Outbound Contact Deployment Guide

Overview

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After you configure and install the component applications for Outbound Contact, you configure additional objects in Genesys Administrator to support and run dialing sessions for campaigns.

The following Framework objects should already exist before you create the Outbound-specific objects: `Tenants`, `Persons`, and telephony configuration objects (`Switches`, `Agent Logins`, `DNs`), `Places`, `Place Groups` and/or `Agent Groups`.

Outbound Object-Creation Sequence

Genesys recommends that you create the Outbound-specific objects in the following order:

1. `Fields`. Create user-defined fields (if necessary) before you create the `Format` object that will contain them.

2. `Format`. Create a `Format` before you create the `Table Access Point` object to which it will be applied.

3. `Table Access Point`. Create the `Table Access Point` before your create the `Calling List` object to which it will be applied.

4. `Filters`.

5. `Treatments`.

6. `Calling Lists`.

7. `Campaigns`.

8. `Campaign Groups`.

Permissions in Campaign-Related Objects

For users to run or change a dialing session for an outbound campaign, they must be assigned to an `Access Group` object that has special access privileges to all campaign-related configuration objects. `Special access` is the default value.

Verifying or Changing Permissions for an Access Group Object

Start

1. Open each campaign-related object.

2. Select the `Permissions` tab.

3. Make the necessary changes.

   For more information about setting permissions, see Framework Genesys Administrator Help.

End