

Manage your Contact Center in Agent Setup

Outbound channel options

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- Administrator

Learn about Outbound options available in Agent Setup.

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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

Cancel Save

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.
- **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.