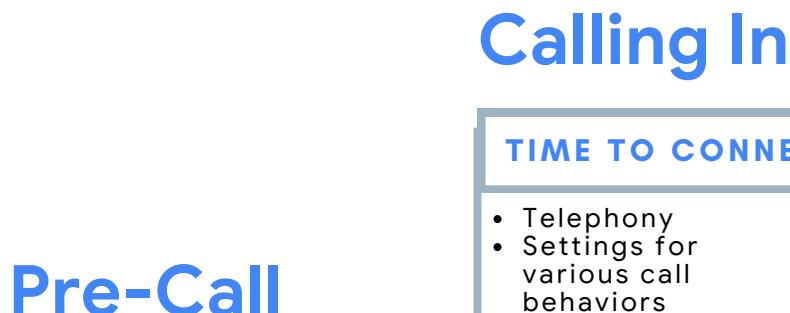


The caller journey starts with the CCAI-P admin defining the call routing configuration, call behavior settings, queue menu structure, and post-call behavior. Throughout this module, you will explore the options available to you to design the ultimate caller experience that resolves consumer inquiries effectively. The following graphic serves as a map of the learning content you are about to explore.

Call Journey



During the Call

KEEP GOING

- Pre-session options
- Caller announcements
- Call messages
- Queues
- Voicemail
- Barge
- Agent extensions

Post-Call

HERE WE ARE

- Wrap up
- Disposition codes/notes
- CSAT

