



# Smartoutbound documentation



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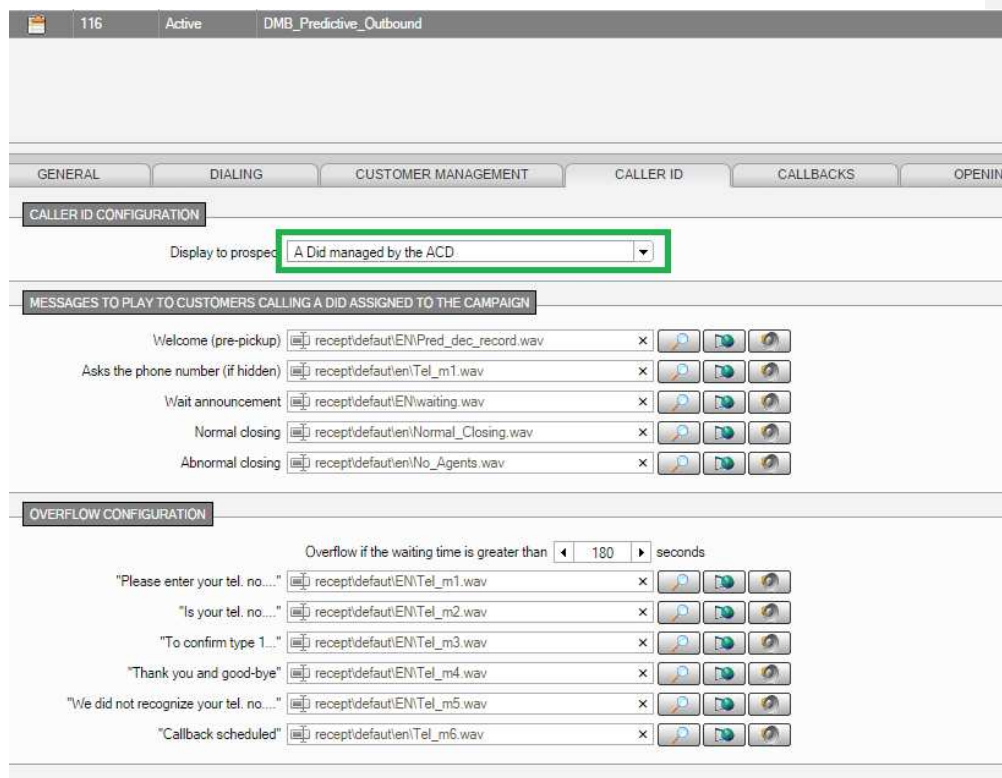
## 2. Introduction

This document explain the feature smartoutbound. The goal of smartoutbound is treat inbound calls that arrives to outbound campaigns. The main goal of smartoutbound is identify to the inbound caller and locate it in the best callfile. Also, smartoutbound, have other actions to solve the different situations where the caller hasn't been identified directly:

- Caller number arrives empty: Smartoutbound requests the phone number to caller via DTMFs.
- Caller number is not known in smartoutbound campaigns: Smartoutbound enqueue the call in the first smartoutbound campaign available (with agents working).
- Caller number is not known and the call arrives to an agent. Smartoutbound allows to agent look for the caller using a "contact searching panel" in workspace.
- Caller number is not known and the agent finds the contact in an affected campaign. Smartoutbound allows treat this contact as usual.
- Caller number is not known and the agent finds the contact in a not affected campaign. Smartoutbound allows do a transfer to this not affected campaign.
- Caller number is known and the call arrives to an agent in the campaign. Smartoutbound treat this contact as usual.
- Caller number is known and the campaign is not available (there aren't agents working). Smartoutbound allows create a callback.

### 3. Configurations

Smartoutbound feature is configured campaign configuration in in Hermes.net Admin.



