Overview:
Outbound Contact Usage gives students experience with provisioning, operating, and monitoring Outbound Contact campaigns through lecture and hands on exercises. The primary focus is on provisioning new calling lists and new campaigns as well as troubleshooting campaign provisioning errors.

Course Objectives:
After completing this course, a student will be able to:
- Provision the objects needed for an Outbound Campaign
  - Fields, Formats, Table Access Points, Calling Lists Advanced, Filters, Treatments, Campaign, Campaign Group
- Provision a Do Not Call List
- Provision a Request Log
- Manage Calling List Records
  - Import/Insert/Delete/Modify Records
  - Define and Use a Viewing Filter
- Run and Test Campaigns

Target Audience:
Outbound Contact Usage is intended for dialing analysts, contact center supervisors, system administrators, technical consultants and others involved in managing outbound campaigns in the contact center.

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

Course Prerequisites:
Courses Required:
- Outbound Contact Foundation (OCC81-FND)

Skills Required:
- Familiarity with Genesys Framework and Genesys Outbound Contact

Course Outline:
Course Overview

Review Outbound Basics
- Recall Outbound Architecture
- Recall Major Outbound Concepts
- Recall Basics of Outbound Campaigns in Genesys Administrator

Creating Calling Lists
- Provision objects required for Calling Lists:
Outbound Contact 8 Usage
OCC81-USE

- Fields
- Formats
- Table Access Points
- Calling Lists Advanced

Dialing Filters and Treatments
- Provision optional objects for Calling Lists:
  - Filters
  - Treatments
- Use a Filter and Treatments in a Calling List

Managing Calling List Records
- Manage a Calling List in Genesys Administrator
  - Import Records into a Calling List
  - Determine if records were rejected
  - Insert/Delete/Modify Records
  - Define and Use a Viewing filter

Additional Tables
- Provision a Do Not Call List
- Provision a Request Log

Creating Campaigns
- Provision an Agent/Place Group for use with Outbound
- Provision a Campaign
- Use a Calling List in a Campaign
- Provision a Campaign Group
- Test a Campaign
- Test the Do Not Call List and Request Log

Beyond Campaign Basics
- Interpret having Agents in Multiple Campaigns
- Learn and Test a Campaign Sequence
- Provision a Campaign Schedule

Tips and Troubleshooting
- Troubleshoot Basic Problems with a Campaign
  - e.g., Unable to Load

Course Review