CALLBACK CLOUD FAQ

What services does VHT Callback cloud offer?

The Callback cloud platform exposes business rules and telephony processes allowing businesses to offer callback services to its customers. The Callback cloud offers the following services:

- Voice Callback
- Non-Voice Call Me (web, mobile, SMS, API)
- Hosted web/mobile web applications
- Open APIs for custom applications

What changes are required to add VHT Callback cloud?

To add Callback cloud to your contact center, you'll need to play a message to callers offering them a callback (e.g., "Press 1 for a callback or continue to remain on hold"). When they accept the offer, you'll need to externally transfer the call to Callback cloud (via SIP or PSTN).

How do callers accept a callback?

To accept the callback offer, your customers simply press 1 on their phone and the call is transferred to Callback cloud. Callers will hear a customized message leading them through the callback registration process. This interaction will confirm their callback number, and allow them to provide information related to their request. After completing the callback registration, the caller will be provided with an Expected Call Back Time (ECBT) and advised their phone will ring when an agent is free to speak with them.

How do agents accept a call from VHT Callback cloud?

The agent answers the phone like any regular inbound call. They'll hear a customized message prompting them to accept the callback (e.g., "Please press 1 to engage your caller" followed by the whispered metadata (e.g. "Caller name is: Mary Jones. Caller confirmation number is: 12345."). After the agent presses 1, they hear "Please hold for a moment while we connect to the customer."

How do I offer callback from the web or mobile web?

Callback cloud offers hosted web or mobile web applications making it screamingly simple to include callback to the online experience. Visitors can initiate a callback by completing a "call me" web form. The Callback cloud will then educate the visitor on when to expect their callback and can even provide a status to the visitor as they continue to peruse your web site. When appropriate, Callback cloud processes the callback connecting your online visitor with one of your agents. We also offer widgets that can be embedded in web pages. These widgets are hosted by Callback cloud and can be used to register ASAP or scheduled callbacks.

How does Callback cloud pass CTI information?

There are several ways to pass CTI data. If your contact center supports SIP connectivity to the Callback cloud, this data can be passed as customized SIP headers. Alternately, we can pass the data via a web service or audible whisper to your agents.

How does Callback cloud pass additional data via the whisper?

When a call is transferred to the Callback cloud, in addition to confirming the callback number, we can ask the customer for specific information (e.g., "Please tell us your account number"). This information can be audibly whispered to agents when they answer the call, and repeated as many times as is necessary.

What if our contact center doesn't support SIP?

If your contact center doesn't support SIP trunking, the Callback cloud can connect via the PSTN.

When your customer accepts a callback, simply transfer the call to a dedicated Callback cloud DID. Likewise, to reach an agent, Callback cloud will place a call to your existing phone number or dedicated DID.

Do you support my phone system?

Yes. Because the Callback cloud is cloud-based and connects to your contact center via SIP or PSTN, we're compatible with any phone system either on premise or cloud-based.

Does Callback cloud offer multi-language support?

Yes. Callback cloud prompts and whispers can be customized and localized for any language.

How is Callback cloud priced?

There are 4 different pricing models to choose from:

Pay As You Go – a model with no contract and no set up fee, that also allows online sign-up and payment by credit card

Basic – an annual contract model billed quarterly based on volume with a $2000 set up fee that provides limited assistance, and one 30-day user license for online training

Professional – an annual contract model billed quarterly based on volume with a $5000 set up fee that provides limited assistance to help onboard, co-build and co-deploy, access to a VHT Technical Resource for 30 days, and three 45-day user licenses for training

Enterprise – an annual contract model billed quarterly based on volume with a $25000 set up fee that provides a dedicated VHT Technical Resource for a 45 day deployment to onboard, build, and test your system, VHT management of the system for one year, as well as three 45-day user licenses for training

For the annual contract models, you decide how many callbacks you want to purchase and we give you 12 months to use them. The cost per callback is determined on the number of callbacks purchased. The more you buy, the less you pay. Don't know how many callbacks to purchase? We can help! Contact us for assistance with generating an ROI.

Does Callback cloud offer a month-to-month option?

No. Callback cloud only offers an annual option or a Pay-as-You-Go option.

How long are your contracts?

Contract plans are annual.

What discounts are available?

Pricing is determined by the number of callbacks purchased (volume). Further discounts available for customers who commit to more than one year.

Will I get any type of training for the system?

Yes, but not for the Pay As You Go model. Training for the other three models will be provided via CBT for a limited time period and limited number of users, depending on your pricing model.

What type of support will I receive?

Regardless of the pricing model, you will receive email support 24/7/365. For the Basic, Professional and Enterprise models, you will also receive phone support, as well as a Twilio-based test call into your system once per weekday

Can Callback cloud help me understand the number of callbacks to purchase to maximize the ROI?

Yes. Simply provide VHT with daily or monthly summary data for the past 12 months. The data should include calls answered, calls abandoned, ASA, AHT.

What if we go over our purchased amount?

There is an annual adjustment at the end of the 12-month period. If the amount of callbacks processed is greater than amount of callbacks purchased, we simply charge you an overage fee for each additional callback.

Can we control/monitor the number of callbacks processed throughout the 12-month period?

Yes. You have control over when the callback offer is made to your callers ultimately giving you complete control. The Callback cloud Customer Portal provides visibility into the number of callbacks processed to date allowing you to control the number of callbacks.

Do contracts automatically renew?

Yes. Contracts automatically renew at the end of the term period. Cancellation requests must be provided in writing 60 days prior to the end of the term period.

What is the billing cycle?

Callback cloud bills on a calendar quarter basis in arrears. At the beginning of each calendar quarter, VHT will invoice you for the previous 3 months.

What amount is invoiced?

The amount invoiced each quarter is equal to one quarter of the total commitment. For example, if you purchased 12,000 callbacks for $13,200 then you will receive an invoice each quarter for $3,300.

What are the payment terms?

Net 30 days.

When is the service start date?

The service start date will be the first day of the following month based on contract execution date.