

## Agent Feedback

### Configuration

Agent Feedback ?

Allow agent feedback: Yes

Category used for agent feedback: Campaign

Call same agent when rescheduled: Yes

Minutes reserved to same agent: 20

If the agents should be able to give feedback (select an Enquiry registration topic, sometimes called "call outcome", and/or order select action 'Reschedule' or 'Mark as unanswered/voicemail') in the agent application, 'Allow Agent Feedback' must be set to Yes and you should select/change values for:

- **Category used for agent feedback:** If you want the agents to have a set of "call outcomes" to choose from, you must define an Enquiry registration Category with Topics and define it as *Reserved for Dialler*, and then select it here.
  - Typical outcomes (Enquiry registration topics) for answered Dialler calls are:
    - Interested
    - Not interested
    - Voicemail
    - Wrong number/person
    - No answer\*
      - \* Not needed if you only use Predictive (call contact first), since agents are not called if contact doesn't answer first. Recommended for Preview (call agent first) mode.
- **Call same agent when rescheduled:** If the agent wants to order rescheduling after having been connected to the contact (=call back to the contact later), the agent can choose a reschedule time and choose if the rescheduled call should be sent to himself or any agent. The selection here (Yes/No) is just the default value in the Agent application, but the agent can set a different value (to myself/to any agent) for individual calls when needed. Please note that if an agent orders rescheduling for a call from a *Predictive mode (call contact first)* campaign, Puzzel will at the rescheduled time call the agent first, and when the agent has answered, the contact will be called.
- **Minutes reserved to same agent:** If a rescheduling is registered "to myself", and the reserved agent is logged on but not Ready at the reschedule time, the contact is reserved for this agent for x minutes. After x minutes, the contact is sent to any agent on the queue.

### Mark as unanswered

If a call to a contact's number is answered by an answering machine/voicemail (any Dialler mode), the Dialler will not call the contact again unless the agent selects action *Mark as unanswered/voicemail* or *action Reschedule*.

**We recommend that when an agent is connected to an answering machine, the agent hangs up and** selects action **"Mark as unanswered/voicemail"** and optionally selects an topic and/or writes a comment.

If the call to the contact's number is answered by the "wrong" person (e.g. spouse or child), the agent can select e.g. "Wrong person" (or any topic) and select action "Mark as unanswered/voicemail" or action "Reschedule".

If the agent selects "Mark as unanswered/voicemail", the contact's status in the Dialler list will be changed from *answered* to *not answered*, so that the contact will be called again later (ref. *Min. minutes between retries*) unless this was the last attempt for this contact (ref. *Max number of calls per contact*). If agent clicks 'Mark as unanswered/voicemail', this is shown in the Archive's Enquiry registration tab for the relevant calls.

#### Note

An answered call "Marked as unanswered" will be reported as answered in real time views (Wallboard/Queue overview/Ticker), in historical statistics reports, and in Raw data.

### Reschedule to call contact at agreed time

If a call to a contact is answered, the connected agent can order rescheduling **"To myself"** at the desired time.

If the contact insists on being called back at a date/time the agent knows they are not working, or if any agent can/should call this contact later, the agent can reschedule **"To any agent"**, which means that the first ready agent on the queue just after the rescheduled time gets the call.

If an agent reschedules a Dialler call **"To myself"**, this agent becomes the "reserved agent". If the reserved agent is logged off at the rescheduled time, the call is sent to another agent on the relevant Dialler campaign. If the reserved agent is logged on but not Ready at the reschedule time, the call waits for the reserved agent for as many minutes as defined as "Minutes reserved to same agent", e.g. 20. After the reserved time, or if the agent logs off before the reserved time ends, the call is sent to another agent on the queue.

If an agent reschedules a call, we strongly recommend that the agent writes a Comment, so that this comment can be shown in the screen-pop when the call is sent to this (or another) agent at the rescheduled time.

When the agent answers a rescheduled call and the call to the contact for some reason is not answered, this contact will not be called again, unless the agent orders a new rescheduling. The agent can order a new rescheduling at the desired time if the call was not answered, if the number was busy, or if the call was answered by voicemail, so that this new rescheduled call appears in the user's Puzzel Agent Application.

#### Note

If the agent registers "Mark as unanswered" for an unanswered rescheduled call, the Dialler will not call the contact again.

The *Total calls counter* can be screen-popped for the agent, so that the agent knows how many calls that have been done to the contact.

#### What if a campaign is disabled after agent rescheduled but before the rescheduled time?

If an agent at e.g. 12:00 while speaking to a contact orders a rescheduled call e.g. the next day at 18:00, the rescheduled call will be done only if the Campaign is **enabled** at the defined reschedule time (and agents are logged on), unless *Enable rescheduled calls "to myself" when campaign is disabled* is turned on. However, if the campaign's list is deleted or replaced or if the contact is disabled at the rescheduled time, the call will not be made.

#### Note

A rescheduled call without a reserved agent ("to any agent") will only happen at the rescheduled time if the relevant campaign is active and at least one agent is logged on.

#### Rescheduling, campaign's opening hours and contact's time\_from and time\_to

**The rescheduled call will be done if the rescheduled time is outside the defined Time interval(s) for the Campaign** outside the contact's defined time\_from and time\_to, if the Campaign is enabled or if *Enable rescheduled calls "to myself" when campaign is disabled* is turned on.

If an agent orders rescheduling, and no agent is logged on and ready within **72 hours** after the defined rescheduled time, the contact will not be called.

## Scheduled task as an alternative to Reschedule

If you want to let agents create a **Scheduled task** instead of using Dialler Reschedule when agent agrees with the contact to call back at an agreed time, the Dialler profile(s) (and other profiles) should contain media type E-mail, so that the Scheduled task can be sent to the agent at the scheduled time. In addition, *Block phone if number of written requests is greater than* should be set to 0.

We recommend that a Dialler agent is not logged on to a Dialler profile while working on a Scheduled task (agent status will be *Busy (1)*). The agent should log off the Dialler (while in wrap-up) just before a task's scheduled time, or when he shortly after the scheduled time sees the scheduled task in his Personal queue, and then log on with a non-Dialler profile.

## Unanswered Preview mode calls should not be rescheduled!

In Preview mode, agents will experience calling contacts that do not answer, but **agents should not "mark as unanswered" nor reschedule an unanswered call since the Dialler will call the contact later if not all defined call attempts are made.**

Since the agent has an Enquiry registration tab open for this contact that did not answer, we recommend that the agent selects topic "No answer". The main reason is that it is easier for agents to remember "always make an Enquiry registration", and in addition, if "Forced Enquiry registration" is used, agents must have a topic to use in this no-answer scenario to be able to click Ready when in status Wrap-up.