

Make it mandatory for businesses and government agencies to have a call back installed so people aren't waiting on a 13xxxxxx or 18xxxxxx indefinitely listening to looped messages that are not relevant to them. I imagine this would free up multiple hours of time for individuals which could be used much more productively.

There are several organisations that currently do this and the level of frustration is removed. However in the majority of cases interaction with organisations comes at the end of an excruciating wait for communication and possibly accounts for a heightened incidence of "abuse" between the individual and the organisation.