

Product Summary

- Offers Workgroup callers the ability to hear their position in queue and receive a callback while maintaining their place in queue.

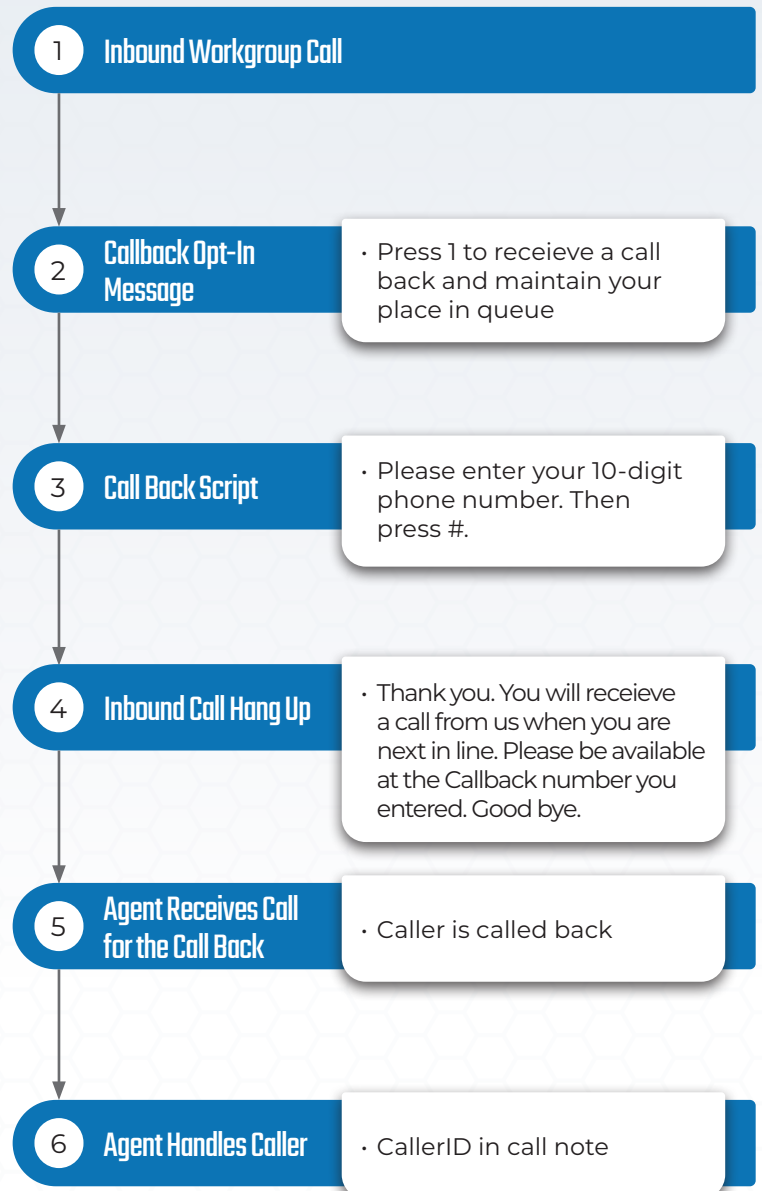
Product Description

- Callers are offered a callback option while waiting in the Workgroup queue. If a callback is requested, the callback number is collected, and the call is terminated.
- Callers can hear their position in queue and determine if they would like a callback.
- Agents are given the in-progress callbacks as a normal Workgroup call. When the agent answers, the agent will hear the outbound call ringing.
- The Agent can view the CallerID in the Call Note.
- Audio prompts may be customized to match the system voice talent.

Product Requirements

- Works with MiVoice Connect 14.2 and above.
- Contact Center not required.

Call Flow



Revised: March 9, 2024