Voicemail Callback Call Handling

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Voicemail Callback Calls

Review a voicemail and return the caller's request in Genesys

Purpose

Explain how to handle voicemail callback interactions, including listening to the voicemail and initiating the return call.

Availability Window

Voicemail callback options are only available to callers during non-peak hours.

- Before 9:00 am
- After 3:00 pm

During peak hours, voicemail callbacks are disabled to allow you to focus on inbound calls. If you do not see voicemail callback interactions during peak hours, this is expected behavior.

Step 1: Identify the voicemail callback interaction

- Recognize the incoming interaction as a Voicemail Callback when it is delivered to you.
- Confirm that this interaction includes a voicemail message from the caller.

Step 2: Review the voicemail

- Select Play to listen to the voicemail before placing the return call.
- Review any details provided by the caller, such as:
    - Reason for calling
    - Scheduling request
    - Preferred callback timing, if mentioned

Step 3: Initiate the callback

- Click the phone number displayed to initiate the return call.
    - Voicemail callbacks require you to initiate the call.

- Wait for the call to connect before beginning the conversation.

Step 4: Begin the conversation

- Use the recommended voicemail callback script.
  - "Hello, this [NAME] from Solis Mammography. I'm calling in response to the voicemail you left earlier. I'm happy to help, are we scheduling an appointment for you today?"

Step 5: Verify the caller

- Complete the standard outbound verification requirements.
  - Follow the same verification process used for all outbound calls.

Step 6: Address the reason for call

- Assist the caller based on the reason for their voicemail.
  - Example: Scheduling, rescheduling, cancellation, or general questions.

Step 7: Complete the call

- Allow the call to disconnect normally once the interaction is complete.
- Complete ACW and select the appropriate wrap-up code based on the reason for the call.