GENESYS™

Web Services and Applications Configuration Guide

Outbound campaign interactions

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Outbound campaign interactions

Workspace Web Edition supports the following Outbound campaign types:

- **Preview**: Contacts are retrieved manually by the agent and dialed manually by the agent. These are low volume/high value campaigns, in which campaign calls are made by using a preset calling list for a specific campaign.

- **Push-Preview**: Contacts are retrieved automatically by the campaign, but the agent dials the call manually. These are low volume/high value campaigns, in which campaign calls are made by using a preset calling list. Agents are provided with a preview of the call, and then can either have the opportunity to accept it, or to reject it and return it to the top of the queue or discard the record.

- **Progressive**: Contacts are retrieved and dialed automatically by the campaign. These are low volume/high value campaigns, in which outbound calls are directed to the agent desktop.

- **Predictive**: Contacts are retrieved and dialed automatically by the campaign. These are high volume/low value campaigns, in which outbound calls are directed to the agent desktop.

Outbound privileges

Workspace Web Edition employs the following Outbound privileges for all outbound campaign voice interactions:

- privilege.outbound.can-use: Enables access to the Outbound Campaign functions. All other outbound privileges and configuration options have a dependency on this privilege.

- privilege.outbound.can-cancel-record: Enables agents to decline a preview record so that it is not processed during the current campaign.

- privilege.outbound.can-dial-alternative-chained-record: Enables agents to dial a number from the preview record chain that is different from the number selected by the system.

- privilege.outbound.can-get-next-preview-record: Enables agents to request a new preview record while terminating the processing of the previous record.

- privilege.outbound.can-mark-do-not-call: Enables agents to mark a contact as Do Not Call.

- privilege.outbound.can-reject-record: Enables agents to decline a preview record and redirect it back to the queue to be processed by another agent in the campaign.

- privilege.outbound.can-reschedule: Enables agents to reschedule an outbound record of an active call for callback at a different date and/or time.

- privilege.outbound.can-reschedule-before-call: Enables agents to reschedule an outbound record of an Outbound Preview for callback at a different date and/or time. The Can Reschedule privilege must be enabled for this privilege to be active.

- privilege.outbound.can-reschedule-on-new-number: Enables agents to reschedule an outbound record using a new number. This action results in a new record being added to the chain.

- privilege.outbound.can-set-call-result: Enables agents to set a call result for the outbound record.

- privilege.outbound.push-preview.can-use: Enables agents to participate in an Outbound push-preview

campaign.

Outbound options configuration

After you grant privilege.outbound.can-use, use the following options in the `interaction-workspace` section to configure outbound interactions:

- outbound.call-result-values: Specifies the list of call results that are available for the agent to use for an outbound interaction. The call results are displayed in the order in which they appear in the list. For example: `Answered,NoAnswer,AnsweringMachine,Busy,WrongNumber`

- outbound.call-result-automatically-selected: Specifies the call result to be selected by default for outbound records. The specified call result must be defined by the values that are specified for the outbound.call-result-values option. If set to an empty value, the current call result of the outbound record is selected, or unknown is selected if there is no current value.

- outbound-callback.ringing-bell: Specifies the outbound callback ringing sound configuration string of a scheduled callback pushed to the agent as a preview.

- outbound.preview.max-simultaneous-preview-record: Specifies the maximum number of simultaneous Outbound Preview records an agent can view in the interaction window. A 0 or a negative value indicates no limit.

Important

You can edit case information to include custom fields in the case information for an Outbound interaction.