

# Callback Request

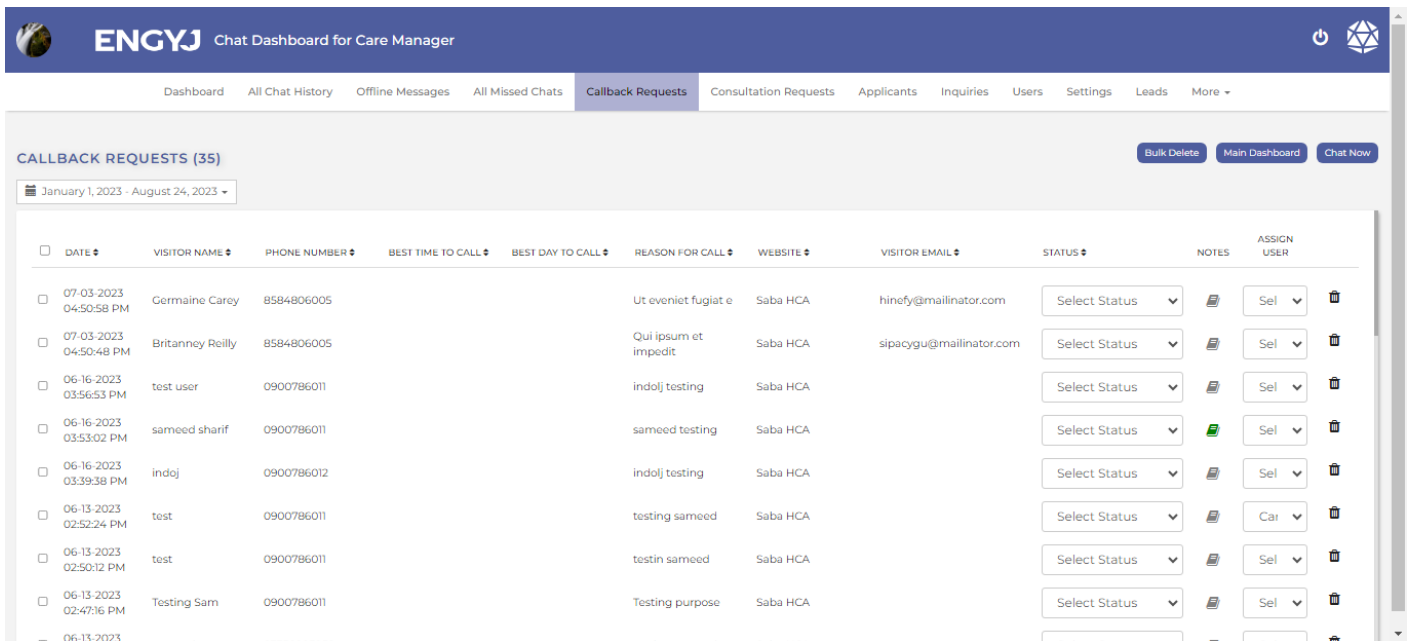
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# Callback Request

If a visitor wants the admin to contact them at a specific time, they can click on the **"Call Back Request"** button shown on the webpage. After clicking, the visitor will fill in their credentials and submit the request. This request will then be saved in the **"Call Back Request"** section.

To manage callback request, go to **Callback Request** menu item.

Here, you will see a record of all callback request messages.



