



Callback User Guide

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Overview

A callback will hang up on the caller and then call them back, directing them to the selected destination. This is useful for reducing mobile phone charges as well as other applications. Outbound calls will proceed according to the dial patterns in Outbound Routes. Generally you would point at the destination to a callback you created from either a IVR or an inbound route direct. Any module of your PBX can route the call to this destination.

Logging In

- Log into the Callback module and you should see a screen like this. On the right will be a list of all callbacks that you have created. You can edit or delete any of these entries or add new ones.

Add Callback

Add Callback
Cell Phone

A callback will hang up on the caller and then call them back, directing them to the selected destination. This is useful for reducing mobile phone charges as well as other applications. Outbound calls will proceed according to the dial patterns in Outbound Routes.

Add Callback

Callback Description: 
Callback Number: 
Delay Before Callback: 

Destination after Callback:

== choose one == 

Submit Changes

Creating a Callback

- To create a callback, we need to fill out the following information:
 - **Callback Description**- Here we give this new callback a name. We will call it “International,” that way if a caller is calling us internationally, they can press option 4 in our IVR to have the system call them back to save the customer on having to pay for international phone calls.
 - **Callback Number**- You can optionally hard code the callback number that you will call back. If you leave this blank it will call back the caller at the Caller ID of where they called from. This is usually left blank.
 - **Delay Before Callback**- You can set a delay, in seconds, for how long to wait before calling back the caller. Leaving it blank will default to “No Delay,” which is what we will do in our example.
 - **Destination after Callback**- Here we set where to route the call to once we call them back. After the system has called the caller back we will route the call to our time conditions so it follows the same logic as if the caller had just called in.

Add Callback

Callback Description: ?

Callback Number: ?

Delay Before Callback: ?

Destination after Callback:

Time Conditions



SC-Business Hours



- Don't forget to submit your changes when done.

Submit Changes



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