# Returned/Parked Calls in Five9

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**Description:** How to handle Returned Calls.

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| About Returned Calls |

**What are Returned calls?**

* When a Cold Transfer does not go through, the call will ring back to the original agent that placed the Cold Transfer until the call is retrieved by them.
* The call will ring back to the original transferring agent’s personal queue, not to the skill.

**When do Returned calls happen?**

* When Cold Transfer is used and when the call to that next number does not go through.

**Why do Returned calls happen?**

* Because this is a Cold Transfer, the agent does not know if the call connects because the member is immediately connected to the number dialed once the Transfer is completed. The agent is no longer on the line to know that the call did not go through.
* The Returned call function allows the agent to attempt the transfer again and helps prevent the member having to call back.

**How should the Returned call be handled?**

* The call handling process varies depending on the agent state when the call is Returned. There are four (4) scenarios possible:

1. [Agent is signed off before the call rings back](#_Scenario:_Agent_is)
2. [Agent is in a Ready status when the call rings back and not on another call](#_Scenario:_Agent_is_1)
3. [Agent is in a Not Ready status when the call rings back](#_Scenario:_Agent_is_2)
4. [Agent is on another call when the call rings back](#_Scenario:_Agent_is_3)

**Reminder:** Cold Transfer should **Never** be used unless the process allows for it. All interactions should be Warm Conference unless otherwise noted.



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| Scenario: Agent is Signed Off Before the Call Rings Back |

In this scenario, there are no steps for the Agent to take. The member’s call is disconnected when it rings back.

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| Scenario: Agent is in a Ready Status when the Call Rings Back and Not on Another Call |

In this scenario, the call is Parked on the Agent’s personal queue.

During this time, the Agent cannot log off.



* If the Agent attempts to log off, they will receive a message stating that they cannot log off.

Follow the steps below:

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| **Step** | **Action** |
| **1** | Change your state to the Not Ready state of Task Completion.  **Notes:**   * Task Completion is the only Not Ready state available at this point. * A visual indicator will show that the transferred call was not accepted, and a Parked Call notification will be at the top of the softphone.   **Result:** The caller is on hold while the call is Parked. The Not Ready state change will ensure that no new call will come in at this time. |
| **2** | Select the drop-down arrow to the right of “Retrieve” and then select **Transfer** to retrieve the Parked call.  **Result:** The call will then become active and ring in as an inbound call.    **Result:** Once retrieved, the Agent will see the inbound call on their softphone, hear the call tones, and see the visual call notification toaster part of Chrome.  **Notes:**   * The time that the caller is Parked is listed in the top row. * Verint may begin recording as a separate interaction when the call is active. When the call is Parked it will not record because it is not active, as it does not become active until it is retrieved. * For PeopleSafe users, a new browser loads with the member information if they originally authenticated in the IVR and a CTI pop-up loads with the member data. For those non-authenticated calls, a new browser opens on the member search screen. The full process is outlined in [Five9 Agent Desktop Softphone with PeopleSafe (052326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4819426-de56-4e8b-8caa-7f5d3a477e72). * For Compass users, the call loads on the authentication page, referencing the members authentication status in the IVR. The full process is outlined in [Compass - Five9 Agent Desktop Softphone (056045)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad8f7284-fee0-4ae1-bbbd-d2cbe07a331f). |
| **3** | Once live again with the member, greet the member and explain that you are re-transferring the call. If appropriate, provide the phone number if not already done. Attempt a re-transfer.  **Notes:**   * You are limited in only being able to use Cold Transfer on the second attempt, because that was the functionality previously used. * Proactively let your caller know that if the re-transfer does not go through, they should call the phone number directly (ONLY if the number can be given out) and if the number cannot be provided, then they may call Customer Care again at a later time. * If the call rings back again, report this issue to your Supervisor for research and reporting. |

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| Scenario: Agent is in a Not Ready Status when the Call Rings Back |

In this scenario, the call is Parked on the Agent’s personal queue regardless of them being in a Not Ready state.

During this time the Agent cannot log off.



* If the Agent attempts to log off, they will receive a message stating that they cannot log off.

Follow the steps below:

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| **Step** | **Action** |
| **1** | The Not Ready state will be automatically moved to one of Task Completion.  **Notes:**   * Task Completion will be the only Not Ready state option. * A visual indicator will show that the transferred call was not accepted, and a Parked Call notification will be at the top of the softphone.   **Result:** The caller is on hold while the call is Parked. |
| **2** | Select the drop-down arrow to the right of “Retrieve” and then select **Transfer** to retrieve the Parked call.  **Result:** The call will then become active and behave as an inbound call.    **Result:** When the Agent retrieves the call they will see the inbound call on their softphone, hear the call tones, and see the visual call notification toaster part of Chrome.  **Notes:**   * The time that the caller is Parked is listed in the top row. * Verint may begin recording as a separate interaction when the call is active. When the call is Parked it will not record because it is not active, as it does not become active until it is retrieved. * For PeopleSafe users a new browser loads with the member information if they originally authenticated in the IVR and a CTI pop-up loads with the member data. For those non-authenticated calls, a new browser opens on the member search screen. The full process is outlined in [Five9 Agent Desktop Softphone with PeopleSafe (052326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4819426-de56-4e8b-8caa-7f5d3a477e72). * For Compass users the call loads on the authentication page, referencing the members authentication status in the IVR. The full process is outlined in [Compass - Five9 Agent Desktop Softphone (056045](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad8f7284-fee0-4ae1-bbbd-d2cbe07a331f). |
| **3** | Once live again with the member, greet the member and explain that you are re-transferring the call. If appropriate, provide the phone number if not already done. Attempt a re-transfer.  **Notes:**   * You are limited in only being able to use Cold Transfer on the second attempt, because that was the functionality previously used. * Proactively let your caller know that if the re-transfer does not go through, they should call the phone number directly (ONLY if the number can be given out) and if the number cannot be provided, then they may call Customer Care again at a later time. * If the call rings back again, report this issue to your Supervisor for research and reporting. |

