

## **GENESYS**

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## Outbound Contact Deployment Guide

Outbound Contact Terms and Concepts

## Outbound Contact Terms and Concepts

These topics introduce the terminology and concepts that pertain to Outbound Contact:

- Formats
- Fields
- Records
- Calling Lists
- Filters
- Treatments
- Campaign Group
- Campaigns
- Display Name on a Per-campaign Basis
- Outbound Schedules