

# Collect Callback Info Subflow

## Description

Use this template to create a callback info collection subflow where callers can choose to stay in the queue or opt for a callback. This subflow is useful when callers need flexibility in receiving service, allowing them to remain in the queue or enter a callback request.

## Details

This subflow provides a menu that allows callers to opt for a callback or remain in the queue. If the callback option is chosen, it will collect the necessary information for a callback, either using the caller's current number or an alternate number.

Modify the subflow to ensure smooth caller experience by handling errors or unknown conditions, such as timeouts and invalid inputs.

Note: The Subflow uses Cisco Text-to-speech (TTS) for all the audio activities that require prompts.

For music, it defaults to the defaultmusic\_on\_hold.wav file available out of box.

For organization-specific configuration activities such as Queue, Entry Points, Connectors, Outdial ANI, etc., these need to be manually configured by the user before the template is published.

## Pre-requisites

- Create Entry Point, Queue, Teams, and Entry Point Mapping from the Webex Contact Center Management Portal. Refer to the Webex Contact Center Setup and Administration Guide.
- This Subflow uses Cisco TTS (Text-to-speech). Upload required static audio files if using your own audio for the prompts.
- Ensure that the callback variables (e.g., callbackNumber, callbackNumberEntered, stayInQueue) are mapped correctly to your system to capture the appropriate data.

## Subflow Inputs

1. callbackNumber - STRING: The number to use for the callback (either the one the caller is calling from or a new number).
2. stayInQueue - BOOLEAN: Indicates whether the caller chose to remain in the queue (True) or request a callback (False).

## Subflow Outputs

1. callbackNumberEntered - STRING: The number that the caller entered for the callback, if they chose to provide an alternate number.
2. stayInQueue - BOOLEAN: Whether the caller opted to stay in the queue or receive a callback.

## Subflow Breakdown

1. **Start Subflow:** The call enters the subflow.
2. **Opt-Out Menu:** The caller is presented with an option to either stay in the queue or receive a callback.
  - Press 1 for callback.
  - Press 2 to stay in the queue.
3. **Number Menu:** If the caller chooses to receive a callback, they are presented with the option to:
  - Press 1 to use the number they are calling from.
  - Press 2 to enter a new callback number.
4. **Collect Digits:** If the caller chooses to enter a new callback number, they are prompted to input their 10-digit number followed by the pound key (#).
5. **Set Variable:** The collected callback number is stored in the callbackNumberEntered variable.
6. **End Subflow:** The subflow ends after collecting the callback information or handling any errors.

## Activities Used

### Start Subflow

- The subflow begins when invoked.

### Opt-Out Menu

- This presents an option to the caller to either stay in the queue or receive a callback.
- This uses TTS to ask the caller to press 1 for a callback or 2 to stay in the queue.

### Number Menu

- If the caller chooses a callback, they are prompted to either use their current number or enter a new one.

### Collect Digits

- If the caller chooses to enter a new number, this activity collects their 10-digit number followed by the pound sign (#).

### Set Variable

- The collected number is stored in the callbackNumberEntered variable for further use.

### End Subflow

- The flow concludes after handling the caller's choices and collecting the necessary information.

## Additional Details

For more information on configuring subflows, refer to the [Webex Contact Center Setup and Administration Guide](#).