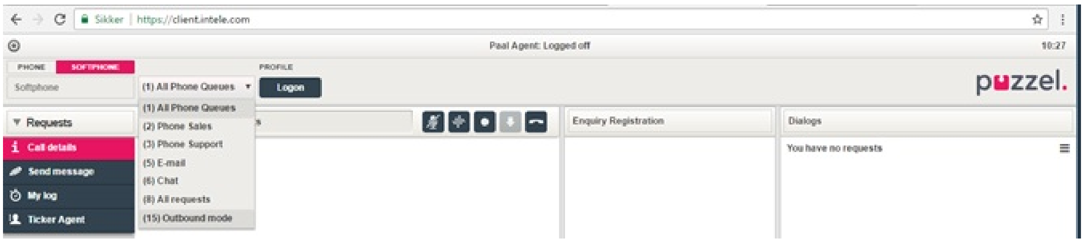
Outbound calling without being interrupted by incoming calls

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**


Sikker | https://client.intele.com
Paal Agent: Logged off
10:27
PHONE
SOFTPHONE
Softphone
PROFILE
(1) All Phone Queues
Logon
puzzel.
Requests
Call details
Send message
My log
Ticker Agent
(1) All Phone Queues
(2) Phone Sales
(3) Phone Support
(5) E-mail
(6) Chat
(8) All requests
(15) Outbound mode
Enquiry Registration
Dialogs
You have no requests

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*.

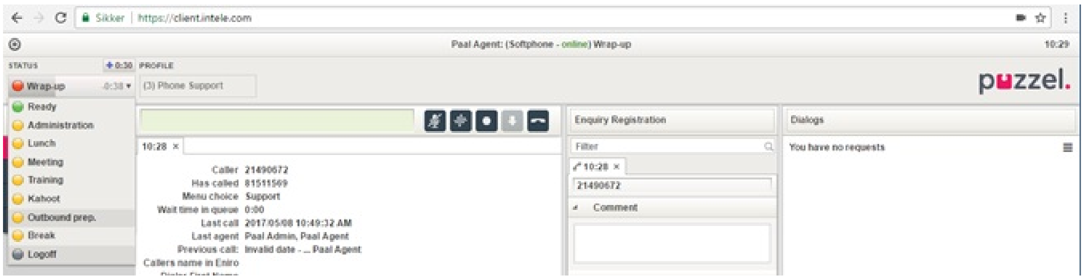
2) Use a **Pause reason** between outbound calls

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*.**


Sikker | https://client.intele.com
Paal Agent: (Softphone - online) Wrap-up
10:29
STATUS
+0:30
PROFILE
Wrap-up
-0:38
(3) Phone Support
puzzel.
Ready
Administration
Lunch
Meeting
Training
Kahoot
Outbound prep.
Break
Logoff
10:28
Enquiry Registration
Filter
10:28
Comment
Dialogs
You have no requests

Caller 21490672
Has called 81511569
Menu choice Support
Wait time in queue 0:00
Last call 2017.05.08 10:49:32 AM
Last agent Paal Admin, Paal Agent
Previous call: Invalid date - ... Paal Agent
Callers name in Eniro

21490672

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

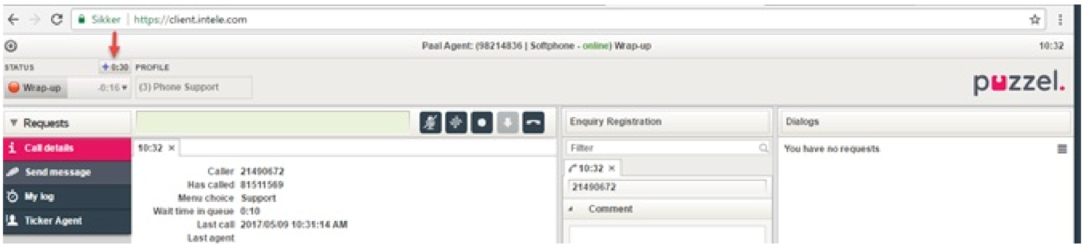
If the pre-defined *Wrap-up* (*Users Products Agent timeouts: Wrap-up timeout phone*) is **long**, e.g. 5 minutes, the agent can stay in status *Wrap-up* while doing after call wrap-up and while preparing for the next outgoing call. With such a long pre-defined *Wrap-up*, the agent should:

- 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.



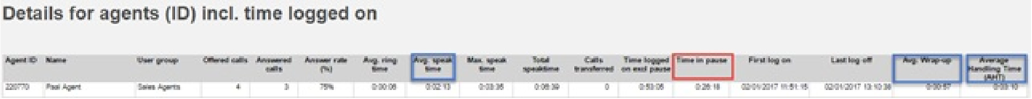
Caller 21490672
Has called 81511569
Menu choice Support
Wait time in queue 0:10
Last call 2017/05/09 10:31:14 AM
Last agent

21490672

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.

