Automated Ring Group Callback

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**.

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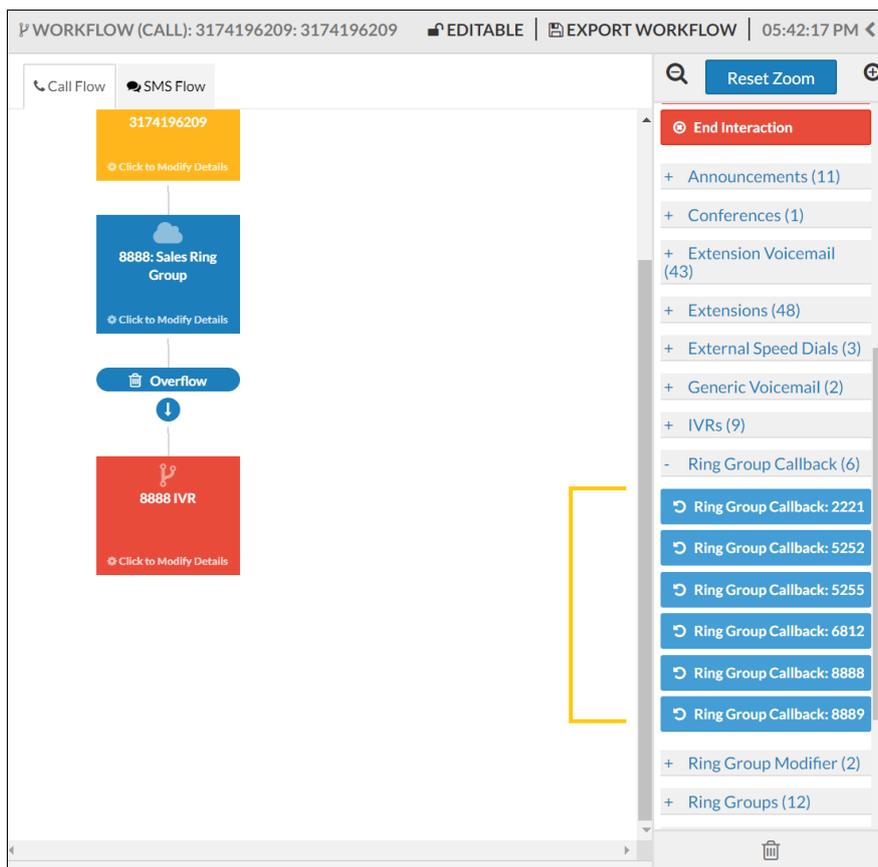
Callback variable inserted into Flow:
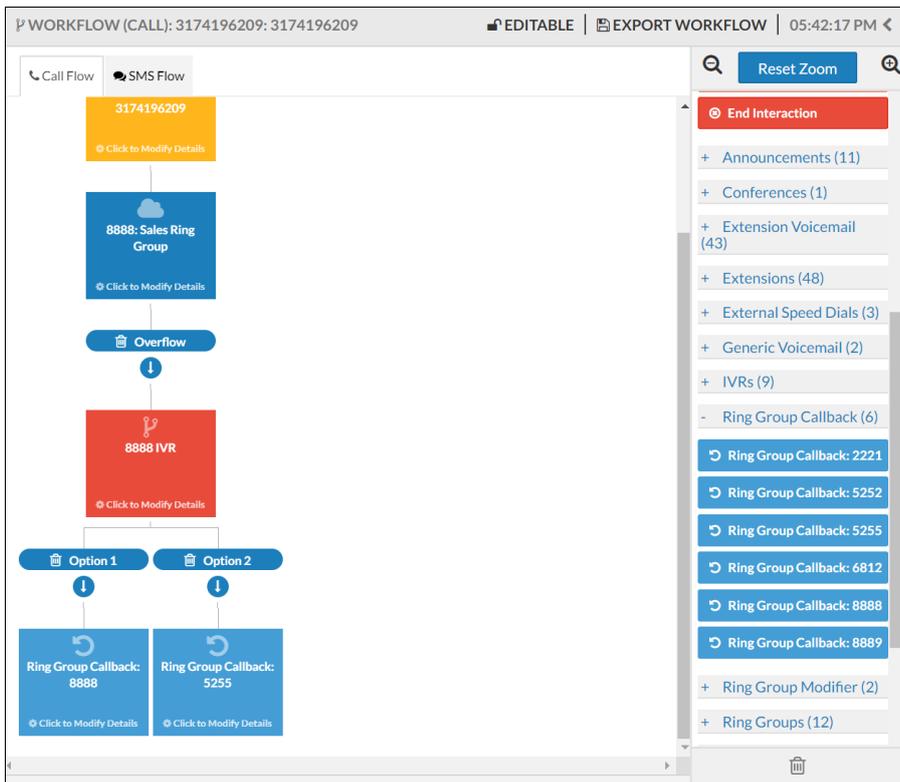
Click the corresponding variable, add the system recording, and click **Save Ring Group Callback**:

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
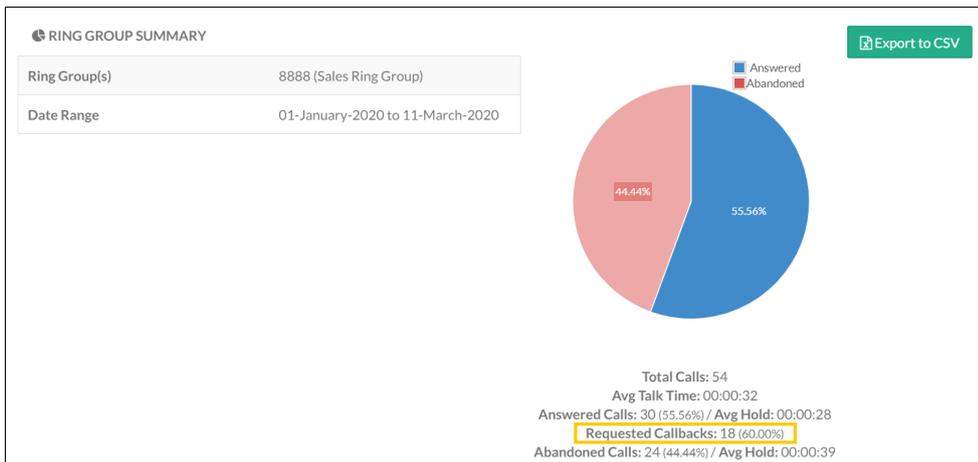
Ring Group Summary - Callback Details

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