Overview:
This bundle of courses teaches you the basic knowledge required to properly manage your PureEngage system. You are able to select the best learning method for your needs (in-person, virtual, or self-study) and schedule your attendance to fit your budget!

Included:
Outbound Contact 8.1 Foundation OCC81-FND
Outbound Contact 8.1 Usage OCC81-USE

Course Objectives:
This bundle of courses prepares the student to perform the following tasks:
- 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
- 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:
This bundle of courses is meant for the business focused audience.

Course Prerequisites:
PureEngage Premise Bundle - Basic Administration-Bus