

Queue Callback Module

Part of the VQ Plus Commercial Module

- Overview
- How to Create a Queue Callback
 - Name
 - Caller ID
 - Number Prepend
 - Dial Matches
 - Callback Queue
 - Announcement
 - Number Prompt
 - Force CID
 - Allow Caller to Record Callback Message
 - Caller Message Prompt
 - Confirmed Prompt
 - Callback Prompt
 - Accept Prompt
 - Timeout
 - Retries
 - Retry Delay
 - Save
- How to Link a Queue to a Queue Callback
 - Break Out Type
 - IVR Break Out Menu
 - Queue Callback
 - Repeat Frequency
 - Save

Overview

Queue Callback is part of the [VQ Plus module](#). When enabled on a queue, the callback feature frees a caller's time by letting him or her "press 1" to exit the call queue and receive an automated callback. The callback can go to the number they called in with, or one of their choice, and you have control over what are considered acceptable numbers.

When the caller's held position is next in line to speak to a representative, the system will place an outbound call. When the caller accepts the callback, the system will route the caller to the queue, and the caller should experience little or no wait to be connected to an agent.

If for some reason the caller does not answer or accept the callback, or if an answering machine/voicemail answers, the system can try again if configured to do so. You can set a maximum retry count as well as a time delay between retries. If the callback fails permanently, the caller forfeits his/her position in line.

You can view callback reports to see which callbacks are in progress, and which have succeeded or failed.

How to Create a Queue Callback

Navigate to Queue Callback in the PBX GUI:

- In the top menu go to **Applications**
- In the drop-down menu go to **Queue Callback**

Click the **New Queue Callback** button.

Queue Callback

The screenshot shows the Queue Callback management interface. At the top left, there is a blue button with a plus sign and the text '+ New Queue Callback', which is highlighted with a red rectangular box. To the right of this button is a search input field with the placeholder text 'Search'. Below these elements is a table with a light blue header. The header has two columns: 'Callbacks' and 'Actions'. The main body of the table is empty and contains the text 'No matching records found' centered at the bottom.

Queue Callback Modify

Hello, ac
Lo

Name	queuecallback2
Caller ID	test <9696>
Number Prepend	
Dial Matches	X.
Callback Queue	<Same Queue>
Announcement	Default
Number Prompt	Default
Force CID	<input type="radio"/> Yes <input checked="" type="radio"/> No
Allow caller to record callback Message	<input type="radio"/> Yes <input checked="" type="radio"/> No
Caller Message Prompt	Default
Confirmed Prompt	Default
Callback Prompt	Default
Accept Prompt	Default
Timeout	40 <small>Seconds</small>
Retries	1
Retry Delay	30 <small>Seconds</small>

Activate Windows
Go to Settings to activate Windows

Name

A descriptive name for this Queue Callback.

Caller ID

Caller ID to be used when calling back a caller.

Number Prepend

Optional - Here, you can define any prepend to be added to the caller's callback number. This is useful, for example, if you want to make the system use a specific route that only looks for a certain prepended number in the dial pattern, such as "9."

Dial Matches

Here is where you define what numbers a caller can enter when requesting a call back. In the U.S., we highly suggest setting this to things like 10- or 11-digit numbers, and not allowing callers to enter expensive numbers like international numbers, or things like 911. The caller will need to enter a valid number that matches one of the dial patterns you set here.

The field may be pre-populated with the following two dial patterns:

NXXNXXXXXX
1NXXNXXXXXX

PATTERN	DESCRIPTION
X	Any whole number from 0-9
Z	Any whole number from 1-9
N	Any whole number from 2-9
[###]	Any whole number in the brackets, example [123] is 1 OR 2 OR 3. Note that multiple numbers can be separated by commas and ranges of numbers can be specified with a dash ([1.3.6-8]) would match the numbers 1,3,6,7 and 8.
. (dot)	It matches one or more characters and (acts as a wildcard)

The callbacks process through your [outbound routes](#). These callbacks are handled in the same manner as if you picked up your phone and dialed the number.

Callback Queue

The queue to place the caller into when they are called back. The default is to route the caller into the same queue they came from. You can also select a different queue or virtual queue from the drop-down menu.

Announcement

The recording to play to callers periodically while they are waiting in the queue (before they select the callback option). This announcement is only played if your queue uses the queue callback option directly, without using an IVR as an intermediary.

Note

For the announcement prompt and most of the others configured here, you can change the default setting by selecting a system recording created in the System Recordings module. This should be a single prompt file, as queues cannot play aggregate recordings.

Number Prompt

Prompt to play to caller when requesting callback number.

Force CID

Yes/No: This will Force the callback to use same callerid. (Note: Enabling this will NOT ask for an alternative number to callback.)

Allow Caller to Record Callback Message

Yes/No: This message will be played back to the caller when they are called back.

Caller Message Prompt

If **Allow caller to record callback message** is enabled above, this prompt will be played.

Confirmed Prompt

This is the final prompt played to callers informing them that the system will call them back. Default = "You will be called back once your position in line has been reached."

Callback Prompt

This prompt is played to callers when they answer the callback at the destination number. Default = "This is a callback for (name/number)."

