

Inbound & Outbound Calls

GUIDE.SUMMARY From time to time, eBay representatives may proactively reach out to members about issues relating to their accounts. This could be because of:

- Dropped calls
- Customer support follow-ups
- Proactive calls from our e2M teams regarding account concerns
- Outbound calls for various outreach projects
- Member has requested to be called back, via the "Have us call you" option on our site (also known as "Call Me")
- See [Call Me guidelines here](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1545&ViewLocale=en_US#callmeguidelines)

Some members may become upset that eBay has called them directly. For talking points,

[click here](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1545&ViewLocale=en_US#here). A loyalty statement is required for inbound calls. For more detail,

[click here](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1545&ViewLocale=en_US#loyaltyStatement).

GUIDE.RELATED_LINKS

Related articles

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1487>

[Escalation and Customer Experience Escalations](#)

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1540>

[Communicator tool overview](#)

Related solutions

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4243>

[Phone call attempted - no answer](#)

GUIDE.TALKING_POINTS In My eBay Preferences, I opted out of receiving

marketing calls - why are you calling?

- This is a courtesy call from eBay

Customer Service regarding the activity on your account, not a marketing or sales call.

I am registered with the Federal Do Not Contact (DNC) list - why are you calling?

This is a courtesy call from eBay Customer Service regarding the activity on your account, not a marketing or sales call.

How do I know you are not just someone trying to find out my personal/private information?

I can understand your concerns with this, and I can assure you that eBay Customer Service Representatives will never ask for any sensitive financial information like your bank account or credit card details.

I really want to know if this call is from eBay.

If the member is persistent and wants further verification that the call is authentic, you can refer to the following scripting for suggestions:

If you would feel more comfortable, I can provide you with where you can find our 1-800 number so that you can contact us directly.

I can confirm your contact and registration information.

As you may be aware, ended auction information is not available on the site after 90 days. As an eBay employee, I do have access to this older information and can verify it with you to confirm I am with eBay.

I can send you a message that would show up in your My Messages.

Why is eBay asking me to check my phone's spam or notification settings when requesting Call Me?

Some mobile carriers block calls from eBay as potential spam.

Results in the customer never seeing or receiving our Call Me request.

We recommend to check your phone's settings before placing a new Call Me request.

You should turn these settings back on when the callback is complete.

GUIDE.DETAILED_INFORMATION

Outbound calling hours

The times below are based on the time in the member's location (Example: a Customer Service Teammate needs to make an outbound call to a member in New York. It is currently 7:15pm Pacific Time where Jane is located and 10:15pm Eastern Time in New York. Jane should not place

the call because while it is within calling hours where she is located, it is outside calling hours where the member is.).

- US: 9am-9pm
- UK: 9am-9pm

Monday-Friday for service calls only. 9am-5pm for sales or campaign calls.

All Regions except UK: 9am-9pm

When to make an outbound call

Before making an outbound call or sending an outbound email, answer the following questions:

- Did the call get disconnected? (e.g., bad line / tool or tech issue)
- Is this outbound call or email part of the workflow for this interaction? (e.g. hard verification / unable to provide confirmation / follow up required from another department)
- Please consult these specific workflows within the CSKB
- Did the customer ask us to contact them due to long wait or hold times?
- Did we promise to follow up? And is this the reason we are making this outbound call or sending this outbound email?

If the answer to any of these questions is yes, please make the outbound contact.

For Call Me callbacks, requested by the member on our [site](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1545&ViewLocale=en_US#howtohandlecallmecallbacks), see [these guidelines](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1545&ViewLocale=en_US#howtohandlecallmecallbacks).

If the answer to the above questions is no; consult with your team leader on the appropriate action before making the outbound call or sending an outbound email.

Team leader guidance

Be prepared to coach the teammate through the following questions:

- Will this outbound contact significantly impact CSAT?
- Would our efforts prevent re-contact from this customer on this same topic?

Coaching considerations

Making an outbound contact will have an impact to the metrics below:

- Service level
- Customer availability
- Schedule adherence
- CSAT
- Recontacts

Coach your teammates to see the impact an outbound contact can have on other customers experiences, acknowledging that there is a need to balance the above metrics. Many teammates feel that making an outbound call with help to increase their

CSAT, but the data do not show this correlation. Example: By making an outbound contact that is not part of the workflow, your teammates are not available to assist other customers. This can cause decreased service levels, increased customer wait time, increased potential for abandoned calls, and a decrease in CSAT. How to make an outbound call in Communicator See Communicator tool overview.