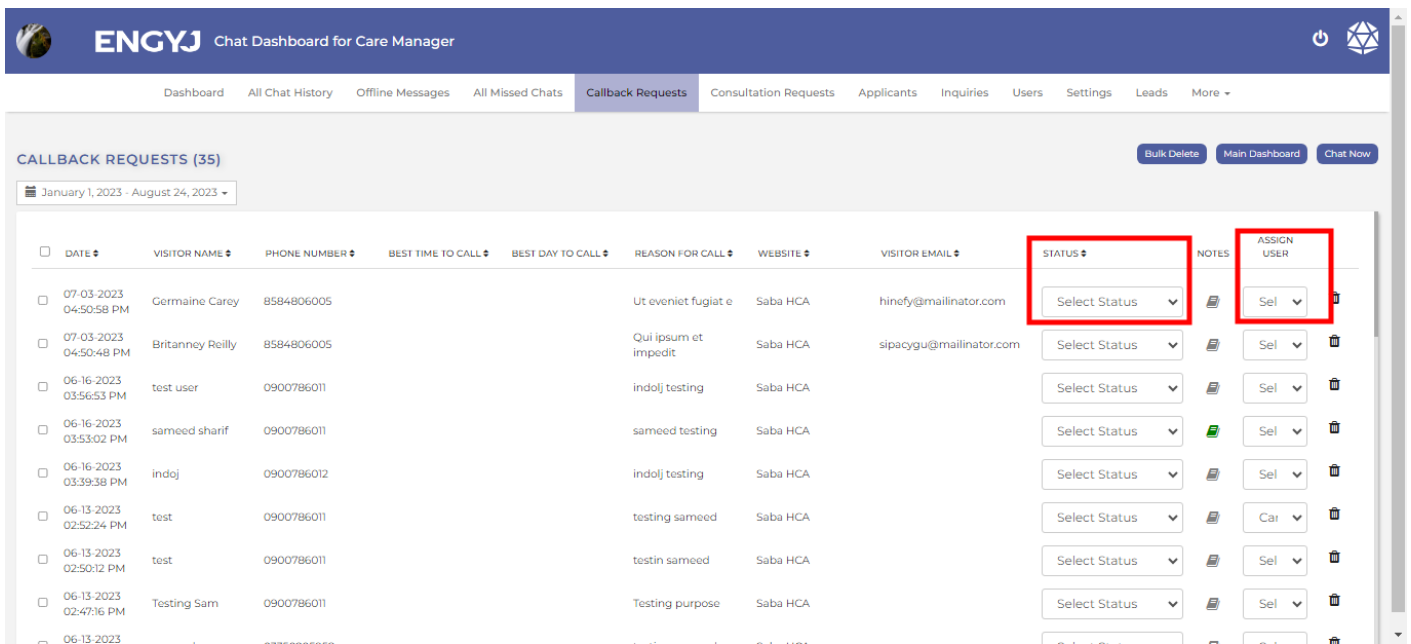
The screenshot displays the 'CALLBACK REQUESTS (35)' section of the ENGJ Chat Dashboard. The interface includes a navigation bar with various menu items and a table listing individual requests. The table columns are: DATE, VISITOR NAME, PHONE NUMBER, BEST TIME TO CALL, BEST DAY TO CALL, REASON FOR CALL, WEBSITE, VISITOR EMAIL, STATUS, NOTES, and ASSIGN USER. Each row represents a request with specific details and action buttons for status selection and assignment.

DATE	VISITOR NAME	PHONE NUMBER	BEST TIME TO CALL	BEST DAY TO CALL	REASON FOR CALL	WEBSITE	VISITOR EMAIL	STATUS	NOTES	ASSIGN USER
07-03-2023 04:50:58 PM	Germaine Carey	8584806005			Ut eveniet fugiat e	Saba HCA	hinefy@mailinator.com	Select Status		Sel
07-03-2023 04:50:48 PM	Brittaney Reilly	8584806005			Qui ipsum et impedit	Saba HCA	sipacygu@mailinator.com	Select Status		Sel
06-16-2023 03:56:53 PM	test user	0900786011			indolj testing	Saba HCA		Select Status		Sel
06-16-2023 03:53:02 PM	sameed sharif	0900786011			sameed testing	Saba HCA		Select Status		Sel
06-16-2023 03:39:38 PM	indolj	0900786012			indolj testing	Saba HCA		Select Status		Sel
06-13-2023 02:52:24 PM	test	0900786011			testing sameed	Saba HCA		Select Status		Car
06-13-2023 02:50:12 PM	test	0900786011			testin sameed	Saba HCA		Select Status		Sel
06-13-2023 02:47:16 PM	Testing Sam	0900786011			Testing purpose	Saba HCA		Select Status		Sel
06-13-2023								Select Status		Sel

# Select Status And Assign User

To manage callback request, go to **Callback Request** menu item.

You can select the dropdown option available here to change status and assign user.



The screenshot displays the 'ENGYS Chat Dashboard for Care Manager' interface. The top navigation bar includes 'Dashboard', 'All Chat History', 'Offline Messages', 'All Missed Chats', 'Callback Requests', 'Consultation Requests', 'Applicants', 'Inquiries', 'Users', 'Settings', 'Leads', and 'More'. The 'Callback Requests' section is active, showing a list of 35 requests. The table columns are: DATE, VISITOR NAME, PHONE NUMBER, BEST TIME TO CALL, BEST DAY TO CALL, REASON FOR CALL, WEBSITE, VISITOR EMAIL, STATUS, NOTES, and ASSIGN USER. The 'STATUS' and 'ASSIGN USER' columns are highlighted with red boxes. The 'STATUS' dropdown shows 'Select Status' and the 'ASSIGN USER' dropdown shows 'Sel'.

DATE	VISITOR NAME	PHONE NUMBER	BEST TIME TO CALL	BEST DAY TO CALL	REASON FOR CALL	WEBSITE	VISITOR EMAIL	STATUS	NOTES	ASSIGN USER
07-03-2023 04:50:58 PM	Germaine Carey	8584806005			Ut eveniet fugiat e	Saba HCA	hinefy@mailinator.com	Select Status		Sel
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06-16-2023 03:56:53 PM	test user	0900786011			indolj testing	Saba HCA		Select Status		Sel
06-16-2023 03:53:02 PM	sameed sharif	0900786011			sameed testing	Saba HCA		Select Status		Sel
06-16-2023 03:39:38 PM	indolj	0900786012			indolj testing	Saba HCA		Select Status		Sel
06-13-2023 02:52:24 PM	test	0900786011			testing sameed	Saba HCA		Select Status		Car
06-13-2023 02:50:12 PM	test	0900786011			testin sameed	Saba HCA		Select Status		Sel
06-13-2023 02:47:16 PM	Testing Sam	0900786011			Testing purpose	Saba HCA		Select Status		Sel
06-13-2023								Select Status		Sel

# Internal Note

To manage callback request, go to **Callback Request** menu item.

