



Completing a Callback

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My Queues Act... ⋮ +						
My Queues Activity						
Q						
ALL						
Name ▾	Waiting	Interactions	Service Level % Interval/Day		On Queue	
Carle - Windsor Adult Medicine	0	0	-	-	0	
Carle - Windsor Family Medicine	0	0	-	-	0	
Crozer	0	0	-	60% 📞	0	
Crozer - BrittonLake	1	📞 1	-	83% 📞	0	
SHL - Christiana	0	0	-	-	0	
SHL - CVS	0	0	-	-	0	

Step 1 — Completing a Callback

My Queues Act... +

My Queues Activity

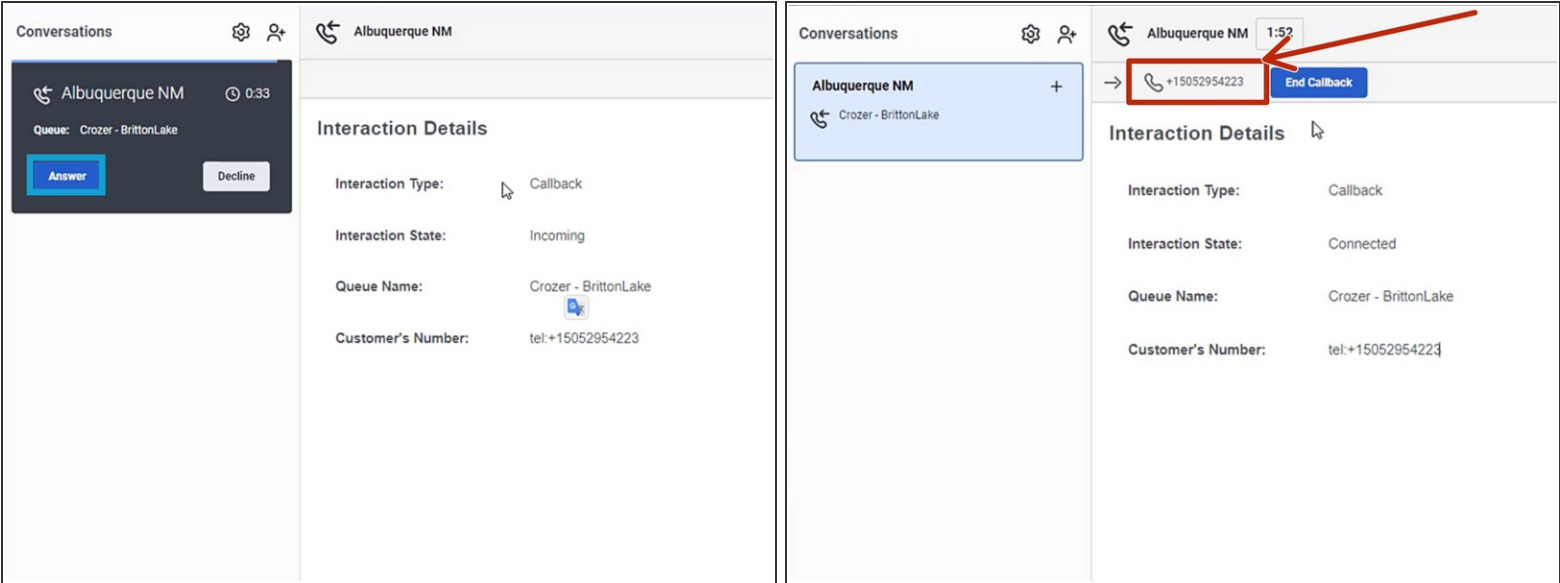
Q

ALL

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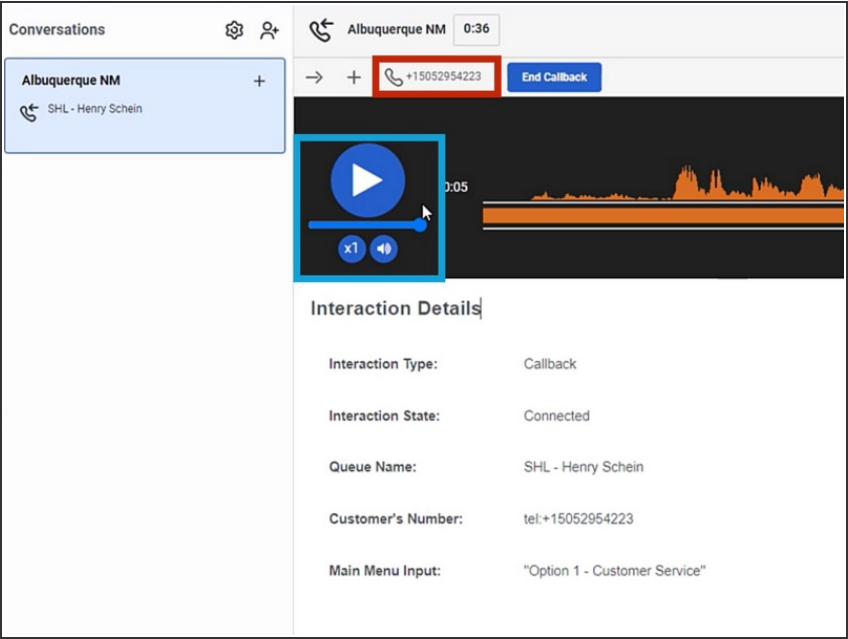
- To see if your queue has any pending callbacks:**
- View your **My Queues Activity** report
 - Identify your **Queue**
- If there is a pending callback:**
- There will be a **Callback** icon in your queue
- Once you go *On Queue* you will be eligible for the callback.**

Step 2



- ✦ **To accept the callback:**
 - Click **Answer**
- ✦ **To complete the callback:**
 - Click the **Callback** button

Step 3



- ✦ If the callback contained a voicemail:
 - Playback the voicemail
- ✦ To complete the callback:
 - Click the **Callback** button