

Oracle Communications Consulting Courtesy Call Back – eradicate long call hold times

Customer satisfaction is a priority in any business, and if your line of business is telecommunications, you must be extra cautious, as pacifying a frustrated customer waiting in a long queue to talk to an agent could be more laborious than you could imagine. Certainly, call volumes can get really high at times, but customers rarely ever accept long hold times when listening to the same music over and over again to get their issues resolved. If juggling the balls between customer service and high-volume calls has become troublesome for you, then sit back and relax as Oracle Communications Consulting has got the right solution to completely knock off the on-hold waiting times and improve customer service.

Automated call back application for Productive and Effective Customer Service

Oracle Communications Consulting (OCC) offers an incredible feature that can increase customer satisfaction, call abandonment rates, and lower repeat callers significantly in an enterprise. The courtesy call back (CCB) application allows customers to receive a return call instead of waiting in a queue to speak with a representative. When it's their turn to speak to a representative, the system calls them back and connects them to an agent who can service all their needs.

This courtesy call back is accomplished by using the Oracle Communications Converged Application Server (OCCAS) capabilities along with a custom Java application that has been customized by OCC professionals to integrate fully into the Oracle environment. This solution can be deployed in a simplex mode or scaled out in a clustered high availability option that can retain call state information to minimize loss of calls. The flexibility of the OCCAS solution has allowed customers to fully integrate the call back application directly into their already complex existing environment with other vendor technologies. OCCAS integrates with other third-party applications such as reporting and analytical engines since it is Java-based and can be fully configured to provide reporting on each call back. In addition, the OCCAS application can even integrate with 3rd party media servers using Media Server Markup Language (MSML) as defined in RFC 5707.

To further add to its capabilities, the OCCAS solution has been built to include cloud native features using Kubernetes and Docker. This version also offers support to third-party monitoring tools such as Prometheus and Grafana for monitoring key KPI metrics. OCCAS release 8 is believed to be a lot more flexible while carrying out the migration from an on-premise solution to the cloud.



Oracle Communications Converged Application Server allows you to deliver:

- Straight forward solutions without any complexity
- Improved customer agent productivity by decreasing call abandonment rate and reducing call repetition
- Value-added service to the customer as the agent is already familiar with the issue that is needed to resolve from the customer account history

OCCAS also includes cloud native features using Kubernetes and Docker. In addition, it also includes support for third-party monitoring tools such as Prometheus and Grafana for monitoring key KPI metrics. OCCAS will allow for extreme flexibility while migrating away from an on-premise solution and to the cloud.

Oracle Communications Consulting approach to Courtesy Call Back Technology

The entire core of this application is centered on the Oracle Converged Application Server (OCCAS). OCCAS keeps a track of the customers' purpose of the call and polls the existing back-end technologies and customer relationship management systems to determine when it's time to call a customer back.

Once it is determined that the customer is due a call back, OCCAS will start the call with our existing session border controllers (SBC) and act as a proxy between edge SBCs and core equipment. In nutshell, OCCAS acts as a facilitator of the call back and, once the call is connected, the backend media servers will play a brief message informing the customer it is time for a call back. At this point, the customer is offered a choice to be connected to an agent or to request another call back for later in the day.

Enable Improved Service Experiences & Management by Oracle Professionals

OCCAS and the custom courtesy call back application is the core component in the entire system management. The custom nature and the extreme flexibility of OCCAS allows customers to work with the Oracle experts to add further customizations to the entire design, and in case there's a need, Oracle experts make that happen in the back-end technologies.

Oracle customers feel extremely happy and it's all due to the flexibility of the OCCAS platform and the dedication of our partners at Oracle in the Oracle Communications Consulting business.

TRUST THE EXPERTS – Transform your Customer Service Forever!

Custom courtesy call back is an incomparable tool! Oracle Communications Consulting has unparalleled expertise in helping service providers and enterprises sidestep costly catastrophes within their networks with the successful implementation of the courtesy call back application. With hundreds of service providers and thousands of enterprises trusting Oracle SBCs to secure their voice networks, we have the experience to help your organization ensure that when it comes to customer satisfaction, your network integrity remains uncompromised.

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Oracle Converged Application Server offers a 'win-win' for both customers and service operators:

- Customers who are unable to reach a call center agent due to long hold times or if they are short on time can opt for an automated call back (and connection to a live agent) when it's their turn in the queue
- OCCAS is the heart of the solution controlling the logic and ensuring customers receive a call back when it's their turn
- OCCAS can integrate with third-party vendors through a powerful java framework and supports SIP, DIAMETER, MSML, WebSocket, REST, JDBC, and more
- OCCAS CCB application can be tailored to meet the specific use case