Implementation Questionnaire

Buzzeasy Implementation Questionnaire

# Introduction

Initial set up of buzzeasy is as simple as signing up for the service, pointing our patent pending service at your call centre queues and then delivering call requests to our easy to use web services.

How the calls are handled is then configured within Buzzeasy.

# Company Information

|  |  |  |
| --- | --- | --- |
| Information | Notes | Value |
| Company Name |  |  |
| Contact Centre Name |  |  |
| Contact Centre Phone Number | The number that you want Buzzeasy to call to acquire an agent when there is a call to one of your customers. |  |
| Type of calls | Note here where the calls are originating – website/SMS/etc. |  |
| Opening Hours | You can have different hours for every day of the week or the same for all. | M  T  W  T  F  Sa  Su |
| Field1 | It is possible to pass up to 10 optional pieces of data in with the request for a call – this should be the description of the field (e.g. company), |  |
| Field2 | As above |  |
| Field3 | As above |  |
| Field4 | As above |  |
| Field5 | As above |  |
| Field6 | As above |  |
| Field7 | As above |  |
| Field8 | As above |  |
| Field9 | As above |  |
| Field10 | As above |  |
| Number Presented to customer | The phone number you want presenting to your customer when calling them – we will need your permission to present this number |  |
| Retry Rules: Retry attempts | How many times a call should be tried after the first call before giving up. Only attempts to phone a customer will be counted when calculating this. |  |
| Retry Rules: Retry Interval | The number of seconds between attempts to call a customer if failure |  |
| Retry Rules: Retry Timeout | The maximum amount of time (in seconds) that a call should be retried before giving up. This should be more than the previous two multiplied together |  |
| Whisper | The text spoken to the agent when a call is placed to the customer – see appendix A for the structure of this. Put N/A if you do not want an agent whisper |  |
| VM treatment | How you want to handle hearing voicemail when calling customer:  Manual VM  Automated VM |  |
| VM Text | What automated message (spoken TTS) to leave on all VM calls where automated picked above. |  |
| Whitelist | By default, we take requests from UK, US and Irish numbers. If you want a subset of numbers then you can put these here  e.g. +44 would just allow UK numbers to be called |  |
| Blacklist | By default we have no blocked numbers range, however (for example) you could put +449 in here to block high cost numbers. |  |

# Appendix A: Whisper Rules

Text in the agent whisper field can be both fixed and variable e.g. Call to Mr Smith, where Mr Smith is the name of the person who made the request, would be entered as “Call to <Name>”. The following fields can be put into the whisper:

|  |  |
| --- | --- |
| Field | Description |
| <CallType> | Type of call being placed – one of   * Call Me Now * Call When Available * Scheduled Call |
| <ConfirmationCode> | The confirmation code of the call |
| <Division> | The name of the division the calls are for |
| <Name> | The name of the person requesting the call |
| <ScheduledTime> | The time that the call was requested for (only for Scheduled call) |
| <UserPhoneNo> | The Phone number of the user |
| <Field1> | The contents of field 1 |
| <Field2> | The contents of field 2 |
| <Field3> | The contents of field 3 |
| <Field4> | The contents of field 4 |
| <Field5> | The contents of field 5 |
| <Field6> | The contents of field 6 |
| <Field7> | The contents of field 7 |
| <Field8> | The contents of field 8 |
| <Field9> | The contents of field 9 |
| <Field10> | The contents of field 10 |