



Memorandum

Date: December 14th 2017

To: CCS Team

From: CCS Ops

Re: (Disconnected Calls and Call Back Process)

For the best interest of our client, Quality Control will be implementing a Call Back Process effective Monday Dec 18th 2017. The aid from our end is to confirmed their transaction was resolved and a confirmation was received by caller.

1. On ALL calls, agent must copy call back number(s).
2. If dialer shows restricted, anonymous or there is no number, it is required to ask and validate the call back.
3. If caller specifically provides a number to be contacted, we are required to honour their request using the specific number(s). If we are unable to reach out, agent is required to call the original number that showed via dialer.
4. If call disconnects and transaction was not completed, agent must call back
5. After transaction was completed but call disconnects, a call back must be made to confirm with caller.
6. Supervisors can assist providing call back numbers. **NOTE: this is as a last resort.**
7. If during calls, agent is experiencing system trouble and will be using another system to call back (**Siebel is frozen, 3 Way call issues or dialer is not allowing to make an outbound call**), agent is required to educate the caller of what is occurring and another system will be used towards helping them.
8. After the call disconnects, agent has a maximum of 45 seconds to call back.
9. If it's a dead air call and drops, agent must call back.
10. Call back must be attempted TWICE.

These cases, the VICI Dialer is still recording:

- **If agent does not disposition call properly**
- **Once they select call back mode**
- **When placing outbound calls and waiting for the caller to answer**
- **When agent used 3 Way Call or Parks the call calls**