Overview:
Outbound Contact Foundation gives students a high-level technical and functional understanding of Outbound Solutions. Students learn about Outbound Contact through lecture and hands-on exercises. This course includes an introduction to the Outbound architecture as well as important concepts and terminology. Outbound Contact Foundation is the starting point for other Outbound Contact courses in the Genesys University Curriculum.

Course Objectives:
After completing this course, a student will be able to:
- Describe the features and benefits of Outbound Contact
- List and describe the Outbound Contact components and architecture
- Learn how Outbound Contact manages a typical interaction
- Learn the role that Call Progress Detection may have
- Learn the available Outbound dialing modes
- Summarize key regulations and where to learn more
- List and describe the major configuration objects used for an Outbound Campaign
- Use Genesys Administrator to run an existing Outbound Campaign
- Monitor an existing Outbound Campaign

Target Audience:
Outbound Contact Foundation is intended for anyone who needs to learn the architecture and basic functionality of Genesys Outbound Contact. This can include business analysts, project managers, technical consultants, system administrators, system integrators, technical architects, telephony specialists, and support specialists who will find this course a useful preparation for their further work with Genesys Outbound Contact.

Software Version:
This course uses Genesys Outbound Contact version 8.1.1.

Course Prerequisites:
Courses Required:
- Framework Foundation (FWK81-FND)

Skills Required:
- Familiarity with Genesys Framework
Learn about the Outbound Components
Learn about the Call Progress Detection
Navigate to Outbound Contact items in Genesys Administrator

Dialing Modes
Learn about various dialing modes such as
- Preview
- Progressive
- Predictive

Outbound Campaign Basics
Use Genesys Administrator to investigate Major Campaign Objects:
- Calling Lists
- Campaigns
- Campaign Groups

Introduction to Running and Monitoring Campaigns
Run a Campaign
Monitor a Campaign using
- Genesys Administrator
- CCPulse+

Integration of Outbound solution
Learn about the integration of Outbound Solution with other Genesys Solutions such as
- Customer Integration Management Platform
- e-Services
- GVP
- Reporting

Course Review