



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Manage your Contact Center in Agent Setup

[Outbound channel options](#)



- Administrator

Learn about Outbound options available in Agent Setup.

**Related documentation:**

- 
-

**Agent Desktop**

**Desktop Options**

Channels  
 Standard Response  
 Statistics  
 Global Login  
 Supervisor  
 Voice  
 Chat  
 Email  
**Outbound**  
 Recording  
 Contact  
 Interaction History Advanced  
 Search  
 Standard Response Library  
 Genesys Softphone  
 Feedback  
 My Channels  
 Service Client

**Digital Management**

Single Sign On

**Desktop Statistics**

**Templates**

Gplus Salesforce
 

General
Screen Pop
Activity Log

**Voicemail**

**Services Options**

**Routing Manager**

**Recording Management**

Cancel
Save

**Outbound**

Allow Reject Preview Record

Allow Cancel Record

Allow Marking Record as Do Not Call

Allow Reschedule Outbound Record

Allow Reschedule Before Calling Contact

Allow Reschedule on New Number

Allow Setting Call Result

Treatment Mode
 

None

Allow Request Next Preview Record

Allow Dialing an Alternative Chained Record

Allow Push Preview

Max Simultaneous Preview Record
 

-1

Timed Preview Auto Dial
 

-1

Outbound Treatment on Reschedule
 

None

Allow View for Fields on Outbound Records

Allow Update on Outbound Records

In the **Outbound** section under **Desktop Options**, configure the following options:

- **Allow Reject Preview Record** enables agents to reject a preview record. If an agent declines a preview record, it can be processed by another agent in the campaign.
- **Allow Cancel Record** enables agents to cancel a preview record. If an agent cancels a preview record, it is not processed again during the current campaign.
- **Allow Marking Record as Do Not Call** enables agents to mark a contact as *Do Not Call*.
- **Allow Reschedule Outbound Record** enables agents to reschedule an outbound record.
- **Allow Reschedule Before Calling Contact** enables agents to reschedule a call before calling the contact on the record.
- **Allow Reschedule on New Number** enables agents to add a new record to the chain by rescheduling with a new number.

---

- **Allow Setting Call Result** enables agents to set call results for outbound interactions.
- **Treatment Mode** specifies the type of treatment to be applied for the outbound record after it is marked as processed. If not set or set to none, no treatment is applied.
- **Allow Request Next Preview Record** enables agents to request a new preview record while processing of the previous preview record terminates.
- **Allow Dialing an Alternative Chained Record** enables agents to dial a number from the preview record chain that is different than the number selected by the system.
- **Allow Push Preview** enables agents to use outbound push preview.
- **Push Preview Mode** specifies whether Outbound Push Preview campaigns are running in regular or direct mode. In direct mode, OCS communicates directly with Workspace instead of utilizing Interaction Server to handle interactions. This means that there is no automatic agent state control.
- **Max Simultaneous Preview Record** specifies the maximum number of simultaneous Outbound Preview records an agent can view in the interaction window.
- **Timed Preview Auto Dial** specifies the method in which calls are dialed for agents in Preview, Push Preview, or Reschedule campaigns. The options are as follows:
  - The agent can manually dial a record.
  - The record is auto-dialed as soon as the record is accepted.
  - The record is auto-dialed after a specified number of seconds.
- **Outbound Treatment on Reschedule** specifies the list of disposition codes that can be set for an outbound interaction, enabling the Outbound Contact Server to receive outbound treatment for campaign records marked as *Done*, after a reschedule.
- **Allow View for Fields on Outbound Records** specifies if the agent can view the fields of the Outbound record in the interaction.
- **Allow Update on Outbound Records** specifies if the agent can update the fields of an Outbound record that are configured as editable.