Overview:
This bundle introduces you to foundational Genesys Outbound product concepts and provides the skills needed to support daily operations as well as achieve your certification. You also learn to install, configure, and perform basic troubleshooting to support users creating outbound campaigns. 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! These courses will qualify you for the Outbound Voice 8 Consultant certification (exam cost included).

Included:
- Outbound Contact 8.1 Foundation OCC81-FND
- Outbound Contact 8.1 Usage OCC81-USE
- Certification - Outbound Voice 8 Consultant GCP8-COV

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
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<tr>
<td>Duration</td>
<td>3 Day(s)</td>
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<td>30 Days</td>
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<td>Pricing</td>
<td>25 TUs</td>
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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

Target Audience:
This bundle of courses is meant for a technical audience.

Course Prerequisites:
PureEngage Premise Bundle - Basic Administration-Bus
• Manage Calling List Records
  • Import/Insert/Delete/Modify Records
  • Define and Use a Viewing Filter
• Run and Test Campaigns