Teammate talking points and actions - procedure for outbound call attempts and voicemail Important: The process highlighted below only applies to teammate-initiated outbound calls When handling a Call Me callback request, refer to the Call Me section of this article Because these calls are more like outbound calls than inbound calls, there are several
things you should do differently when handling: At the beginning of the call regardless if you are calling the phone number registered to the account or not, you must tell the member the call may
be
recorded. Examples include: "This call may be recorded for training and quality purposes". We need to: Inform the user that the line may be recorded Explain to the user the purpose for the recording Ask the customer if they are comfortable with proceeding with the call If the member does not indicate that they do not wish to be recorded, then this is considered consent Note: If you provide the disclaimer and they pass the phone to someone else to speak to, you must provide the disclaimer to the other person. You must notify every new person on the call that you may
be
on a recorded line. When calling the registered phone number on file, request to speak with the member by their first and last name.
If the number being called is not the phone number on file, ask for the customer by their User ID. Verify the account. See how to handle

verification for outbound calls, please visit

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1098#InstructionsStepstoResolve>

Contact Verification (CV) for Phone/Chat/Email

Because we're making an outbound call to the member,

do not

begin the call with Thank you for calling eBay. This may not make sense to the

member. Here are other good suggestions for beginning the call:

- Good morning/afternoon, this is

- calling from eBay Customer Service. Please note our

- calls may be recorded for training and quality purposes.

- Can I speak with

- Name/User ID?

- We received a call back request from this phone number. I

- need to let you know this call may be recorded for quality assurance purposes.

- Can I confirm your username is: XXX(Perform further validation if required)Thank you. How

- can I help you today?

- It is possible when the member is called,

- they do not answer. When making an outbound call, only attempt to contact the customer 1 time.

- If you are unable to reach the customer, use the script below to leave a voicemail:

- Hello, this is

- Teammate Name

- from eBay

- Customer Service calling as a follow-up to our recent conversation. I am sorry that I was unable to

- reach you today. Please feel free to contact us again if needed.

- To ensure customer privacy, do not provide account or item

- specific information in a voicemail. Use the script above.

- If:

- The line is busy OR

- The line continues to ring for 21 or more seconds OR

- If you are unable to leave a voicemail for any other reason

- Then:

- End the call and send an outbound email using the

- <http://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4243>

- Phone

- Call

- Attempted Email

- Do not send an outbound email if you were able to leave

- a voicemail

- In-queue Callback and Call Me features are available for

- members with concerns handled by any of the following teams

- Buy

name="callmeguidelines"> In-Queue Callback vs. Call Me In-Queue Callback is initiated while the member is waiting on hold for longer than 2 minutes. It's a service that allows our members to input their phone number while in the Interactive Voice Response (IVR) system anytime we are experiencing a hold over 2 minutes. Call Me is a service initiated when the member goes through the Contact eBay flow using our eBay Customer Service services available at Home > Help & Contact > Contact us. By choosing the "Call Me" option, member will reserve a place in the queue without the need to actually call us and wait on hold When their turn is up, our system will serve the SR to the first available teammate, and the outbound dial will start automatically; no waiting time for the member! See below how to handle these callback requests. Helpbot in the US will use Call Me in the event a member asks to speak with a human instead.

 Benefits of Call Me callbacks Members do not have to wait on hold when they need to contact Customer Service. Because they don't wait on hold, they'll enter the call more focused on resolving their concern rather than the time they spent on hold. Fewer abandoned calls, lower member "hold-fatigue", and higher member satisfaction How to determine if a member uses Call Back features In the old version of Call Me, when a new call initiates you will see the wording "Web Callback" in the top left of your Communicator call window.

 In the new version of Call Me, when a new call initiates you will see the wording "Call Me" in the top left of your Communicator call window. What

is "Lucy Phone"? In addition to In-Queue Callback and Call Me, we have seen some members using 3rd-party virtual queuing services and mobile phone apps available at websites such as lucyphone.com. These services contact eBay for the member and save their place in queue (must like the services we provide). When you receive a call from this type of service, before you are connected to the member, a recording will say something like "to connect with the caller, Press 1." If you receive a contact like this, please press 1 and assist the member. How long should you wait for the call to connect: Please do not wait longer than 4 minutes for the call to connect with the customer. Since Lucy Phone will not be linked to a customer's account, please close the SR with the sub-status of Not Reachable and use the workflow for noname@ebay.com. When to use a loyalty statement for inbound calls Customers who have an account registered for less than 1 year or are Guest users: What can I resolve for you today? For customers who have an account registered for 1 year or more: I see you opened this account [years] ago, thank you for your loyalty. What can I resolve for you today? Loyalty statement exceptions: The account status is suspended The account status is on hold The account has payouts on hold The account is experiencing transaction holds The account is a merchant account The account registration is less than 1 year The call was transferred to you How to handle Call Me callbacks How to handle Call Me callbacks </p></div>

verification.

