

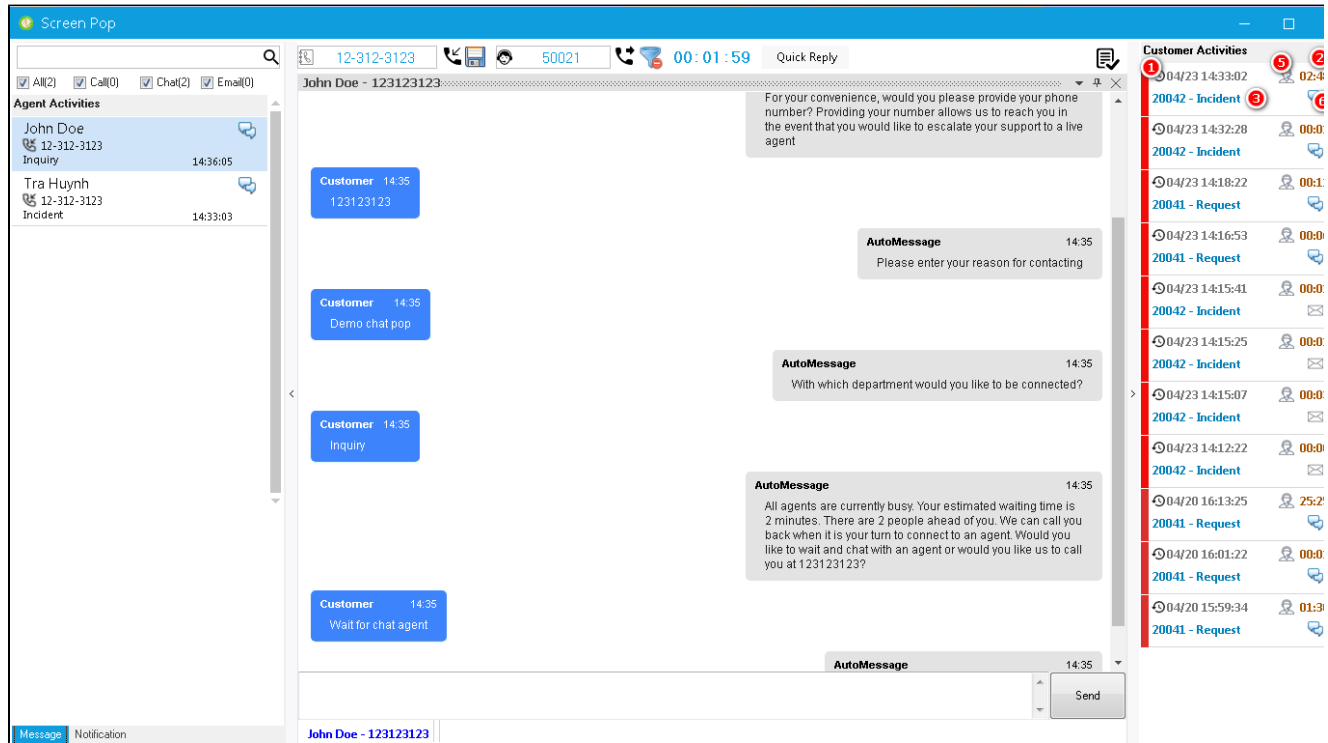
Show the repeat caller information

The repeat caller information will notify the agent when the calls are from the repeat caller.

Step-by-step guide

USE ONEPOP


This information is displayed at the OnePop right.



DON'T USE ONEPOP

This information is displayed as a small dialog at the bottom right corner.

When the call end, it will be closed.



Repeat Caller Alert

12/25/2019 16:23:24

Hello, I see you have tried to contact us already today. Let me try and help you get all of your answers right now.

6596231532

Filter out

Date	Duration	Queue	Agent		
12/25/2019 16:23	00:26	Complaint	50017		
12/25/2019 16:21	00:30	Complaint	50014		
12/25/2019 16:11	01:07	Enquiry	50014		
12/18/2019 09:54	02:15	Enquiry	50014		

The data of the repeated calls at the call history:

- 1: times of the previous calls.
- 2: duration times of the previous calls.
- 3: skillset that the previous calls call to.
- 4: the agent that receives the call.
- 5: icon indicates that the call is answered by one or many agents.
- 6: contact type of the call (phone call/email/chat).

Border color depends on the number of days since the last previous call.

The number of days, the used color and message can be configured in the web application.



Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)