Accept Prompt

This prompt is played immediately after the callback prompt. It gives instructions on how to accept or decline the callback. Default = "Press 1 to accept or 2 to decline."

- If the caller presses 1, he/she will be connected back to the queue.
- If the caller presses 2, the system will hang up the call. Then, if **retries** are enabled below, the system will retry the set number of times.
- If there is no response, the system will repeat the "callback" and "accept" prompts for the amount of time set in the **timeout** period below, and then end the call if there is still no response. Then, if **retries** are enabled below, the system will retry the set number of times.

Timeout

How many seconds to wait for answer/confirmation when calling the destination number. If the caller does not press 1 to be connected to the queue after this amount of time, the callback will timeout. Default = "I'm sorry, the incoming call is no longer available, or has been answered by someone else."

Retries

How many times to retry calling the destination number before giving up, if the system cannot reach the caller and/or the caller does not press 1 to accept the callback. If you would like to disable retries, set this to 0.

Retry Delay

How many seconds to wait between retry attempts, if **Retries** are enabled above. This should usually be at least as long as timeout. We suggest something like 300 seconds (5 minutes).

Save

Click the **Submit** button to save changes, then click the **Apply Config** button.

How to Link a Queue to a Queue Callback

After you have configured your Queue Callback as described above, you can link a queue to the callback by configuring a "Break Out" option in the queue.

This wiki assumes you are familiar with setting up Queues. For full instructions on configuring queues, please see the [Queues Module User Guide](#).

Navigate to the Queues module:

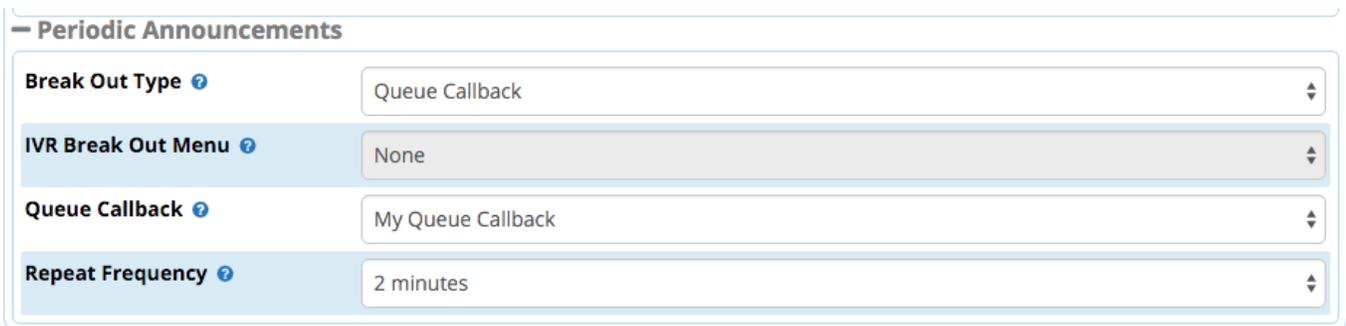
- In the top menu click **Applications**
- In the drop-down menu click **Queues**

Create a queue or edit an existing queue.

Click on the **Caller Announcements** tab.



Configure the **Periodic Announcements** section to use a queue callback by configuring the options described below.

A screenshot of the 'Periodic Announcements' configuration section. It contains four rows of settings, each with a label and a dropdown menu:

- Break Out Type**: Queue Callback
- IVR Break Out Menu**: None
- Queue Callback**: My Queue Callback
- Repeat Frequency**: 2 minutes

Break Out Type

For a basic setup, if you would like callers to go directly to a queue callback when they press 1, set **Break Out Type** to **Queue Callback**.

For a more advanced setup, if you would like to give callers more options in addition to a queue callback, you can set **Break Out Type** to **IVR Break Out Menu**. If callers press 1, they will be taken to the IVR you have set up, and they will be able to select more options from there. For the sake of this wiki, we'll assume that your IVR has a queue callback as one of its destinations. You can use the [IVR module](#) to set up an IVR. For example, you might set up an IVR that lets callers choose whether to leave a voicemail or use the queue callback feature.

IVR Break Out Menu

Only available when **Break Out Type = IVR Break Out Menu**. Select which IVR to use. Callers will be routed to this IVR when they press 1 in the queue.

Queue Callback

Only available when **Break Out Type = Queue Callback**. Select which queue callback to use. Callers will be routed to this callback when they press 1 in the queue.

Repeat Frequency

How often to announce a voice menu to the caller. Select a time interval from the drop-down menu. We recommend you use an interval longer than one minute. If you select "0," the announcement will not be played, and the queue break out would be a "hidden" option.

The repeat frequency only controls the *announcement*. The caller can actually press a menu option at *any time* – even before the announcement, and even if the announcement is never played.

Save

When finished making all edits to your queue, click the **Submit** button. Then click the **Apply Config** button.

A Note on Hold Times

If your queue is set to report the caller's hold time to the agent, the hold time reported is NOT the *total*/wait time for the caller's original queue call plus the new (callback) call. The reported hold time will be for the *current* (2nd) call only.