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Greeting

This is eBay. My name is [Name]. May I have your First and Last Name?

Customer: [states name]

Verification [name="callmebackverification"](#)

Consider the member PIN-verified if you are calling a phone number that has been on file for 90 days or more.

Simply request to speak with the member:

Can I please speak to [member's full name]?

If the number being called is not the phone number on file, or the phone number on file was edited less than 90 days ago, ask for the customer by their User ID, then ask for additional details as per our [verification SOPs](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1098#InstructionsStepstoResolve)

Can I please verify your eBay ID?

If the Call Me request was placed by a Guest:

- Ask the caller to confirm their name

May I ask whom I am speaking with?

Once the caller confirms their name, ask the caller if they are contacting to discuss their eBay account

- Are you calling to discuss your eBay account today?

If the caller confirms they have account specific questions, please ask for the email address, phone number, or userID of the account and follow our [verification SOP](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1098#InstructionsStepstoResolve)

If the caller states they do not have an eBay account, please assist the caller with general information

- Loyalty statement:
- Customers who have an account registered for less than 1 year or are Guest users:
- What can I resolve for you today?
- For customers who have an account registered for 1 year or more:

- I see you opened

this account [years] ago, thank you for your loyalty. What can I resolve for you today?

- Loyalty statement exceptions:
- The account status is suspended
- The account status is on hold
- The account has payouts on hold
- The account is experiencing transaction holds
- The account is a merchant account
- The account registration is less than 1 year
- The call was transferred to you

Assist the member SR Closure reasons

Depending on the outcome of the call, close the SR as directed in the <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1731#CallMe>

call me policy

How to handle Call Me callbacks from Help Bot escalations

Call Me calls are outbound calls;- this means a different opening phase compared to inbound calls.

Preparation

While the system is calling the member, you will have around 11 seconds to get ready for the interaction (this how long it takes for a member to answer a call, on average)

Clear all previous tabs in Agent Desktop and open browsers

Load up the new customer's ID and information in your tools (AD, Billing Hub... depending on your LOB)

Review the Help Bot chat transcript while the dial is happening to prepare your greeting

Greeting

This is eBay. My name is [Name]. May I have your First and Last Name?

Customer: [states name]

Verification

botcallmebackverification

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- I see you opened this account [years] ago, thank you for your loyalty.
- What can I resolve for you today?
- Loyalty statement exceptions:
- The account status is suspended
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- The account has payouts on hold
- The account is experiencing transaction holds
- The account is a merchant account
- The account registration is less than 1 year
- The call was transferred to you
- Assist the member
- Acknowledge the Help Bot chat and restate any information from the chat that might help the customer avoid repeating

themselves I see you were recently chatting with our Automated Assistant about XYZ, how may I assist you with XYZ?
SR Closure reasons Depending on the outcome of the call, close the SR as
directed in the <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1731#CallMe"
target="_blank">call me policy.
Important notes for the closure step You don't need to follow up with the member separately. No need to "Pause" the SR (unless a successful call back requires a follow up) If the selected closure reason is not "Resolved", Communicator will automatically notify the member of the call back attempt It's important to select the right closure reason, because Communicator will mention it in the automatic email
Example for closing the SR with "Busy": "We tried to contact you but got a busy tone, please request another Call Me when youre available"
The "Call back/redial" button can be used if you get suddenly disconnected during the conversation (this is the only occasion in which you should use this button) Call Me callbacks troubleshooting The Call Me
callback request did not start to dial automatically and when I press the phone icon to begin the
outbound dial, I receive an error: Teammates should close their current Communicator session and re-launch Communicator Once Communicator is re-launched, it will re-establish the proper connection to the teammates phone and re-present the Call Me callback request in Communicator If the outbound call has not occurred automatically then click on the phone icon. If the outbound call has occurred and the teammate is talking to the member, then the Communicator view should be re-established automatically after re-launch Communicator served up a Call Me callback / Web
Callback but the outbound call did not start to dial automatically: When this happens, teammates are in Before Call Work (BCW) and are not available to receive another

