

## IVR Callbacks - Since implementing callbacks abandoned call counts are increased

### PROBLEM

After implementing callbacks you notice an increase in abandoned calls.

### CAUSE

This can be caused by a default setting in the Default Callback Plan. In order to minimize the impact to service levels, by default the IVROutbound service only waits in queue with a callback for 2 minutes. If no agent becomes available during that time it disconnects and will try to connect the callback at a later time. Internally it will increment the "attempt to agent" count. If your short abandon threshold is under 2 minutes, this will be pegged as an abandon. This also results in the callback not "holding the caller's position in queue".

### RESOLUTION

To resolve this, simply increase the Agent Timeout setting in your callback plan.

1. Open **YourSite Explorer**.
2. Go to **Visual Workflow Management** on the left.
3. Click the **Callback Plans** on the left.
4. Click the **Agent Options** tab.
5. Increase the **No answer timeout (secs)** option under the **General** section to the length of time you would like a callback to wait in queue before being pulled back to the pending callbacks list.
6. Click the **Save** button at the top left.

### APPLIES TO

IVR 6.0

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