Here, the admin can also add an internal note by clicking on the book icon.

The chat that has an internal note attached will have its book icon displayed in green.

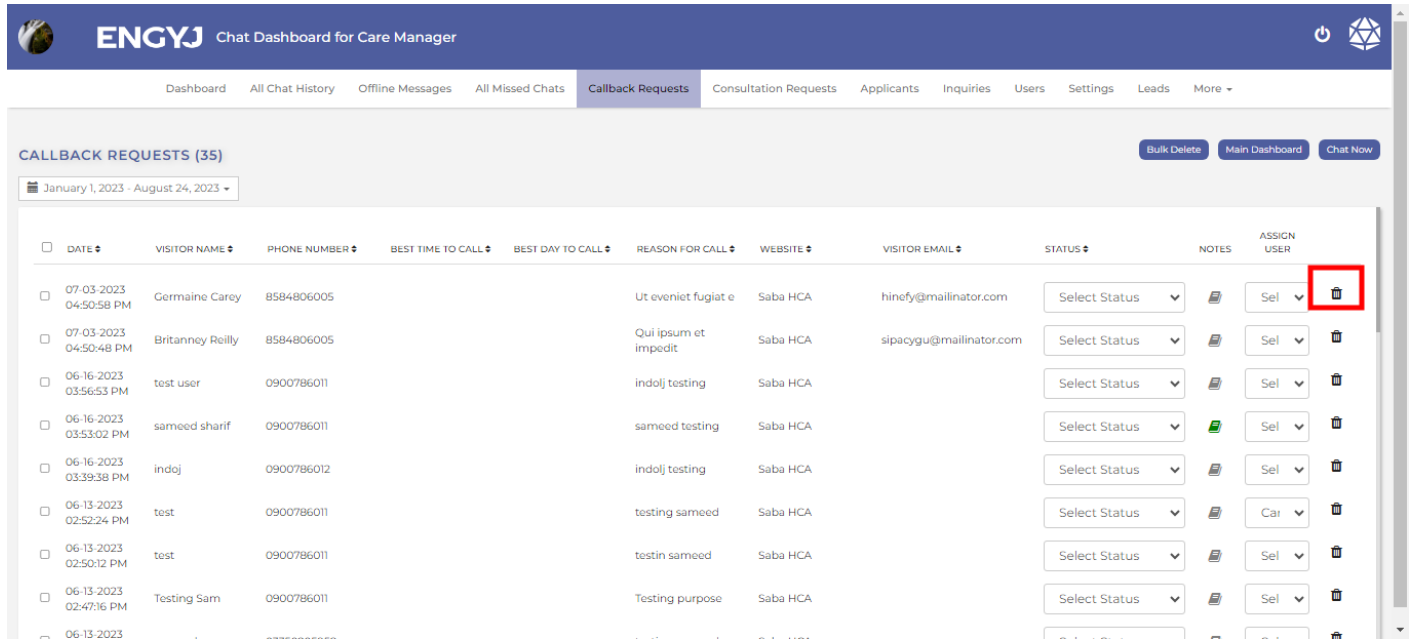
The screenshot shows the 'CALLBACK REQUESTS (35)' section of the ENGYS Chat Dashboard. The interface includes a navigation bar with 'CALLBACK REQUESTS' selected, and a table of request details. The table columns are: DATE, VISITOR NAME, PHONE NUMBER, BEST TIME TO CALL, BEST DAY TO CALL, REASON FOR CALL, WEBSITE, VISITOR EMAIL, STATUS, NOTES, and ASSIGN USER. A red box highlights the 'NOTES' column, showing a green book icon for the request dated 06-16-2023 at 03:53:02 PM, indicating an internal note is attached. Other requests in the list have a grey book icon.

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

# Delete Callback Request

To delete callback request, go to **Callback Request** menu item.

You can delete a chat by clicking on the delete icon in the right column.



The screenshot shows the ENGYS Chat Dashboard for Care Manager. The top navigation bar includes the ENGYS logo and the text "Chat Dashboard for Care Manager". Below the navigation bar, there are several menu items: Dashboard, All Chat History, Offline Messages, All Missed Chats, Callback Requests (selected), Consultation Requests, Applicants, Inquiries, Users, Settings, Leads, and More. The main content area is titled "CALLBACK REQUESTS (35)" and includes a date range filter for "January 1, 2023 - August 24, 2023". There are three buttons: "Bulk Delete", "Main Dashboard", and "Chat Now". The table below lists callback requests with columns for Date, Visitor Name, Phone Number, Best Time to Call, Best Day to Call, Reason for Call, Website, Visitor Email, Status, Notes, and Assign User. The delete icon (trash can) in the Assign User column for the first row is highlighted with a red box.

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