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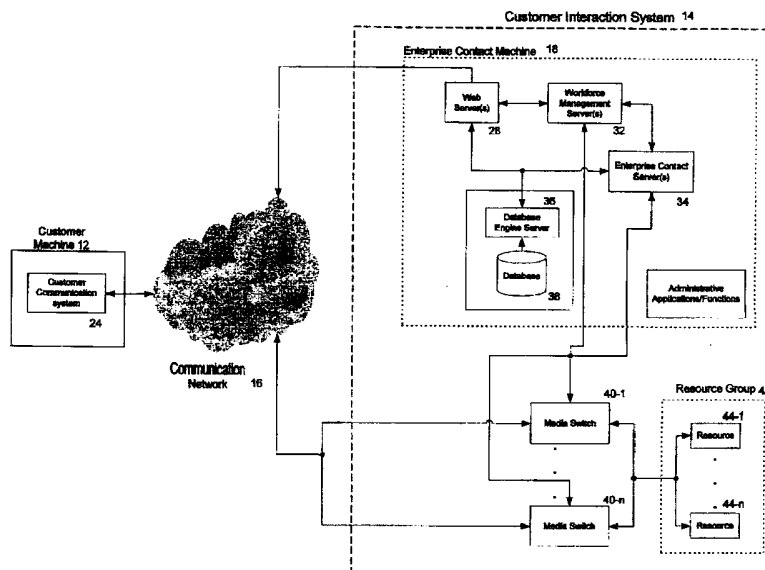
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(54) Abstract Title: **A method and system for scheduling a customer service callback**

(57) A method and system for scheduling a callback time for customer service. The system calculates estimated handling resources for a customer interaction system (14) and forecasts a customer service transaction workload for the estimated handling resources of the customer interaction system (14). The system then determines the scheduled callback time based upon the estimated handling resources and the forecasted customer service transaction workload.



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