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Outbound Contact Deployment Guide

General Agent Desktop Interaction with OCS

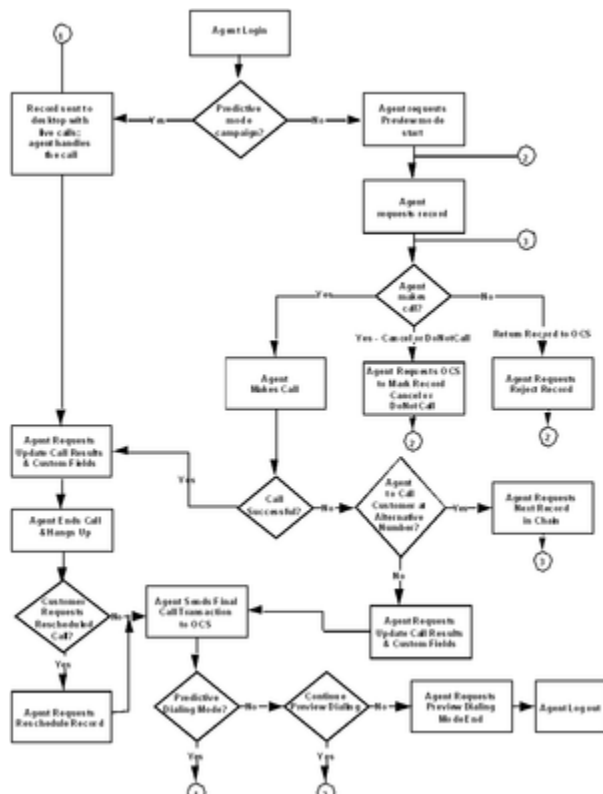
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General Agent Desktop Interaction with OCS

The following figure illustrates the data flow for a typical customer record.

Note:

This figure is not specific to any particular sequence of events.



Data Flow for Typical Customer Record