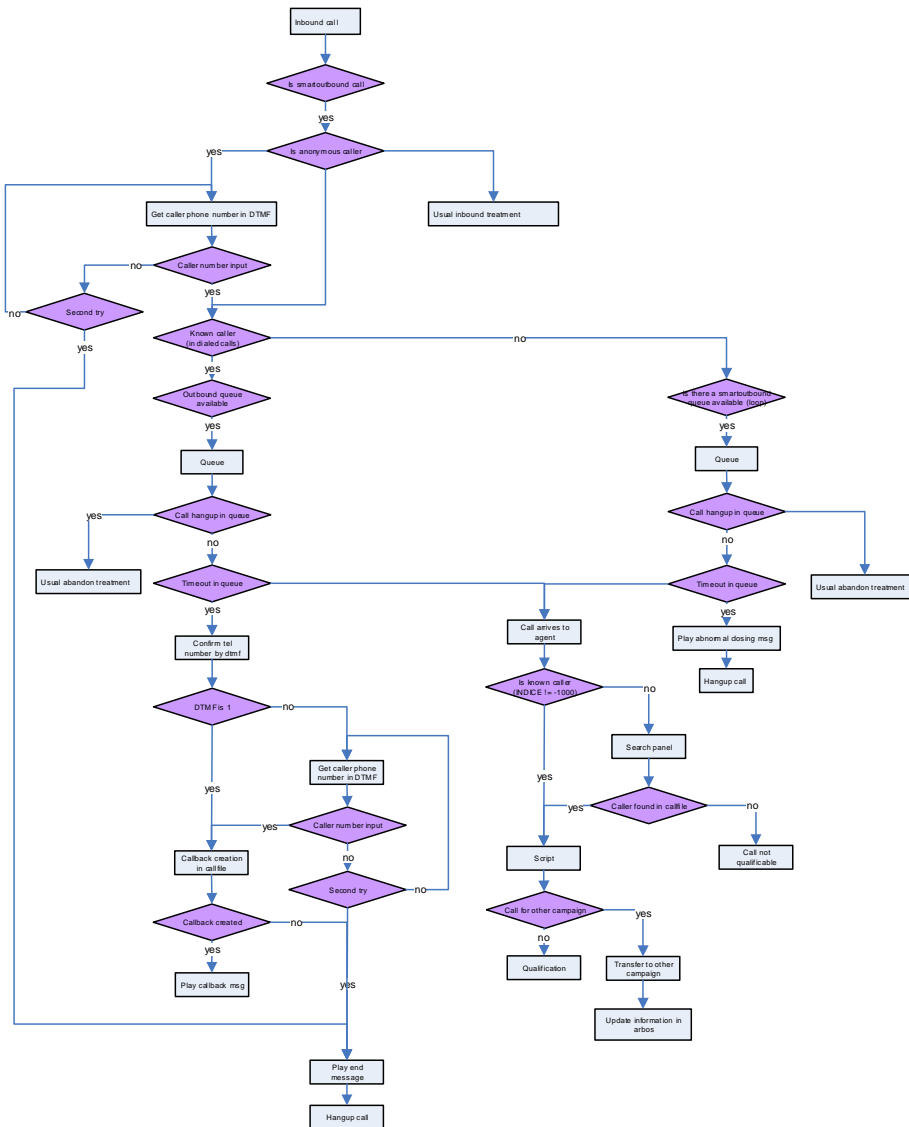
The feature is enabled if the “Display to prospect” selected is “A Did managed by the ACD”. In this configuration all possible audio messages to play to caller are configured.

- Wellcome (pre-pickup) message: Is the message played to caller when the call will be enqueued in a campaign.
- Ask the phone number (if hidden): Is the message played to caller when the caller number is hidden. This message request the phone number to caller using DTMFs.
- Wait announcement: Is the message played to caller when caller is waiting in queue.
- Normal closing: Is the messaged played to caller when the Smartoutbound campaign is not opened.
- Abnormal closing: Is the message played when there aren't agents working to take the call.
- “Please enter your tel. no...”: Is the message played to request the phone number.
- “Is your tel. no...”: Is the message played to show the phone number that smartoutbound has in memory.
- “Thank you and good-bye”: Is the message played to say good-bye before hangup the call.
- “We did not recognize your tel. no...”: Is the message played when the number written is not good.

