Callback Call Handling
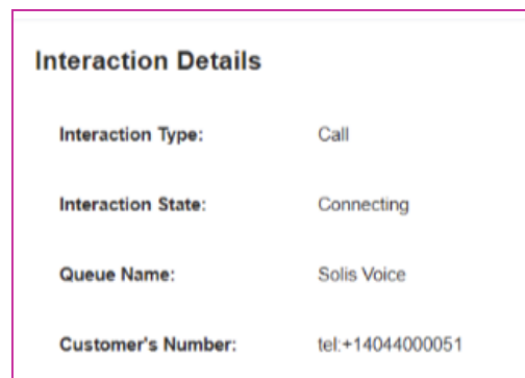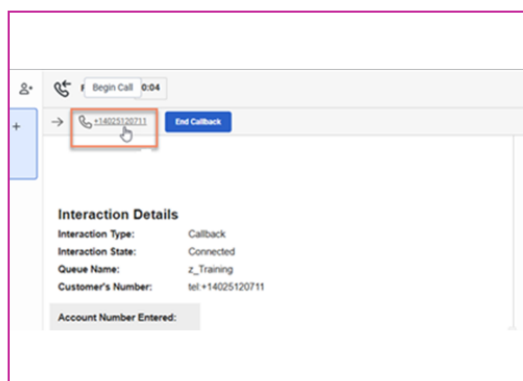
Callback Calls

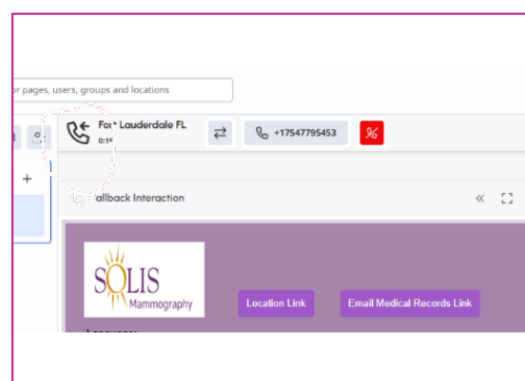*Return a patient's callback request in Genesys*
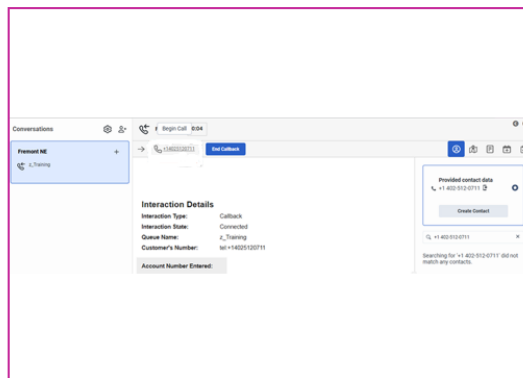
1 **Identify** the interaction as a **Callback** in *"Agent Workspace"*.
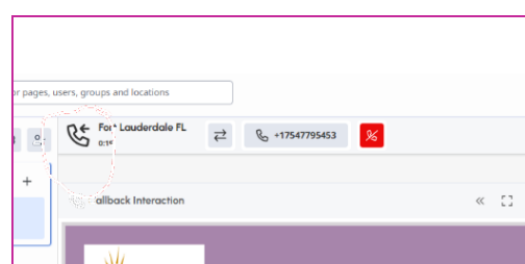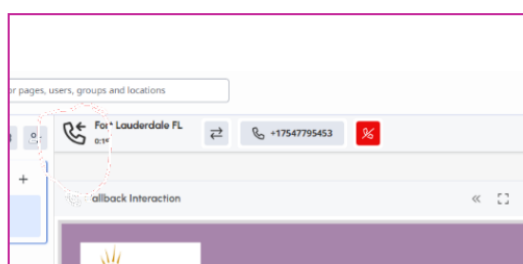

2 **Review** the callback details displayed in *"Interaction Details"*.
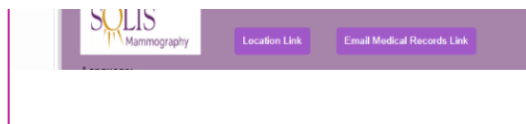

3 **Select** the phone number above the interaction details to dial the caller.


4 **Deliver** the callback opening script if the caller answers:
"Hello, this is **[NAME]** from Solis Mammography. I am returning your callback request. How may I assist you today?"
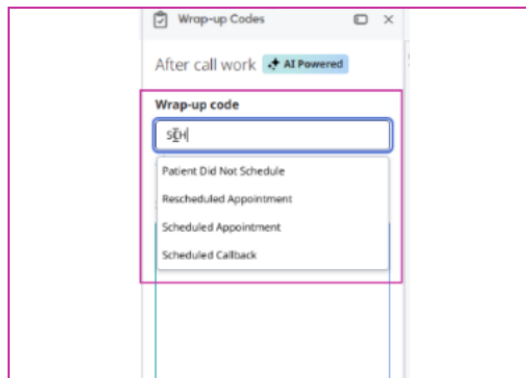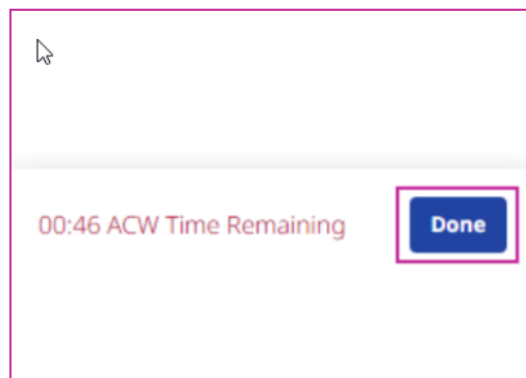
5 **Leave** a voicemail message if the caller does not answer:
"Hello, this is Solis Mammography returning your callback request. Please feel free to give us a call at your convenience, and any of our Patient Access Representatives will be happy to assist you."
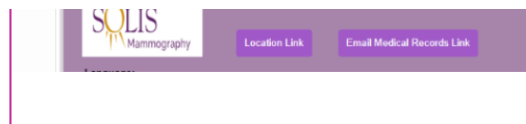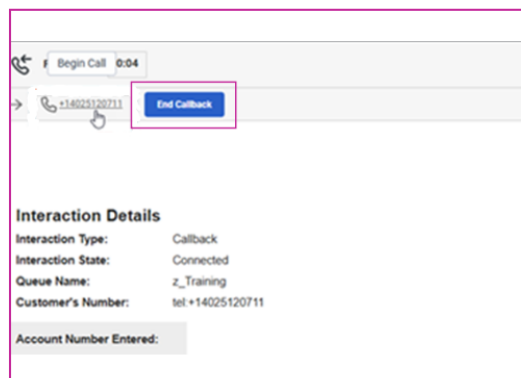
6 **Handle** the call using standard workflows.

7 **Select** the appropriate **Wrap-Up Code** once the call is complete.

8 **Select Done** to complete After Call Work.

9 **Select End Callback** to fully close the callback interaction.

Important Notes
- Callback interactions require additional steps to connect the call (they do not fully auto-connect).
- Wrap-up codes must be selected based on the reason for the call (schedule, reschedule, cancel, etc.).