Automated Ring Group Callback

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The Ring Group Callback feature allows callers to receive an automated call back when an agent becomes available instead of having to wait for their call to be answered.

With a few quick steps, Ring Group Callback can be implemented with ease:

- 1. Configure Ring Group for Callback
- 2. Record IVR Messages and Confirmation message
- 3. Update Call Flow with callback variables

When Ring Group Callback is enabled, a typical call flow is as follows:

- Upon IVR breakout timing, a caller is presented with an option to request a callback instead of waiting on hold.
- Caller presses the indicated digit to request a callback. When no digit is pressed, the caller returns to general hold.
- A confirmation message is played notifying the caller that a callback has been requested. The caller will receive a return call to the number they called from.
- The call is disconnected and the caller keeps their place in queue until the call reaches an available agent.
- Synkato auto dials the caller via the first available agent.
 - The callback is prepended with prefix to signify to the agent that the call is a callback.
 - Once the call is connected, the call continues as normal.

Configure Ring Group for Callback

Ring Groups must first be enabled for Ring Group Callback. Navigate to Interaction Routing > Call Ring Groups. Open the desired Ring Group and click the Ring Strategy tab. Select **Yes** from the drop-down menu under **Enable Automated Ring Group Callback**.

Ring Group Information	JAnnouncements/MoH ♠Recording ▲Alerts ∰ Weight		
Ø₀ More ▼			
Ring Strategy:			
Ring Strategy: 🕑	Busy Agent Handling:		
Ring All	Never Send Multiple Calls		
Find Me / Follow Me: 😧	Distinctive Ring:		
Disable Find Me / Follow Me	None •		
Join When Empty: 😧	Auto Pausing: 😧		
No	No T		
Enable Automated Ring Group Callback: 😧	_		
Yes			
	-		

Click Save Ring Group when finished. Apply changes before proceeding, which adds a Callback object into the

Interaction Routing tool for this particular Ring Group. The Callback object can now be added to a Breakout IVR.

Record IVR Messages

Recordings must be established to announce a callback option to callers. Navigate to System Settings > System Recordings. Create Callback recordings including:

- Announcement indicating the digit to press to request a callback.
- Callback confirmation message once the digit has been selected.

Read more about creating a System Recording.

Update Call Flow

Navigate to Interaction Routing > Flows. Open the desired Flow and insert the Ring Group Callback variable into the appropriate IVR.

Callback variables are displayed within Call Flows when the activated as described above:

₽ WORKFLOW (CALL): 3174196209: 3174196209	DITABLE 🖺 EXPORT WORKFLOW 05:42:17 PM <
Call Flow SMS Flow	Q Reset Zoom
3174196209	S End Interaction
© Click to Modify Details	+ Announcements (11)
	+ Conferences (1)
8888: Sales Ring Group	+ Extension Voicemail (43)
Click to Modify Details	+ Extensions (48)
	+ External Speed Dials (3)
Overflow	+ Generic Voicemail (2)
0	+ IVRs (9)
12	- Ring Group Callback (6)
8888 IVR	" Ring Group Callback: 2221
© Click to Modify Details	C Ring Group Callback: 5252
	D Ring Group Callback: 5255
	D Ring Group Callback: 6812
	D Ring Group Callback: 8888
	D Ring Group Callback: 8889
	+ Ring Group Modifier (2)
	+ Ring Groups (12)
4	×

Callback variable inserted into Flow:

IP WORKFLOW (CALL): 3174196209: 3174196209 IP EDITABLE ID EXPORT WORKFLOW 05:42:17		
Call Flow		Q Reset Zoom Q
3174196209	-	End Interaction
© Click to Modify Details	-	+ Announcements (11)
		+ Conferences (1)
8888: Sales Ring Group		+ Extension Voicemail (43)
Click to Modify Details		+ Extensions (48)
		+ External Speed Dials (3)
🗎 Overflow		+ Generic Voicemail (2)
0		+ IVRs (9)
888 IVP		Ring Group Callback (6)
		 D Ring Group Callback: 2221 D Ring Group Callback: 5252
		D Ring Group Callback: 5255
Dption 1 Dption 2		D Ring Group Callback: 6812
		 D Ring Group Callback: 8888
5 5		D Ring Group Callback: 8889
Ring Group Callback: 8888 5255		+ Ring Group Modifier (2)
© Click to Modify Details		+ Ring Groups (12)
4	•	Ē

Click the corresponding variable, add the system recording, and click **Save Ring Group Callback**:

D Update Ring Group Callb	back	
Display Name • 🛿		
8888: Sales Ring Group		
Confirmation Announcement 😧		
Recording: Callback confirmation		
	D Save Ring Group Callback	Cancel

Apply changes when finished.

Callback Reporting

Ring Group Callback metrics are available within the Ring Group Analytics report. Navigate to Reporting > Ring Group Analytics.

Ring Group Summary



Ring Group Summary - Callback Details

This report provides the following metrics:

- Ring Group name
- Answered Calls
- Requested Callbacks Number of calls that requested a callback instead of remaining on hold.
- % of Callback Calls
 - Note: Callbacks handed to an agent that go to the caller's voicemail are considered answered.
- Average Callback Request Time Amount of time a caller is on hold in the Ring Group before pressing the option to request a callback. Technically, a caller who has requested a callback and has hung up is still 'in the Ring Group.'
- SLA Compliance Measured against the hold time prior to an agent returning the call.
- Average Hold Times Average time a caller waits to receive a callback.

RING GROUP SUMMARY - CALLBACK DETAILS							
Ring Group	Answered Calls	Requested Callbacks	% of Callback Calls	Average Callback Request Time	SLA Compliance	Average Hold	
8888	30	18	100.00%	00:00:13	77.78%	00:00:28	
TTLS / AVGS:	30	18	(100%)	00:00:13	77.78%	00:00:28	