- "Callback scheduled" : Is the message played to say to caller that the system callback as soon as possible.

## 4. SmartOutbound Call Flow Diagram

Bellow there is a flow diagram to show the cases how a smartoutbound can be treated :



## 5. Use cases

### a. Not smartoutbound call :

The treatment is the usual.

### b. Smartoutbound call

- **Anonymous caller** → not write DTMFs  
The call is hangup.  
ODCALLS : Nothing stored in odcalls.
- **Anonymous caller** → write DTMFs → Phone number in DialedCalls → Outbound campaign available → queue → Call arrives to agent → The script is displayed → qualification  
The call arrives to the agent displaying the script directly and good.
- **Anonymous caller** → write DTMFs → Phone number in DialedCalls → Outbound campaign available → queue → Call hangup in queue  
Call arrives to the queue.  
ODCALLS : Record stored in ODCALLS correctly. Calltype 20, Indice: correct, FistCampaign and LastCampaign correct, EndReason -900000
- **Anonymous caller** → write DTMFs → Phone number in DialedCalls → Outbound campaign available → queue → Timeout in queue  
Call arrives to the queue.  
ODCALLS : Record stored in ODCALLS correctly. Calltype 20, Indice: correct, FistCampaign and LastCampaign correct, EndReason -900003 (Smart Outbound – SmartOutbound - Overflow with callback)
- **Anonymous caller** → write DTMFs → Phone number in DialedCalls → Outbound campaign not available → Deborde → message for callback  
The deborde message to confirm the phone number is played and after confirm the callback message is played.  
ODCALLS : Calltype is 20, Indice is the indice in dialedcalls, Status 92, EndReason is -900003 (Smart Outbound – SmartOutbound - Overflow with callback),.
- **Anonymous caller** → write DTMFs → Phone number in DialedCalls → Outbound campaign not available → Deborde → callback not created → play »end message »  
The call is deborded and the callback is not created.  
ODCALLS : Calltype is 20, Indice is the indice in dialedcalls, Status 92, EndReason is -900004 (Smart Outbound – SmartOutbound - Overflow),.

**Comentario [DM1]:** New endReason in EndReasons table.

**Comentario [DM2]:** New endReason in EndReasons table.

**Comentario [DM3]:** New endReason in EndReasons table.

**Comentario [DM4]:** New endReason in EndReasons table.

- Anonymous caller** → write DTMFs → Phone number not in DialedCalls → get next smartboud queue → Outbound campaign available → queue → Call arrives to agent → The search script is displayed → record not found → Not qualification

The call is queued in the first smartoutbound campaign available and the call arrives to agent. The popup for search is displayed.

ODCALLS : Calltype is 20, Indice -1000, Status 101, EndReason is NULL
- Anonymous caller** → write DTMFs → Phone number not in DialedCalls → get next smartboud queue → Outbound campaign available → queue → Call arrives to agent → The search script is displayed → record found → Qualification

The call is queued in the first smartoutbound campaign available and the call arrives to agent. The popup for search is displayed → The record is found → script is displayed for this indice → qualification

ODCALLS : The record is saved correctly.

CALLFILE : The record selected in popup is correctly qualified
- Anonymous caller** → write DTMFs → Phone number not in DialedCalls → get next smartboud queue → Outbound campaign available → queue → Call arrives to agent → The script is displayed → The call is for other campaign → Transfer to other campaign → call arrives to agent → qualification

ODCALLS : The record is saved correctly.
- Anonymous caller** → write DTMFs → Phone number not in DialedCalls → get next smartboud queue → Outbound campaign available → queue → Call hangup in queue

Call is queued in the smartoutbound available and the customer clear during queue state.

