GENESYS™

Outbound Contact Deployment Guide

Outbound Schedule Object

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Outbound Schedule Object

Each Schedule is represented in the Genesys Configuration Layer as a Script object, of the Outbound Schedule type. OCS only considers schedules which are Enabled in configuration.

The following section briefly describes how to create an `Outbound Schedule` object. For complete information on configuring and using Schedules, see the *Framework Genesys Administrator Help.*

Creating a New Outbound Schedule Object

Start

1. In Genesys Administrator, go to `Provisioning > Outbound Contact > Schedules`.

2. Click New. The Outbound Schedule Properties window opens, and then click Add under the Schedule Items to add an existing Campaign Group or create a new Campaign Group.

3. On the `Configuration` tab, enter the following information (indicates a mandatory field)
   `Name`--The name of the Schedule. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
   `Tenant`--In a multi-tenant environment, the Tenant to which this Schedule belongs. This value is set automatically, and you cannot change it.
   `Script Type`--Select Outbound Schedule.
   `State`--Indicates if this Schedule is enabled (default) or disabled.

4. On the `Options` tab, enter information as required.

5. On the `Permissions` tab, enter information as required.

6. To save the new `Schedule` object and register it in the Configuration Database, do one of the following:

   - Click `Save and Close` to return to the Scripts view. To configure the new object, double-click on the name of the object to open the Schedule Properties dialog box. Refer to Genesys Administrator Help for information about configuring the properties of the Schedule.

Note:	When defining sequential execution points for a Schedule, the `At time` condition specified for a Stop action must not be earlier than the `At time` condition specified for the corresponding Start action. OCS does not assume that the earlier Stop time is on the next calendar day; instead, it starts the action at the specified time and then immediately stops it.
	Warning: This is not an issue when defining Stop actions with the `After` condition; OCS supports execution on the following day in this case.

   - Click Save to continue configuring the Schedule.

   - Click `Save and New` to save the new Schedule and start creating another one.

End