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Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesys.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 and makes use of the following components:

- **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.

- **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 8.1 customers can choose between using Genesys Administrator and OCM 7.6, or use them simultaneously.

New Features in 8.1.x

Some of the primary new features added in release 8.1.5 are:

Flexibility in Overdialed Calls Processing for ASM Modes in VoIP Environments:
For Progressive ASM and Predictive ASM dialing modes in VoIP environments, OCS now provides the option to transfer overdialed outbound calls (calls that can't be immediately bridged to engaging calls) to a Voice Transfer Destination DN. OCS also marks these calls with a distinct attached key-value pair so that the routing strategy can distinguish them from other calls.

Note: Users must ensure legislative compliance if using this type of transfer. If the router is unable to locate an available agent, it can take longer than two seconds to transfer the call to a new queue.

Platform Support:

- MS Windows Server 2012 64-bit, natively

- MS SQL Server 2014
- Microsoft Windows Server 2012 Hyper-V

Some of the primary new features added in release 8.1.3 are:

Safe Dialing Check:
OCS now implements a safe dialing check, which automatically switches dialing off if OCS detects a misconfiguration or misrouting situation. This check prevents massive dialing followed by a spike in the rate of abandoned calls. The check is only applicable to Progressive, Progressive with Seizing, Predictive, Predictive with Seizing, and Predictive GVP dialing modes. The check is switched on by default and is controlled by the new pa-safe-dialing option.

Engaging the most suitable agent for Assured Connection:
For Assured Connection functionality, OCS provides the ability to engage the most suitable agent to handle a conversation. Agent selection criteria (for example, skill requirements) are defined by the data in the mandatory and user-defined fields of a calling list records. All the data that are associated with the customer contact are made available to URS in the attached data of the engaging call. This enables the selection of the most suitable agent to handle the assured connection conversation.

Improvements to Agent Assignment:
Performance of agent assignment related processing has been improved. In addition, OCS now honors the setting of the maximum number of agents in a campaign group, regardless of the setting for minimum number, even if the minimum number is set to zero. OCS also immediately reassigns an agent to Inbound activity after completing the soft logout processing for this agent.

Support for PostgreSQL:
OCS now supports PostgreSQL DBMS, release 9.

Some of the primary new features added in release 8.1.2 are:

New Predictive GVP Dialing Modes with New Average Distribution Time Optimizatiion Parameter
This dialing mode is optimized for automated self-service outbound call processing via VXML applications with a fraction of outbound calls reaching agents for assisted service. The new Average Distribution Time parameter enables the user to control how long outbound calls requiring assisted service wait in the queue until there is an agent available for assistance.

New Maximum Gain Optimization Method for Predictive Dialing Modes
The Maximum Gain optimization method dynamically predicts the optimal dialing pace to maximize the total gain of a Campaign Group on the basis of a given ratio of benefit-per-established-call to loss-per-abandoned-call.

Support for New Operating System
OCS is now supported natively on the 64-bit Red Hat Enterprise (RHE) Linux 5 and 6.

Support for Opt-out from Subsequent Outbound Calls in ASM modes.
A call recipient can now opt-out from any further outbound calls in ASM mode, both when dialing with CPD Server and with SIP Server in a VoIP environment. This feature addresses legislative requirements and enables call recipients to opt-out by pressing certain buttons on the touch tone phone if there are no agents available to speak to them.

Customizable Counters for Calling List-related Real-time Reporting:
Ability to define up to five custom counters for Calling List related real-time reporting,

and to re-define existing counters (such as number of total records and number of ready records). These customizations are done by redefining OCS reporting-related stored procedures.

Flexibility in Processing Callbacks and Rescheduled Records by Arbitrary Campaigns
Ability to omit verification of the Campaign DBID when retrieving callbacks and rescheduled records for a particular Campaign Group.

Flexibility in Handling of Web or Application Server Connection Failure During Pre-dial Validation
The `validation-timeout-call-result` option now also defines the call result assigned to a record in scenarios when the Web or Application Server cannot be connected for pre-dial validation.

Ability to Specify CPN Digits per Calling List without Using SCXML
The `CPNDigits` option is now supported by OCS at the Calling List configuration object level, in addition to the Campaign Group and OCS Application levels.

