed Events|Calls

- Start by doing a call search and under the section marked direction Pick Outbound or Leave blank or pick all – these two will show all calls

These calls will be populated in the section below

### Outbound Voice Queues

There is a Report added for Outbound Voice Queues under Reports | Outbound Voice Queues Report

- o Start by Filling in the search criteria. You will be able to Run, export or Schedule the report
- o The page provides Graphs and the data that populates the graphs – same as the inbound voice queues



Outbound Queues List							
Sorting Order: <input checked="" type="radio"/> Aggregation Interval First <input type="radio"/> Queues First							
Interval	Queue	Name	Attempts	Answered	Cancelled	Peak Talking	Talk Time
2018-09-03 to 2018-09-11	Summary	Across All ...	12	9	3	2	00:11:34
2018-09-03 00:00 to 02:00	400	Sodium	0	0	0	0	00:00:00
2018-09-03 00:00 to 02:00	401	Black Panther	0	0	0	0	00:00:00
2018-09-03 00:00 to 02:00	500	OutboundQ	0	0	0	0	00:00:00
2018-09-03 00:00 to 02:00	510	Krouczgrey	0	0	0	0	00:00:00
2018-09-03 00:00 to 02:00	511	Czechoslova...	0	0	0	0	00:00:00
2018-09-03 00:00 to 02:00	520	Outbound re...	0	0	0	0	00:00:00
2018-09-03 00:00 to 02:00	565	Minute	0	0	0	0	00:00:00
2018-09-03 00:00 to 02:00	571	Outbound Di...	0	0	0	0	00:00:00
2018-09-03 02:00 to 04:00	400	Sodium	0	0	0	0	00:00:00

**Costs and Notes:**

**Cost:**

There is no charge for outbound queues, you just need CCS- Contact Center Services

**Notes:**

- You can have different outbound queues to track different programs, campaigns etc.
- Anyone who is an agent and is ready to accept calls can call into an outbound queue
- Agents can remain dialed into an outbound queue
- No lists
- No dialers
- Outbound Queue numbers can be a programmed-on speed dial
- When dialing from an outbound queue – CCS owns the dial plan, so you can forgo dialing the 91 but would also be fine if you chose to dial the 91