contact It is important that teammates recognize this as an issue as soon as possible to minimize unexpected Before Call Work Teammates should see the option in Communicator to begin dialing the number provided for the Call Me callback request When the outbound dial does not start automatically and the teammate sees Call Me Now text and a phone icon at the bottom of their Communicator screen, teammates should press the phone icon to begin the outbound dial
 Teammate notices they are having one or more high BCW contacts for the previous day(s): If at any point after signing in to Communicator, the teammate ends a call or uses buttons on their hard phone or physical phone, disconnection between Communicator and the phone will be interrupted Teammates should close their current Communicator session using the task manager and re-launch Communicator Once Communicator is re-launched, it will re-establish the proper connection to the teammates phone and re-present the Call Me callback request in Communicator If the outbound call has not occurred automatically then click on the phone icon. If the outbound call has occurred and the teammate is talking to the member, then the Communicator view should be re-established automatically after re-launch If the call is complete, the Communicator view should be re-established and the teammate can finish resolving the call Communicator served up a Call Me callback / Web Callback but the outbound call did not start to dial automatically: When this happens, teammates are in Before Call Work (BCW) and are not available to receive another contact It is important that teammates recognize this as an issue as soon as possible to minimize unexpected Before Call Work Teammates should see the option in Communicator to begin dialing the number provided for the Call Me callback request When the outbound dial does not start automatically and the teammate sees Call Me Now text and a phone icon at the bottom of their Communicator screen, teammates

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disclaimer This is provided to them during the Call Me flow on the site If the customer states they don't wish to be recorded at the start of the call, use a General Spiel below in the Spiels section Summarizing we need to: Inform the user that the line may be recorded Explain to the user the purpose of the recording Ask the customer if they are comfortable with proceeding with the call Spiels: General spiels For quality assurance purposes, our calls may be recorded. If you do not wish to be recorded, just let me know and we can end the call right away. When you call eBay CS, a recording at the beginning of the call lets you know upfront that the call may be recorded. Please note also that this is a common practice in most Customer Service centers, not just eBay. If customer doesn't give consent: I understand and I'm sorry to disturb you. I will go ahead and send you an email regarding why I was calling. If you have any questions after you've gone over that message, please don't hesitate to get in touch with us by responding to the email or giving us a call back. Leaving a message If you reach a voicemail or the customer is not available, follow the guidance [for \[a bound \\[calls and \\\[a bound \\\\[calls and \\\\\[a bound \\\\\\[calls and \\\\\\\[a bound \\\\\\\\[calls and \\\\\\\\\[a bound \\\\\\\\\\[calls and \\\\\\\\\\\[a bound \\\\\\\\\\\\[calls and \\\\\\\\\\\\\[a bound \\\\\\\\\\\\\\[calls and \\\\\\\\\\\\\\\[a bound \\\\\\\\\\\\\\\\[calls and \\\\\\\\\\\\\\\\\[a bound \\\\\\\\\\\\\\\\\\[calls and \\\\\\\\\\\\\\\\\\\[a bound \\\\\\\\\\\\\\\\\\\\[calls and \\\\\\\\\\\\\\\\\\\\\[a bound \\\\\\\\\\\\\\\\\\\\\\[calls and \\\\\\\\\\\\\\\\\\\\\\\[a bound \\\\\\\\\\\\\\\\\\\\\\\\[calls and \\\\\\\\\\\\\\\\\\\\\\\\\[a bound \\\\\\\\\\\\\\\\\\\\\\\\\\[calls and \\\\\\\\\\\\\\\\\\\\\\\\\\\[a bound \\\\\\\\\\\\\\\\\\\\\\\\\\\\[calls and \\\\\\\\\\\\\\\\\\\\\\\\\\\\\[a bound \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\[calls and \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\[a bound \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\[calls and \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\[a bound 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respond directly to the email that I'll be sending about why I called, which will be sent directly back to this department.

- Customer wants to record the call
- If a caller informs you that he/she is recording the call, advise that although you do not give your permission for the call to be recorded you are happy to help and proceed with the call as normal
- Be extra careful not to disclose any internal notes or processes or acceptance of liability.
- Always place a note in Agent Desktop/Unify advising that the customer was recording the call.
- If the call requires escalation, escalate to your Team Leader / Supervisor.
- Spiel: I'm not authorized to give you my consent to be recorded, but I am happy to help you.

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