

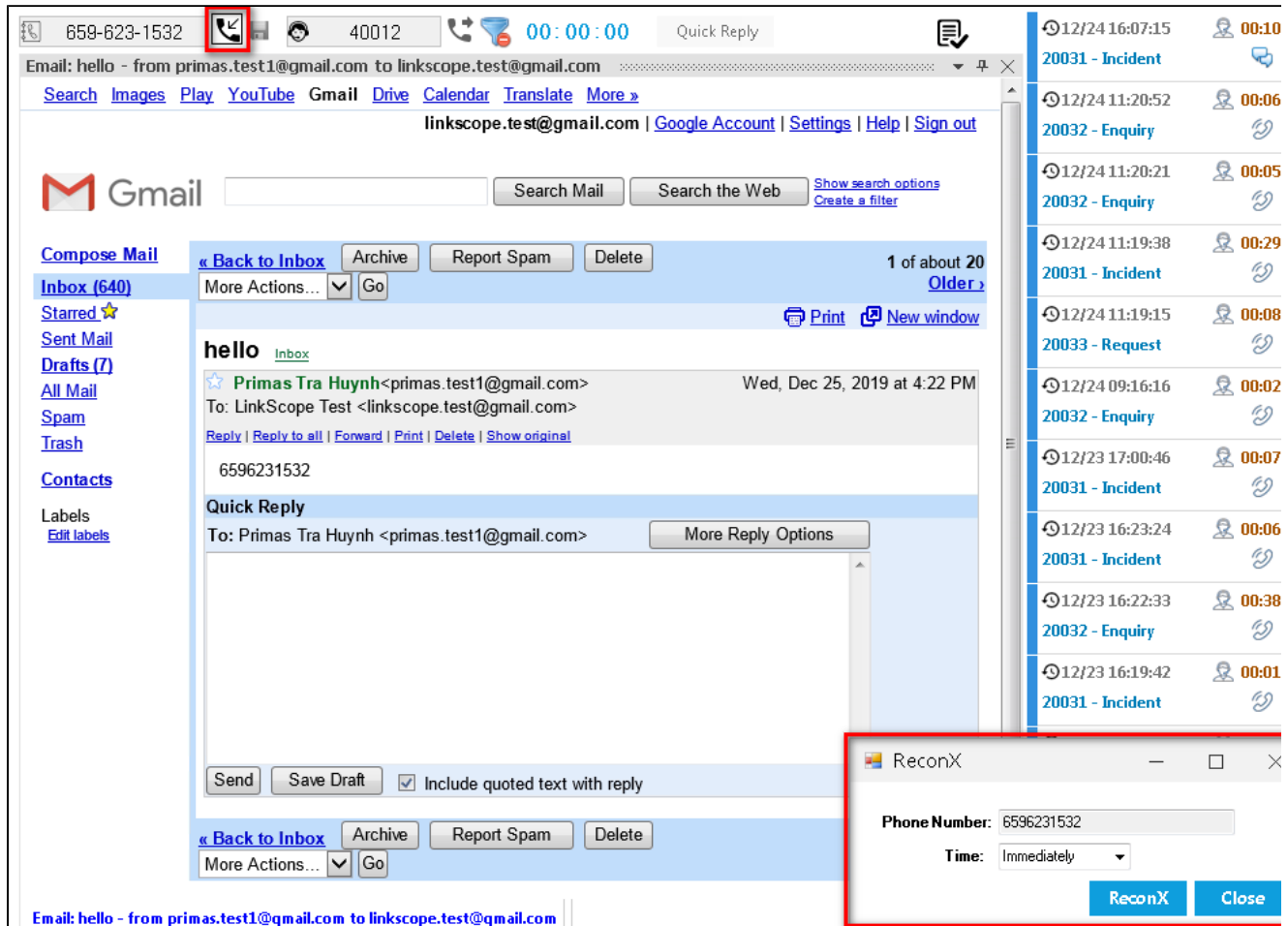
Disconnected Caller callback (ReconX)

The ReconX pop up is displayed when a call ends. The agent can then decide if the call was terminated unintentionally and call the customer back. The customer will then be directly connected to the Agent.

Step-by-step guide

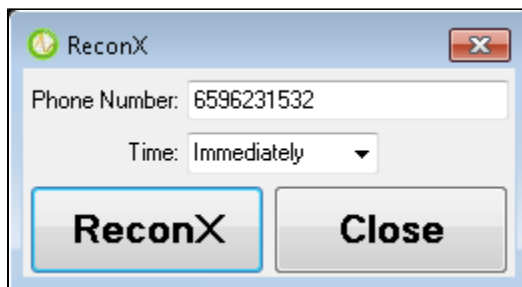
USE ONEPOP

If you want to open the ReconX pop up, you can click on the ReconX icon at OnePop toolbar, the pop up will be displayed at the bottom right corner.

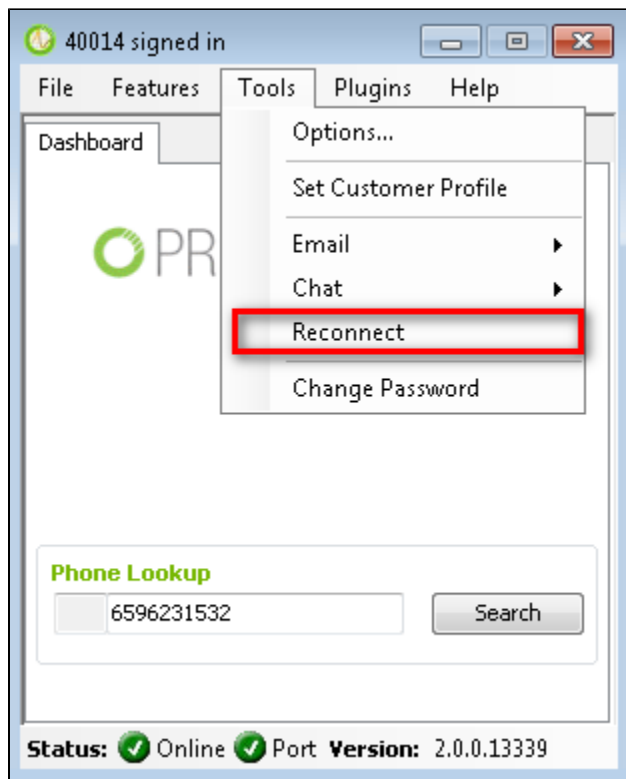


DON'T USE ONEPOP

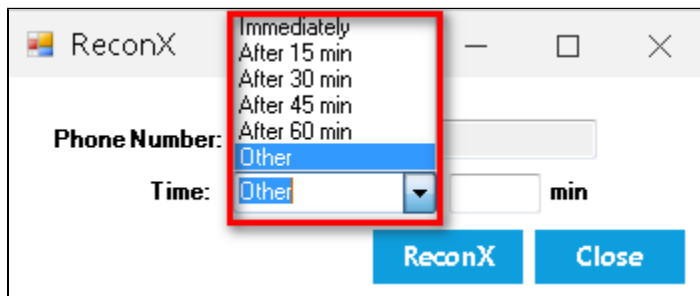
When the call ends, the ReconX pop up will be displayed at the bottom right corner.



You can also open the ReconX pop up at the Notifier menu:



At ReconX popup, you can choose Immediately or the time period to callback to customers (use the available values or you can enter another value by selecting Other and entering your value).



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](#)