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About This Software

Genesys Outbound Contact is a fully functional, software-based dialer with the ability to create, modify, run, and report on outbound dialing campaigns in which agents or automatic system notifications interact with customers. Outbound users can choose different dialing modes, manage how agents are assigned to the campaigns, create calling lists from customer contact information, define treatments for unsuccessful call results, handle scheduled callbacks for calls, group calling lists into campaigns, and monitor campaigns using reporting tools.

Outbound Contact is designed in a client/server architecture and makes use of the following components:

- **Genesys Administrator** - a Web browser-based application that provides the same functionality as Outbound Contact Manager 7.6 and Outbound Contact Configuration Wizard 7.5. OC 8.0 customers can choose between using Genesys Administrator and OCM 7.6, or use them simultaneously.
- **Outbound Contact Server (OCS)** – An integral part of the OC Solution, OCS supports running campaigns in different dialing modes depending on the business needs of a contact center.

New Features in Release 8.0.x

Outbound Contact 8.0.001 contains these new features:

Real-time pre-dial validation by an external application. Pre-dial validation is an optional first step in the processing of a dialing record. With pre-dial validation configured, OCS connects to the Web/Application Server using HTTP or HTTPS protocols and delivers a specifically formed HTTP POST request immediately before dialing. OCS then dials or rejects the record based on the received response.

Dynamic port allocation. Outbound Contact allows the optimization of dialing ports usage in configurations where multiple Campaign Groups share the same dialing and call progress detection (CPD) resources. OCS allocates ports based on an estimated average number of ports required for each Campaign Group, and also based on the current dialing conditions and the optimization parameters. This feature is available for Progressive, Predictive, Progressive

with Seizing, and Predictive with Seizing dialing modes.

Separate tracking for engaging channels. Outbound Contact provides the ability to specify the number of engaging channels and track them separately from the regular channels in the Predictive Algorithm calculations for port availability for Campaign Groups that use CPD Server with separate ports for engaging calls.

Transfer/Connect treatment application. Outbound Contact supports the ability to transfer a call when working in a VoIP environment using a Transfer/Connect treatment application. After an outbound call is processed by a VXML application, if the VXML application delivers the RecordProcessed notification to OCS via HTTP protocol with the GSW_TREATMENT flag set, OCS uses a single step transfer to deliver the call to the destination specified in the treatment. For example, this ability can be used to transfer an outbound call to an ACD queue for delivery to a live agent after it is self-served on a GVP port.

New Execute SQL treatment. Outbound Contact supports the new Execute SQL Statement treatment for a record that allows the execution of a user-defined SQL statement. In addition, the SQL statement can include macro expressions.

Improved call treatment flexibility using SCXML treatments. In addition to those scenarios supported for the 8.0.000 release, the following scenarios are now supported in 8.0.001:

- Specifying Caller ID and other options on an individual record or on a chain of records basis
- Ability to switch from applying SCXML treatments to traditional treatments
- Enhancements to SCXML document retrieval using HTTP protocol
- Ability to retrieve SCXML documents using HTTPS protocol

Outbound Contact 8.0.0 contains these new features:

Outbound VoIP (Voice over Internet Protocol) deployment. An Outbound-VoIP deployment enables support for automated outbound dialing via VoIP network. This feature leverages the capabilities of SIP Server, GVP Resource Manager and following capabilities of GVP Media Control Platform (GVP MCP): Playing announcements, call recording, call progress detection, media bridging. The Outbound VoIP deployment supports a common VoIP network that enables automated outbound dialing using SIP Server 8.0 and Genesys Voice Platform 8.1 applications (MCP and Resource Manager).

Such a deployment is used for:

- Outbound call pacing.
- Outbound call initiation toward a customer (Transfer, ASM, and Proactive Contact modes).
- Call initiation toward an agent (ASM mode).
- Control of bridging of an outbound and an agent call (ASM modes).
- Triggering initiation of Genesys Voice Platform application toward an answered Outbound call (Proactive Contact mode).

Agent assignment in multiple campaigns for ASM dialing modes. OCS now has the capability to dynamically reassign agents between multiple campaigns that are run in ASM

mode. This covers both traditional ASM modes (via CPD Server) and ASM modes in VoIP deployments.

Improved Call Treatment Flexibility. Enables you to create customer-focused treatments written in SCXML (State Chart Extensible Markup Language), providing greater flexibility on how to contact customers and handle call results. Some of the scenarios that custom treatments can address include:

- Selecting the preferred way to reach a customer, according to the time of day or the day of week.
- Specifying the order in which to contact a customer, according to the contact type.
- Specifying the first contact type to use when contacting a customer.
- Specifying the maximum number of attempts to dial records.
- Specifying a treatment action according to the call result.

Ability to select first (preferred) record for dialing. OCS now has an optional ability to select the first (preferred) record for dialing within a chain, based on properties of the calling record.

Record cancel on desktop prevention. OCS can now optionally prevent cancellation of a record if the record is already on an agent desktop or being dialed.

Time-optimized predictive algorithm. This enhancement of the pacing algorithm optimizes predictive dialing by recalculating the dialing rate for a specified period of time.

Recall of interactions in Push Preview dialing mode. OCS can now recall all interactions that have not yet begin processing upon unloading a dialing session. This prevents corresponding records from being updated as 'Stale' and significantly shortens the unloading time of the session.

Addition of HTTP interface to the list of communication protocols between OCS and its clients. OCS now offers HTTP interface which enables you to manage dialing sessions (load, start, unload, and so on), control calling records, and perform Do Not Call and Cancel operations.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

solution_specific

Contains the applications that are specific to the solution being installed. Each application is in a separate subfolder, under which are the operating systems that support the application.

templates

Contains the application templates used for installation. It includes XML templates, which enable you to configure any among all possible options in the Application that were added to the Application templates (import metadata) configured via Genesys Administrator.

Documentation

[Return](#) Product documentation and release notes are available on the Genesys [Technical Support](#)

[to Top](#) [website](#) and on a separate documentation library DVD shipped with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are an Outbound Contact 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys Migration Guide](#).

Configuration Support

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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