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| Scenario: Agent is on Another Call when the Call Rings Back |

In this scenario, the call is parked on the Agent’s personal queue while they are on a new call.

The Agent cannot log off while they have a Parked call.



* If they attempt to log off, they will receive a message stating that they cannot log off.

Follow the steps below:

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| **Step** | **Action** | |
| **1** | Change your state to the Not Ready state of Task Completion.   * For instructions on how to change your state while on an active call, refer to [Five9 Agent Desktop Softphone with PeopleSafe (052326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4819426-de56-4e8b-8caa-7f5d3a477e72) and [Compass - Five9 Agent Desktop Softphone (056045](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad8f7284-fee0-4ae1-bbbd-d2cbe07a331f).   **Notes:**   * Task Completion is the only Not Ready state available at this point. * A visual indicator will show that the original transferred call was not accepted, and a Parked Call notification will be at the top of the softphone. * The Parked call is the previous member call.   **Result:** The original/previous caller is on hold while the call is Parked. The Not Ready state is helpful to ensure that no new calls come in while managing both the new call and the original calls re-transfer. | |
| **2** | Follow one of the handling options below: | |
| **Option** | **Instructions** |
| Option 1 | 1. Select the drop-down arrow to the right of “Retrieve” and then select **Transfer** to retrieve the Parked call.     **Result:** This moves the Parked call to an active one and places the second member on hold. The Parked call will then ring in as an inbound call. The Agent will see the inbound call on their softphone, hear the call tones, and see the call load.  **Notes:**   * For PeopleSafe users a new browser loads with the member information if they originally authenticated in the IVR and a CTI pop-up loads with the member data. For those non-authenticated calls, a new browser opens on the member search screen. The full process is outlined in [Five9 Agent Desktop Softphone with PeopleSafe (052326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4819426-de56-4e8b-8caa-7f5d3a477e72). * For Compass users the call loads on the authentication page, referencing the members authentication status in the IVR. The full process is outlined in [Compass - Five9 Agent Desktop Softphone (056045](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad8f7284-fee0-4ae1-bbbd-d2cbe07a331f).   **Never** select “Add to Conference” as that will connect both the original caller and the new caller into one call. If “Add to Conference” is selected in error and both members are joined on the same call, then the only way to remove the original caller is to highlight their number from the Conference Participants section of the softphone, select the drop-down arrow, and click **Remove**. This will disconnect them from the call.     1. Once live again with the member, greet the member and explain that you are re-transferring the call. If appropriate, provide the phone number if not already done. Attempt a re-transfer.   **Notes:**   * You are limited in only being able to use Cold Transfer on the second attempt, because that was the functionality previously used. * Proactively let your caller know that if the re-transfer does not go through, they should call the phone number directly (ONLY if the number can be given out) and if the number cannot be provided, then they may call Customer Care again at a later time. * If the call rings back again, report the issue to your Supervisor for research and reporting.  1. Agent can now retrieve the original call that they were in when they picked up the Parked call. |
| Option 2 | 1. Place the new call manually on hold. 2. Select the drop-down arrow to the right of “Retrieve” and then select **Transfer** to retrieve the Parked call.   **Result:** The call will then become active and ring in as an inbound call.    **Never** select “Add to Conference” as that will connect both the original caller and the new caller into one call. If “Add to Conference” is selected in error and both members are joined on the same call, then the only way to remove the original caller is to highlight their number from the Conference Participants section of the softphone, select the drop-down arrow, and click on **Remove**. This will disconnect them from the call.     1. Once live again with the member, greet the member and explain that you are re-transferring the call. If appropriate, provide the phone number if not already done. Attempt a re-transfer.   **Notes:**   * You are limited in only being able to use Cold Transfer on the second attempt, because that was the functionality previously used. * Proactively let your caller know that if the re-transfer does not go through, they should call the phone number directly (ONLY if the number can be given out) and if the number cannot be provided, then they may call Customer Care again at a later time. * If the call rings back again, report this issue to your Supervisor for research and reporting.  1. Agent can now retrieve the original call that they were in when they picked up the Parked call. Once ready to return to the call on hold, select **Open** to be connected to the that member. |
| **Additional Information:**   * Verint begins recording as a separate call when the call is active. When the call is Parked it will not record because it is not active, unless it is recording as part of an active call (**Example:** The Parked call is viewable at the end or part of an active call). * Although you will see “Park” in the Conference Participants section, it is not activated and will not allow you to Park the call from here. | |

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| Related Documents |

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@all/@6700/documents/sop/y2fs/bc0w/~edisp/call-0049.pdf)

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