



- About This Software
- Documentation
- Technical Support
- Legal Notices

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

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 consisting of these major components:

Outbound Contact Manager - A GUI application for contact center managers to browse calling lists and manage outbound campaigns.

Outbound Contact Server - A dialing and pacing engine that provides different dialing modes depending on the business needs of a contact center.

Outbound Contact Configuration Wizard - A wizard interface used to install the solution.

New Features in Release 7.6.x

Outbound Contact includes the following new features:

In release 7.6.101:

For Outbound Contact Server:

- Predictive Dialing enhancements.
 - Self-diagnostics for various factors which decrease dialing pace.

- Engaging calls placing time consideration for auto dial modes with agent seizing.
- Proper support for multiple campaigns per same group and multiple groups per same campaign.
- Improved Do Not Call list handling for primary/backup failover scenarios.
- More reliable records update in case of campaign forced unload.
- Enhanced place telephony status control for engaging calls and unsuccessful calls in preview mode.

For Outbound Contact Manager:

- MS Windows Vista support

In release 7.6.1:

- Outbound Contact Server improves predictive dialing by (optionally) accepting estimated call-completion time notification from agents.
- Outbound Contact Server further improves predictive dialing for small groups of agents.
- Outbound Contact Server is able to exclude unusually long lasting calls from statistical calculations, enabling better call traffic prediction.

In release 7.6.0:

- Outbound Contact supports Transport Security Layer (TLS) for secure connections between Outbound Contact components and other Genesys components.
- Sensitive data (user data) can be restricted so it will not appear in Outbound Contact log files, removing any concerns about access to sensitive data in logs.
- Outbound Contact Server allows port definition for client-side connection to servers across firewalls, in order to operate within security standards limiting open network port configuration.
- Outbound Contact Manager can now be configured to time-out after periods of inactivity and then require the user to log in again, in order to provide greater security.
- Outbound Contact Manager can display a security banner on user login to meet corporate security standards that require notification of certain terms when accessing corporate applications.

Directories on This CD

configuration_wizard

Contains the Outbound Contact Configuration Wizard.

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.

Documentation

Product documents and release notes are available on the Genesys [Technical Support 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.

[Return to Top](#)

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, and Australia. 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 7.6 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 7 Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys 7 Migration Guide](#).

Configuration Support

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

[Return to Top](#)

- [Genesys Supported Operating Systems and Databases Reference Manual](#)

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

Legal Notices

Copyright

This CD and all its contents © Copyright 2008, Genesys Telecommunications Laboratories, Inc. All rights reserved.

Patents

Genesys applications are covered by one or more of the following patents (and non-U.S. equivalents thereof), which are owned or licensed by Genesys Telecommunications Laboratories, Inc.:

4977520; 5103449; 5097528; 5311577; 5402474; 5652866; 6130933; 5802163;
5812644; 5825870; 5917817; 5915012; 5933492; 5765033; 5995614; 5995615;
5953405; 6185292; 5963632; 6185291; 5926538; 5946387; 6201863; 5907598;
6018578; 5940495; 6038602; 5999612; 5940496; 5970126; 6148074; 5915011;
5905792; 5991391; 5991392; 6185287; 6205412; 5926539; 6078581; 6064667;
6393015; 6134315; 5960073; 6181788; 6104801;

5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600;
6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864;
6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060;
6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066;
5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178;
6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788;
6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360;
6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146;
6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130;
6259692; 6453341; 6470080; 6337904; 6373937; 6473787; 6920441

Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc., in the U.S.A. and other countries.

All other trademarks are the property of their respective owners.

Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize functionality of commercial or non-commercial third parties.

Your Responsibility for Your System

[Return to Top](#)

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.