

Can your company afford to miss calls?

Every time you miss a call, you lose an opportunity and create a disservice to your customers. Chaotic handling of callbacks can further complicate matters, with redundant actions from multiple operators involved and too many calls reaching the customer.

Manage missed calls effectively and efficiently

With Kalliope Missed Calls, you always control all unserved calls, avoiding inefficiencies and improving customer service.

This module of the Nexus platform allows you to effectively manage missed customer calls by presenting them to the operator in a **single panel** (called the "basket").

Thanks to Missed Calls – designed not only for operators but also for administrators – **you can keep track of all unanswered calls**, with the ability to:

- Route all missed calls to a single panel
- Avoid multiple callbacks to the same customer
- View potential customer availability (based on the time of the last missed call)
- Access essential information easily
- Call back customers with a single click on the highlighted number

Communication made easy

Never miss a call again

The module is designed to offer:

- An automatically updated list of unanswered numbers, available in a single "basket"
- Automatic classification of calls based on the destination entity (queues, groups, IVR, etc.)
- Management of callbacks by the operator to avoid multiple callbacks to the same customer
- For each calling number, the number of callback attempts made
- Callback of customers via "Click to Call"
- Analysis of the callback status (answered / unanswered)



MISSED CALLS

Da gestire n: 113			Prenotate n: 5			
richiesta	chiamante	chiamato	prenotazione	richiesta	chiamante	chiamato
+390501234501	NEXTUP(Jacopo Azzetti)	NEXTUP(Jacopo Azzetti)	+390501234514	+390501234514	NEXTUP(Damiano Malizia)	NEXTUP(Damiano Malizia)
+390501234503	NEXTUP(Jacopo Azzetti)	NEXTUP(Jacopo Azzetti)	+390501234573	+390501234573	NEXTUP(Damiano Malizia)	NEXTUP(Damiano Malizia)
+390501234504	NEXTUP(Jacopo Azzetti)	NEXTUP(Jacopo Azzetti)	+390501234584	+390501234584	NEXTUP(Damiano Malizia)	NEXTUP(Damiano Malizia)
+390501234505	NEXTUP(Jacopo Azzetti)	NEXTUP(Jacopo Azzetti)	+390501234586	+390501234586	NEXTUP(Jacopo Azzetti)	NEXTUP(Jacopo Azzetti)
+390501234506	NEXTUP(Jacopo Azzetti)	NEXTUP(Jacopo Azzetti)				
+390501234507	NEXTUP(Damiano Malizia)	NEXTUP(Damiano Malizia)				

A single panel

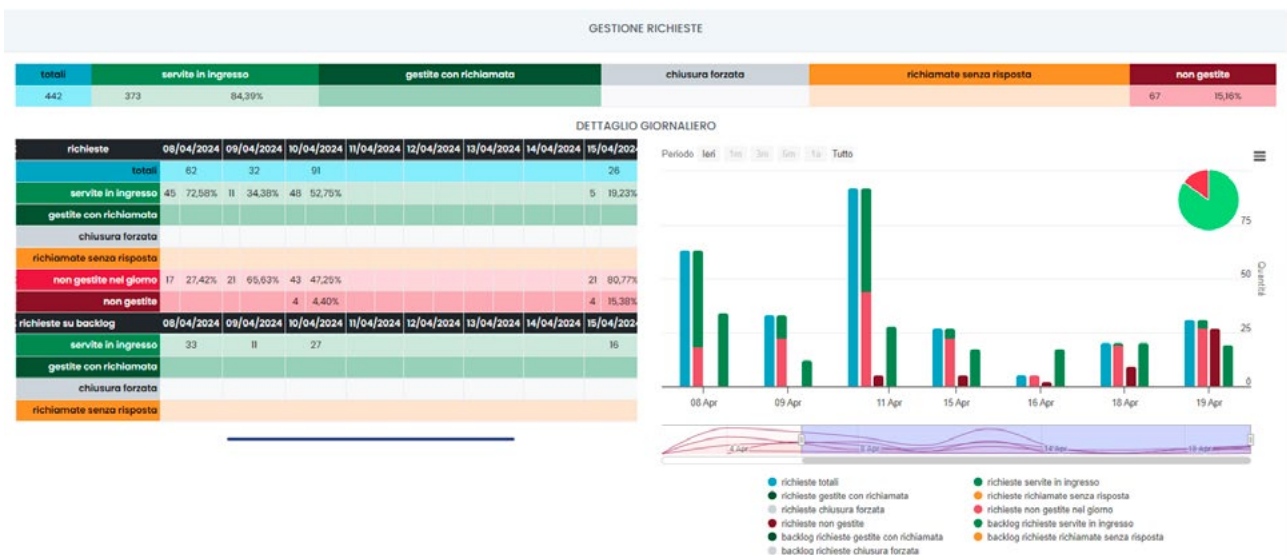
All missed calls are automatically collected into a single “basket” accessible by every operator, who can then take charge of the callback, updating the list of calls still to be managed.

ASSIGN CALLS

num. richiamate / chiamante	ultima richiamata	prima chiamata	ultima chiamata	num. chiamate	prenotata da	gestisci
+390501234501	28/03/2024 16:50:30	05/04/2024 17:08:50	6			
+390501234503	28/03/2024 20:44:01	28/03/2024 22:48:34	2			
+390501234504	10/04/2024 12:41:20	10/04/2024 12:41:20	1			
+390501234505	28/03/2024 16:48:45	15/04/2024 16:47:32	24	Mario Rossi		
+390501234506	04/04/2024 11:36:13	15/04/2024 16:47:53	4			
+390501234507	05/04/2024 17:07:18	05/04/2024 17:08:45	3			

Assign calls

The panel displaying the details of missed calls allows assigning callback tasks (e.g., based on the number of attempts already made by a specific number).



Report

Comprehensive monitoring, highlighting total requests, answered inbound calls or managed through callbacks, callbacks without response, and unhandled calls (for the day or overall).