

Operation Outside Office Hours

One of the big advantages of providing customer service through an automated attendant besides the substantial cost savings is that the IVR application can function 24/7, 365. It may very well be cost prohibitive for your firm to employ live customer service representatives



24/7....365. So you have the ODTVision VRU as an integrated part of your customer service department and that automated at-

tendant works side by side with live customer service representatives. The IVR application addresses incoming calls which may be transferred to live customer service representatives at the caller's request. What happens if the live representatives are not available because the call came in after hours or while the office was closed. What happens next is based on what you want to happen when a call comes outside office hours.

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CONFIGURATION OF VRU FOR OFFICE HOURS

An important part of setting the rules for how a call is to be administered outside of office hours requires the configuration of set up screens. There are two different areas to consider. First is the hours of operation for each day of the week that are standard, week in and week out.

Daily Hours	Closed	Open Time	Close Time
1. Sunday	<input checked="" type="checkbox"/>	12:00 AM	12:00 AM
2. Monday	<input type="checkbox"/>	08:15 AM	05:10 PM
3. Tuesday	<input type="checkbox"/>	08:20 AM	05:09 PM
4. Wednesday	<input type="checkbox"/>	08:35 AM	09:00 AM
5. Thursday	<input type="checkbox"/>	08:45 AM	05:07 PM
6. Friday	<input type="checkbox"/>	08:59 AM	05:06 PM
7. Saturday	<input checked="" type="checkbox"/>	12:00 AM	12:00 AM



CONFIGURATION OF VRU FOR OFFICE CLOSED DAYS

The second configuration screen that needs to be configured to match your firm's calendar which reflects the holidays and special days the office is closed.

Holidays		Closed	Open Time	Close Time
0. New Year's Day	Thursday January 1, 2015	<input type="checkbox"/>		
1. Martin Luther King Jr. Day	Monday January 19, 2015	<input type="checkbox"/>		
2. President's Day	Monday February 16, 2015	<input type="checkbox"/>		
3. St. Patrick's Day	Tuesday March 17, 2015	<input type="checkbox"/>		
4. Good Friday	Friday April 3, 2015	<input type="checkbox"/>		
5. Easter	Sunday April 5, 2015	<input type="checkbox"/>		
6. Memorial Day	Monday May 25, 2015	<input type="checkbox"/>		
7. Independence Day	Saturday July 4, 2015	<input checked="" type="checkbox"/>	12:00 AM	12:00 AM
8. Labor Day	Monday September 7, 2015	<input type="checkbox"/>		
9. Rosh Hashanah	Monday September 14, 2015	<input type="checkbox"/>		
10. Yom Kippur	Wednesday September 23, 2015	<input type="checkbox"/>		
11. Columbus Day	Monday October 12, 2015	<input type="checkbox"/>		
12. Halloween	Saturday October 31, 2015	<input type="checkbox"/>		
13. Veteran's Day	Wednesday November 11, 2015	<input type="checkbox"/>		
14. Day before Thanksgiving	Wednesday November 25, 2015	<input type="checkbox"/>		
15. Thanksgiving	Thursday November 26, 2015	<input type="checkbox"/>		
16. Day after Thanksgiving	Friday November 27, 2015	<input type="checkbox"/>		
17. Christmas Eve	Thursday December 24, 2015	<input type="checkbox"/>		
18. Christmas	Friday December 25, 2015	<input type="checkbox"/>		
19. New Year's Eve	Thursday December 31, 2015	<input type="checkbox"/>		
20. H20	mm/dd/yyyy	<input type="checkbox"/>		
21. H21	mm/dd/yyyy	<input type="checkbox"/>		
22. H22	mm/dd/yyyy	<input type="checkbox"/>		
23. H23	mm/dd/yyyy	<input type="checkbox"/>		
24. H24	mm/dd/yyyy	<input type="checkbox"/>		
25. H25	mm/dd/yyyy	<input type="checkbox"/>		
26. H26	mm/dd/yyyy	<input type="checkbox"/>		
27. H27	mm/dd/yyyy	<input type="checkbox"/>		
28. H28	mm/dd/yyyy	<input type="checkbox"/>		
29. H29	mm/dd/yyyy	<input type="checkbox"/>		
30. H30	mm/dd/yyyy	<input type="checkbox"/>		
31. H31	mm/dd/yyyy	<input type="checkbox"/>		

Note there are 12 open fields for scheduling special closure days. For example, first Friday in July is the annual firm's picnic. Both screens are found under the status pull down menu.



If you want to be real specific as to why the office is closed, you can tell why the office is closed and if that is because of a holiday, What holiday it is. i.e. we are closed for the 4th of July.



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THINKING OUTSIDE THE BOX
IN CUSTOMER SERVICE

Contact us to get your own demonstration of the ODTVision Voice Response Unit. This demo application is a simplistic order entry and shipment status system which is running off a Microsoft Access database. The demo is in the test mode and you will be using the "Test Phone" feature of the ODT VISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

LOOKING AT THE LOGIC

So now when a caller has established a session with the self-service IVR application, the system has return a value based on the time of day, the day of the week and whether that day is



a holiday or special closed day. Your customization script needs to reflect what action the VRU

needs to do based on the needs of this application. This may be as simple as - if the caller enters the application outside office hours and that caller has requested a transfer to a live customer service representative,...they hear that the office is currently closed and they have the option to be transferred to a voice mail box or to call back when the office is open. The system would then state when the office would be open again.

Let's step it up a level and imagine that the system is for reporting emergencies situations. The system has already determined that no one is in the office, so logic has to be created in the script to handle this situation. This most likely will require a database listing of who is on call and whether the call can be transferred directly to them or if contact information must first be collected from the caller

Notification

and then that contact information can be transferred to the on-call associate to address the needs of the situation.

That notification could be a text message, an email or even a call from the system to the on-call associate. As for any call coming into the IVR application, a log can be established to provide an audit trail of what happened and the date/time stamp of the activity.





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<http://www.ibmssystemsmag.com/ibmi/productnews/productreviews/Product-Review--DTT1000-from-Ohio-Data-Transfer/>

EXAMPLE OF CODE

```

msgBox "Office Status"

ClosedHolidayVar = ClosedHoliday
ClosedVar = Closed

If ClosedHolidayVar then
    OfficeStatusVar = "OfficeClose Holiday"
    msgbox "Value of Office Status Var"
    msgbox OfficeStatusVar

ElseIf ClosedVar then
    OfficeStatusVar = "OfficeClose Outside Hours"
    msgbox "Value of Office Status Var"
    msgbox OfficeStatusVar

Else
    OfficeStatusVar = "OfficeOpen"
    msgbox "Value of Office Status Var"
    msgbox OfficeStatusVar
EndIf

ReasonClosed = ClosedTime
If ReasonClosed = True then
    msgbox "Closedby Time"
    GoTo EndCall
Endif

```

```

ReasonClosed = Closed
If ReasonClosed = True then
    msgbox "Closedby Day"
    GoTo EndCall
Endif

```

CONCLUSION

In conclusion, a real benefit of any IVR self-service application is the ability for that activity to happen 24/7, 365. It is not good to tell a caller they are about to be transferred to a live customer service representative if no one is in the office to take that call. In addition, if this is a critical situation that has to be handled immediately, we can address that as well. Some clients have acquired our solution just for the ability to address after hours client needs. Contact us to learn more. ■