

Queue to Call Back Service (Q2CB) available for members

On Monday March 23, Retirement Plans will introduce a new Queue to Call Back (Q2CB) feature for member queues. This feature provides members the ability to hold their place in line and receive a call back when we reach their place in queue. Q2CB becomes available two hours after the queue is open and one hour before close Monday-Saturday. It will be enabled when the estimated wait time exceeds 3 minutes.

What is Queue to Call Back?

When calls are in queue, Queue to callback gives members more options than simply sitting in queue or hanging up. Callers are given the opportunity to instead request that we hold their place in line and call them back when we reach their place in the queue.

How does Queue to Call Back work?

First, the tool must determine an expected wait time (EWT) for the caller so that we can tell them a relatively accurate time range of how long we expect they'll be waiting. That EWT is used to determine whether the queue times have reached the minimum threshold for offering the service. Currently the wait time is set to 3 minutes but can be changed. The caller is advised of the expected wait time and asked if they'd like a call back. If they select to be called back, then they are asked to speak their name and asked if they'd like to be called back at the number they called from or called at a different number.

The member will verify their number or provide a new number. They'll also record the name of the person to call back.

What happens when we call back?

The Queue to Call Back predicts when the next solutions center associate will become available and calls the member when their place in the queue comes up. The member will receive a call with their recorded call back name and they'll have to Press 1 to take the call. Due to the predictive model the member may have to wait a few seconds on the line until the solutions center associate becomes available.

If the member call back is not received (busy, answering machine, failed to answer) a second call attempt will occur within five minutes from the queue number they originally dialed.