Enhanced Security Features:

- Ability to use the `tag` option to hide sensitive information contained in logs.
- Support for Transport Layer Security (TLS).
- Compliance with Federal Information Processing Standards (FIPS).

Some of the primary new features added in release 8.1.1 are:

Enhancements for Compliance with Regulatory Requirements
OCS now enables the following:

- Provide an outbound campaign administrator with an automated way to collect the data necessary to reasonably estimate the Answering Machine Detection (AMD) false positive and false negative rates.
- Ability to automatically include the AMD false positive rate in the calculations of the Abandoned rate and the Overdial rate for Predictive campaigns.
- Ability to calculate the Abandoned Rate over a fixed period of time (24 hours).

Guaranteed Connection of Calls in Predictive or Progressive Dialing Mode in a Voice Over IP Environment
When running a campaign in Progressive or Predictive mode in a VoIP Environment, OCS now allows users to configure which outbound calls are to be dialed with a guaranteed connection to an agent. This is very useful when contacting high value customers, and for regulatory compliance.

Support for Display Name on a Per-Campaign Group or Per-Record Basis when Dialing with SIP Server
OCS now allows the user to define a Display Name (in addition to CPN Digits) on a per-Campaign Group and per-record basis when dialing with SIP Server, or with CPD Server in HMP transfer mode.

Configurable Parameters of Audit Log Files
Audit trail logging now allows the configuration of the path and filename, expiration time or size, and segmentation limit; these parameters are no longer hardcoded as in previous releases.

Some of the primary new features added in release 8.1.0 are:

Automatic Dialing Session controls with Outbound Schedules
Outbound Schedules enable you to automate periodical runs (daily, weekly or

monthly) of Dialing Sessions. Each Schedule can be configured to begin and complete at a specific time. A set of commands (for example, load, start, set dialing mode) can be defined for each Dialing Session that is a part of the Schedule. The schedule will automatically execute each command when the condition associated with the command is met. Conditions can be based on time of the day, time intervals, statistical values, and statuses of Dialing Sessions.

Increased Agent Efficiency with Agent Assignments
Agents can now be reassigned to other activities when Dialing Session they are currently assigned to lacks ports for dialing and/or lacks calling records.

On-demand agent reassignment to handle Inbound activity
Agents assigned to outbound activities can now be temporarily reassigned to handle inbound traffic on-demand, based on a request from a URS strategy. This enables flexible reallocation of agent resources in the contact center based on rules defined in the strategy (for example, when Inbound traffic increases).

Automatic Re-reads of Do Not Call Lists
OCS can be configured to periodically re-read the Do Not Call lists at a specified time of day and frequency. This enables automatic synchronization of OCS with the Do Not Call lists in case these lists have been modified by an external entity.

Improved Security with HTTPS support in HTTP Proxy
OCS now supports the HTTPS protocol when acting as an HTTP Server.

Enhancement for the Predictive algorithm for small groups of agents
OCS can now exclude current outbound calls with long dialing durations from pacing calculations when using the Advanced Small Group predictive algorithm. This enables further improvement in the performance of predictive dialing for small groups of agents.

SCXML treatments enhancements
OCS can now set mandatory and user-defined fields in records from within an SCXML treatment. OCS can also pass an arbitrary key-value pair defined in an SCXML treatment in the Extensions attribute of the outbound call request.

Support for call result Silence when dialing via SIP Server.
For Outbound Voice over IP implementations using 8.1 SIP Server, this feature enables you to configure OCS either to drop or connect a call with the Silence call result. OCS can also process Silence in the same way as any other call result (that is, store it in the calling list and optionally apply a treatment).

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

Product documentation is provided on the [Genesys Documentation website](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request 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 Documentation website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

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

For complete information about how and when to contact Customer Care, visit *Genesys Customer Care*. Please tell the Customer Care representative that you are an Outbound Contact 8.1 customer.

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 documentation website and the licensing section of the *Genesys Migration Guide*.

Supported Operating Environment Information

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

- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

Legal Notices

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Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize third-party functionality. Please contact your Customer Care representative if you have any questions.

This product includes software developed by the Apache Software Foundation (http://www.apache.org).

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org).

This product contains cryptographic software written by Eric Young (eay@cryptsoft.com).

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Your Responsibility for Your System

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.

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