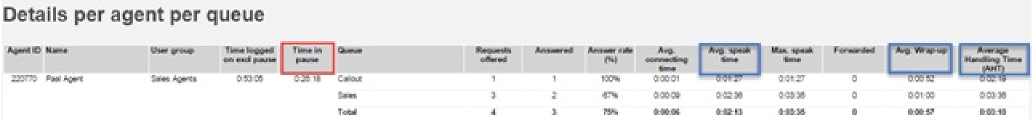
Reporting

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 speaktime	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%	0:00:06	0:02:13	0:03:36	0:06:39	0	0:53:06	0:26:18	02/01/2017 11:51:15	02/01/2017 13:10:38	0:00:57	0:03:10

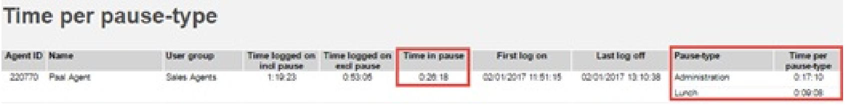


Details per agent per queue

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	0:53:06	0:26:18	Callout	1	1	100%	0:00:01	0:01:27	0:01:27	0	0:00:52	0:02:19
					Sales	3	2	67%	0:00:09	0:02:36	0:03:36	0	0:01:00	0:03:36
					Total	4	3	75%	0:00:06	0:02:13	0:03:36	0	0:00:57	0:03:10

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*.

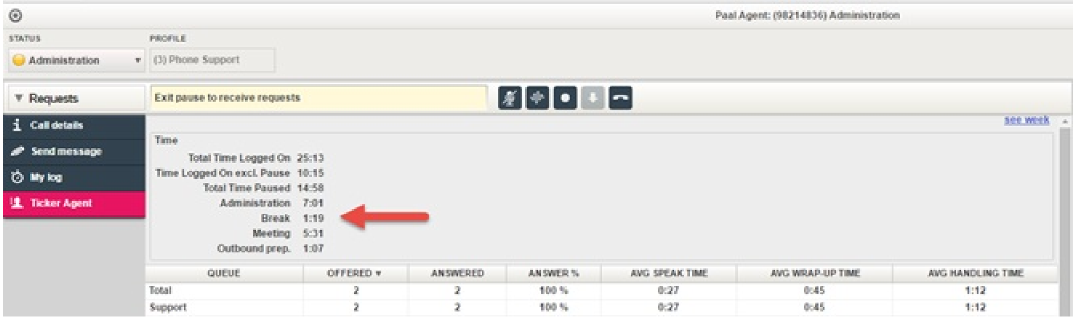


Time per pause-type

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	0:53:06	0:26:18	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.


Requests
Call details
Send message
My log
Ticker Agent
see week

Paal Agent: (98214836) Administration

STATUS: Administration

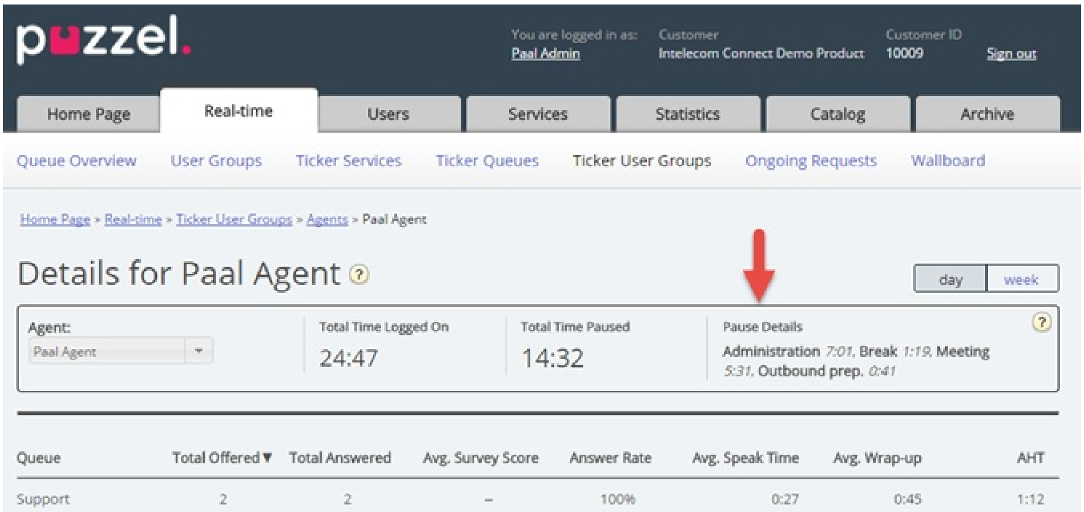
PROFILE: (3) Phone Support

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

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


Home Page
Real-time
Users
Services
Statistics
Catalog
Archive
Queue Overview
User Groups
Ticker Services
Ticker Queues
Ticker User Groups
Ongoing Requests
Wallboard
day
week
Sign out

You are logged in as: Paal Admin
Customer: Intelecom Connect Demo Product
Customer ID: 10009

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

Details for Paal Agent

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