VCC 2.5.9
Outbound Feature Highlights

Outbound Overview

Outbound is an automated system that is used to create, modify, and run outbound dialing campaigns/dialing sessions (for example, collections,
telemarketing, or fundraising) in which the contact interactions are outbound voice calls that are based on calling a predetermined list of contacts.

VCC supports the following dialing types:
•Predictive calls — These are outbound campaigns in which the system dials calls predicting that agents will be available when the call is answered. These campaigns normally expect that some calls will not be answered due to no agents being available. These are for low value/high volume campaigns.
•Progressive calls — The system will only dial a call when an agent is available, to ensure that when the call is answered, an agent is available to answer the call. These campaigns are for higher value customers.

Campaigns, sub-campaigns, and calling lists can be created by using the new Engage UI.

Accessing Enterprise Manager

In Enterprise Manager, located in the Engage UI, there are enterprises containing the following top-level accounts in which campaigns are run:
- Enterprise Account
- User Account (you only need to configure the User Account.)

To access Enterprise Manager, you log into the Engage UI using the supplied URL then enter your User ID and initial password.

Predictive Pacing Percentages

You can set a predictive pacing percentage for predictive campaigns in the Engage UI.

Provisioning Toast and Case Data for Outbound Campaigns

For outbound campaigns, Toast and Case data are provisioned by using the **Toast Data** and **Case Data** tabs in the **Contact Center Settings** view in VCC Dashboard.

Note that this provisioning is different from inbound calls in which this data is provisioned by using the **ACD Page** within CX Builder.

Nailed Up Connections

You can now enable or disable a *nailed up* connection for agents assigned to a specific queue. A nailed up connection is a persistent connection in which the agent phone remains connected to the media server so that when a call is received, the call must only be bridged to this persistent connection, enabling a quicker answer-time.
This setting is configured under **Contact Center Settings > Queues**. Click the **Enable Nailed Up Connection for Agents in Queue** checkbox in the **Edit Queue** dialog box to enable this connection.

VCC Agent Desktop Outbound Features Overview

Outbound Progressive and Predictive Campaign calls enable agents to make campaign calls from a preset calling list. Both Progressive and Predictive outbound calls are directed to your desktop and dialed automatically.

If an answering machine is detected, the system will divert the call to a recorded message or terminate the call. This action is configurable by the customer administrator in the new Engage UI.

Blended inbound and outbound calls for an agent are supported. Outbound calls can be routed to agents during times when the inbound call traffic is low.

When handling Outbound Campaigns, agents can:

• Update the **Do Not Call** (DNC) list for the current Outbound Campaign call.
• Update the call result of a current Outbound Campaign call

VCC Agent Desktop Outbound Features Overview

VCC historical reporting now includes Outbound Campaign reports.

Campaign Management reports are available through the Engage UI, along with supporting documentation.

The reports include the following four types of metrics:
1. Count of unique records at campaign level
2. Count of unique records at Sub-campaign level
3. Count of all attempts
4. Variable Metrics