ODCALLS : Calltype is 20, Indice is -1000, Abandon is 1, Status 92, EndReason is -900000 (Smart Outbound – Hang-up in **queue**).
- Anonymous caller** → write DTMFs → Phone number not in DialedCalls → get next smartboud queue → Outbound campaign available → queue → Timeout in queue

The call arrives to the next smartoutbound available and is cleared with timeout.

ODCALLS : Calltype is 20, Indice is -1000, Abandon is 1, Status 92, EndReason is -900000 (Smart Outbound – Hang-up in **queue**).
- Anonymous caller** → write DTMFs → Phone number not in DialedCalls → get next smartboud queue → Outbound campaigns not available → call is cleared

ODCALLS : Indice is stored with -1000, CallType is 20, CallStatusNum is 92, EndReason is -900001 (Smart Outbound - No available **queues**), FirstCampaign is set with the last campaign checked in the queue.

**Comentario [DM5]:** New endReason in EndReasons table.

**Comentario [DM6]:** New endReason in EndReasons table.

**Comentario [DM7]:** New endReason in EndReasons table.

- Anonymous caller** → write DTMFs → Phone number not in DialedCalls → get next smartboud queue → Outbound campaign not available → ... → next campaign available → queue → Call arrives to agent → Popup to search contact is displayed → The script is displayed → qualification  
 ODCALLS : Indice is stored with the indice selected in search panel, CallType is 20, CallStatusNum is the qualification, EndReason is NULL, FirstCampaign and LastCampaign are correct.
- Anonymous caller** → write DTMFs → Phone number not in DialedCalls → get next smartboud queue → Outbound campaign not available → ... → next campaign available → queue → Call arrives to agent → The script is displayed → The call is for other campaign → Transfer to other campaign → call arrives to agent → qualification  
 ODCALLS: Indice is the indice selected in search panel; Calltype=20; FirstCampaign is the receiving campaign. LastCampaign is the campaign chosen in the search panel.
- NotAnonymous caller** → Phone number in DialedCalls → Outbound campaign available → queue → Call arrives to agent → The script is displayed → qualification  
 ODCALLS : Indice is stored with indice, CallType is 20, CallStatusNum is the qualification, EndReason is NULL, FirstCampaign is good.
- NotAnonymous caller** → Phone number in DialedCalls → Outbound campaign available → queue → Call hangup in queue  
 ODCALLS : Indice is stored with indice, CallType is 20, CallStatusNum is 92, EndReason is -90000, FirstCampaign is good. Abandon is 1
- NotAnonymous caller** → Phone number in DialedCalls → Outbound campaign available → queue → Timeout in queue  
 ODCALLS : Indice is stored with indice, CallType is 20, CallStatusNum is 92, EndReason is -90000, FirstCampaign is good. Abandon is 1
- NotAnonymous caller** → Phone number in DialedCalls → Outbound campaign not available → Confirm phone number → callback created → play »callback message »  
 ODCALLS : Indice is stored with indice, CallType is 20, CallStatusNum is 92, EndReason is -90003, FirstCampaign is good.  
 CALLFILE: Callback created
- NotAnonymous caller** → Phone number in DialedCalls → Outbound campaign not available → Confirm phone number → callback not created → play »end message »



ODCALLS : Indice is stored with indice, CallType is 20, CallStatusNum is 92, EndReason is -90004, FirstCampaign is good.

- **NotAnonymous caller**→ Phone number in DialedCalls→Outbound campaign not available→Not Confirm phone number→modify phone number→callback created→play « end message »

ODCALLS : Indice is stored with indice, CallType is 20, CallStatusNum is 92, EndReason is -90003, FirstCampaign is good.

- **NotAnonymous caller**→ Phone number in DialedCalls→Outbound campaign not available →Not Confirm phone number→Not modify phone number→...→Caller hangup

ODCALLS : Indice is stored with indice, CallType is 20, CallStatusNum is 92, EndReason is -90001, FirstCampaign is good.

