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Genesys Engage cloud Administrator's Guide

Stage 3: Dialing and call handling

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Stage 3: Dialing and call handling

- **Monitoring**

Now it's time to start reaching out to customers. First, an automatic dialer will make predictions about agent availability and call results and then begin dialing numbers. Once it detects a voice, it will hand the call off to an available agent.

Dialing

Once Harry's campaign is running in **ASM** mode with **Predictive** dialing, the system can bridge a call to an agent within 2 seconds of detecting a voice.

First, it checks the routing strategy before it dials out. It's looking for the agent group assigned to the campaign and it's checking all routing parameters that specify how it should route the call once it detects a voice. And then, it reserves an agent. The agent commits to that call once all other queued-up calls are cleared.

Then it starts dialing.

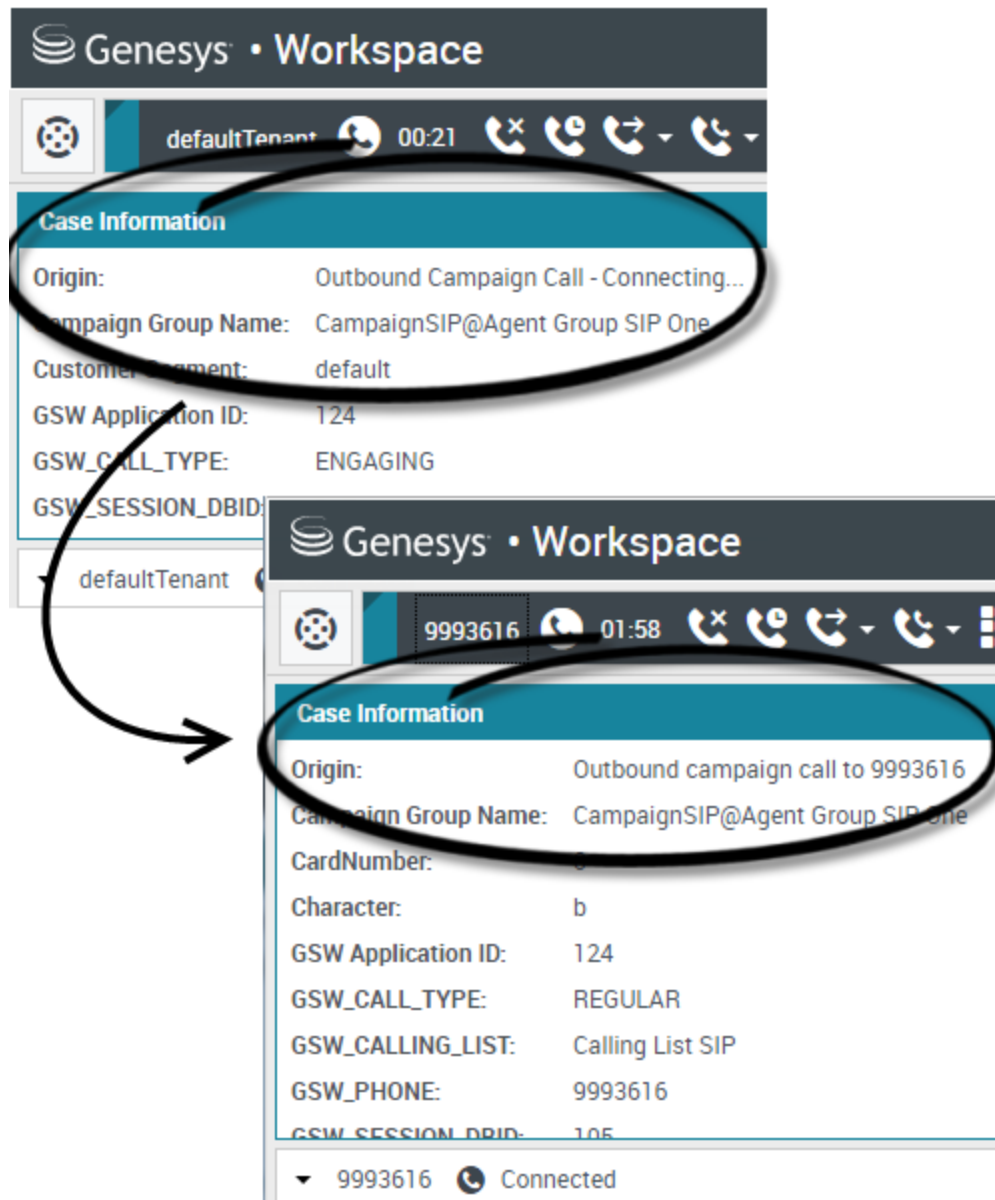
Call handling

Scenario: Agent Martha logs in to **Agent Desktop** just before her shift begins and sees a notification that she has been added to the **Long Distance Calling Plan** campaign.

Solution: Martha can join the campaign and start connecting with customers.

[+] Instructions

Handling an Outbound call



1. In **Agent Desktop**, click **OK** to join the campaign. When the agent is **Ready** and reserved, the phone rings, and the agent waits while the system dials a number. When the system detects a voice, the reserved agent hears a beep and is then connected to the customer.
2. In the meantime, in **Agent Desktop**, the agent sees a pop-up notification, and in the call **Case Information** areas, the **Origin** of the call is **Outbound Campaign Call - Connecting...**
3. As soon as the customer answers the phone and the call is connected, the **Origin** of the call changes to **Outbound campaign call to <name or number of contact>**. The agent might see information about the call in the **Case Information** area – such as campaign call information, the call status, and call actions.

Scenario: Customer Sally is very interested in the new long distance plan that Martha is offering. In the middle of their conversation, Sally's doorbell rings, and she needs to hang up from the call to tend to her guest. She asks Martha to call her back at 7PM to discuss the long distance plan further.

Solution: With Sally on the phone, Martha can use the **Schedule Callback** function.

[+] Instructions

Scheduling a callback

The screenshot shows the 'Schedule Callback' interface. At the top, there is a header with a calendar icon and a user icon. Below this, the 'Schedule Callback' checkbox is checked. The 'At:' field shows the date '4/9/2015' and the time '04:38 PM'. The 'Personal Callback' checkbox is also checked. A calendar is displayed below, showing the month of April 2015. The date '9' is selected. A red arrow points to the 'To:' field, which has a dropdown menu showing 'Home Phone - 998746343' and 'New Phone Number...'. The 'Address' field is also visible.

1. Open the calendar and do the following:
 1. Check **Schedule Callback**
 2. Set the date and time for the callback: **July 6, 7PM** in Martha's case.
 3. Check **Personal Callback** because Sally wants Martha, not another agent, to call her back.
 4. In the **To** field, select Sally's Home Phone number from the drop-down.
2. End the call.

Want to learn more?

- [Agents and Outbound campaigns](#)
- [Agent Desktop help](#)
- [Outbound Dialing Modes](#)