

Genesys Cloud Outbound Dialer

CODICE

GC-OD-DEV

DURATA

3 Giorni

PREZZO

Su richiesta

LINGUA

Inglese

MODALITÀ

Virtual Classroom

SCHEDULAZIONE

- A Richiesta

The Genesys Cloud Outbound Dialer course introduces the outbound dialing features offered by Genesys Cloud and equips you to create a complete campaign.

The course also provides information on how to make the best use of Genesys Cloud features to run successful outbound dialing campaigns.

The labs provide hands-on experience in creating campaigns, sequencing and scheduling campaigns, assigning callable time sets, setting up contact list filters and Do Not Call (DNC) lists, configuring call limits, creating rule sets, mapping wrap-up codes, and so on.

The Genesys Cloud Outbound Dialer course is intended to help supervisors, business analysts, contact center managers, and others who are involved in managing outbound dialing campaigns.

PREREQUISITI

- Genesys Cloud Contact Centre Administration
- Genesys Cloud Scripting
- Genesys Cloud Architect

OBIETTIVI

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DESTINATARI

Genesys Cloud Outbound targeted audiences includes:

- Supervisors
- Business Analyst
- Contact Center Managers
- Others who are involved in managing outbound dialing campaigns

CONTENUTI

- List the key features provided by Genesys Cloud for Outbound Dialing.
- Explain the roles and permissions needed for Outbound Dialing.
- Create contact lists and assign them to campaigns.
- Identify the available dialing modes in Genesys Cloud.
- Create, manage, and test campaigns.
- Use the Campaign Details view to analyze active campaigns.
- Manage list data in the List Management page.
- Create and manage Do Not Call lists and contact list filters.
- Assign attempt controls to a campaign.
- Identify when to use automatic time zone mapping.
- Configure callable time sets for the contacts of a list.
- Assign call analysis response to campaigns.
- Create rule sets for campaigns.
- Define terminating wrap-up codes.
- Use Audit Search view to track changes on outbound configuration or data files.
- Use the Event Viewer page to view error occurrences of running a campaign

Course Content Includes:

- Introduction to Outbound Dialing Concepts
- Contact Lists

- Dialing Modes
- Campaigns
- Contact List Filters
- DNC Lists
- Limiting Contact Attempts
- Time Zone Management
- Call Analysis Response
- Campaign Dashboard
- Call Rules
- Campaign Rules
- Wrap-Up Code Mapping
- Sequencing
- Scheduling
- Audit Search
- Event Viewer
- Outbound Settings

Prezzi e corsi potrebbero subire variazioni; si consiglia di verificare sul sito www.novanext.it/training.