

## Outbound calling without being interrupted by incoming calls

If Puzzel agents that usually answer incoming calls/written requests sometimes should make outgoing calls without being interrupted by incoming calls/requests, there are different ways to do this.

Before you conclude what is the best solution for your company, you should consider the effects the different alternatives have on the reported *Time logged on* and *Time in pause*, *Time per pause reason*, and the reported time in *Wrap-up* and *AHT*.

### 1) A separate profile for Outbound mode/Back-office

The admin creates a profile called e.g. "*Outbound mode*" containing only Phone. If an agent wants to make several outgoing calls without being interrupted by incoming calls or written requests, the agent can (log off and) **log on with profile Outbound mode/Back-office**



The agents initial status after logon to queue is *Ready*, until the first outbound call is started. When the outbound call is finished, the status changes from *Connected* to *Wrap-up* (pre-defined to x sec).

- If a new outbound call is started while in *Wrap-up*, the *Wrap-up* is ended and status is changed to *Connecting* and then *Connected*.
- If *Wrap-up* status ends before a new call is started, the agents status will be *Ready* until he initiates a new call, but no incoming call/request is sent to the agent while in status *Ready*.

### 2) Use a **Pause reason** between outbound calls

If using a separate profile is not what you want, you can tell the agents to use a specific Pause reason between outbound calls (if the predefined *Wrap-up* is not long enough for both wrap-up and preparation for the next call).

We suggest the admin creates a Pause reason called e.g. "Outbound prep."

The agents first outbound call can be done while in status *Wrap-up* or *Ready* (when logged on with a profile containing incoming queues). After the outbound call has ended, the agents status is *Wrap-up* (for the pre-defined x sec).

To avoid receiving an incoming call (or written request) when *Wrap-up* has ended, **the agent must select Pause reason "Outbound prep." while in *Wrap-up*.**



When the agent initiates a new outgoing call, the pause reason is ended and status is set to *Connecting* and then *Connected*.

### 3) Long pre-defined *Wrap-up* or allow agent to extend *Wrap-up*

If the pre-defined *Wrap-up* (*Users Products Agent timeouts: Wrap-up timeout phone*) is **long**, e.g. 5 minutes, the agent can stay in status *Wrap-up* while doing after call wrap-up and while preparing for the next outgoing call. With such a long pre-defined *Wrap-up*, the agent should:

- initiate a new outbound call to end the Wrap-up  
or
- click *Ready* to end Wrap-up and receive a new incoming call/written request from queue

The actual time in Wrap-up is reported per agent in Real-time Ticker and in Statistics report Details per agent/Details per agent per queue, so its easy to see which agents have the longest average Wrap-up.

If the agent is allowed to **extend wrap-up** after a call (*Users Products Agent application: Possible to extend wrap-up with seconds*), the agent can extend wrap-up as much as needed to stay in wrap-up while preparing for the next outgoing call.



With one of these Wrap-up solutions, the reported Wrap-up will be the sum of after call Wrap-up and preparation for next outbound call.

## Reporting

The time in status *Connected* (speak time), in *Wrap-up* and the total time in *Pause* is reported in Real-time Ticker User group/Agent and in Statistics reports **Details for agents incl. time logged on** and **Details per agent per queue**. The time spent per pause reasons is shown in Ticker, but in Statistics this is only shown in report *Time per pause reason*.

**Details for agents (ID) incl. time logged on**

Agent ID	Name	User group	Offered calls	Answered calls	Answer rate (%)	Avg. ring time	Avg. speak time	Max. speak time	Total speak time	Calls transferred	Time logged on excl pause	Time in pause	First log on	Last log off	Avg. Wrap-up	Average Handling Time (AHT)
220770	Paal Agent	Sales Agents	4	3	75%	0:00:08	0:02:13	0:03:35	0:08:36	0	0:53:05	0:28:18	02/01/2017 11:51:15	02/01/2017 13:10:38	0:00:57	0:28:19

**Details per agent per queue**

Agent ID	Name	User group	Time logged on excl pause	Time in pause	Queue	Requests offered	Answered	Answer rate (%)	Avg. connecting time	Avg. speak time	Max. speak time	Forwarded	Avg. Wrap-up	Average Handling Time (AHT)
220770	Paal Agent	Sales Agents	0:53:05	0:28:18	Callout	1	1	100%	0:00:01	0:01:29	0:01:27	0	0:00:52	0:02:19
					Sales	3	2	67%	0:00:09	0:02:38	0:03:35	0	0:01:00	0:03:38
					<b>Total</b>	<b>4</b>	<b>3</b>	<b>75%</b>	<b>0:00:06</b>	<b>0:02:13</b>	<b>0:03:35</b>	<b>0</b>	<b>0:00:57</b>	<b>0:28:19</b>

Both these agent reports show per agent the *Avg. speaktime*, *Avg.wrap-up*, *AHT*, *Time logged on ex pause* and the total *Time in pause*, but they do not show time per pause reason. If agents spend time in a pause reason (e.g. Outbound prep.) between outgoing calls, this time is included in *Time in pause*.

Report **Time per pause type** shows per agent the *Time logged on incl pause*, *Time logged on excl pause*, *Time in pause* and in addition, the *Time per pause type*.

**Time per pause-type**

Agent ID	Name	User group	Time logged on incl pause	Time logged on excl pause	Time in pause	First log on	Last log off	Pause-type	Time per pause-type
220770	Paal Agent	Sales Agents	1:19:23	0:53:05	0:28:18	02/01/2017 11:51:15	02/01/2017 13:10:38	Administration	0:17:10
								Lunch	0:09:08

## Real-time Ticker in the Agent Application and in the Administration Portal

Both these Tickers show total time in pause and time per pause reason.

Paal Agent: (98214836) Administration

STATUS: Administration (3) Phone Support

Exit pause to receive requests

Time

- Total Time Logged On: 25:13
- Time Logged On excl. Pause: 10:15
- Total Time Paused: 14:58
- Administration: 7:01
- Break: 1:19
- Meeting: 5:31
- Outbound prep.: 1:07

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QUEUE	OFFERED	ANSWERED	ANSWER %	AVG SPEAK TIME	AVG WRAP-UP TIME	AVG HANDLING TIME
Total	2	2	100 %	0:27	0:45	1:12
Support	2	2	100 %	0:27	0:45	1:12

**puzzel.** You are logged in as: Paal Admin Customer: Intelcom Connect Demo Product Customer ID: 10009 Sign out

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Queue Overview User Groups Ticker Services Ticker Queues Ticker User Groups Ongoing Requests Wallboard

Home Page > Real-time > Ticker User Groups > Agents > Paal Agent

### Details for Paal Agent

day week

Agent: Paal Agent

Total Time Logged On: 24:47

Total Time Paused: 14:32

Pause Details: Administration 7:01, Break 1:19, Meeting 5:31, Outbound prep. 0:41

Queue	Total Offered	Total Answered	Avg. Survey Score	Answer Rate	Avg. Speak Time	Avg. Wrap-up	AHT
Support	2	2	-	100%	0:27	0:45	1:12

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