

## **GENESYS**<sup>®</sup>

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

7/15/2025



• Administrator

Learn about Outbound options available in Agent Setup.

## Related documentation:

•

Agent Dekkop       C         Dekkop Options       C         Charvedis       CAlevedis         Statistici       C         Allever Rejert Preview Record       C         Statistici       C         Allever Rejert Preview Record       C         Statistici       C         Allever Rejert Preview Record       C         Statistici       C         Allever Rejert Resord       C         Statistici       C         Allever Resort Bacteria       C         Allever Resort Bacteria       C         More Reschedule Outboard Record       C         Statistici       C         Allever Reschedule Outboard Record       C         Statistici       C       Allever Reschedule Context         More Reschedule Context       C       Allever Reschedule Context         Statistici       C       Allever Reschedule Context       Marce         Statistici       C       Allever Reschedule Context       Marce       C         Statistici       C       Allever Reschedule Context       Marce       C         Statistici       C       Allever Reschedule Context       Marce       C         Statistici       C					
Deaktop Options       Outbound         Chancels       Allow Register Preview Record         Statistics       Allow Cancel Record         Service Collect       Allow Reschedule Outbound Record         Deaktop Statistics       Allow Reschedule Outbound Record         Service Collect       Allow Reschedule Context         Benjal Management       Allow Reschedule Record         Bestep Statistics       Allow Reschedule Chained Record         Copies Statistics       Indee Preview Record         Coutcound Treatment Ande <td< th=""><th></th><th></th><th></th><th>Q Search options</th></td<>				Q Search options	
Canancia Statistics   Statistics Allow Cancel Record   Supervisor Allow Cancel Record   Supervisor Allow Cancel Record   Supervisor Allow Cancel Record   Chancia Allow Cancel Record   Supervisor Allow Cancel Record   Chancia Allow Cancel Record   Chancia Allow Cancel Record   Supervisor Allow Reschedule Dutbound Record   Chancia Allow Reschedule Before Calling Contact   Statistics Statistics   Statistics Allow Setting Call Result   Single Sign On Allow Request Next Preview Record   Peiglate Management Allow Request Next Preview Record   Single Sign On Allow Request Next Preview Record   Single Sign On Allow Request Next Preview Record   Cennels Allow Calling an Alternative Chained Record   Single Sign On Allow Request Next Preview Record   General Allow Calling an Alternative Chained Record   Single Sign On Allow Request Next Preview Record   Glus Satesforce Max Simultaneous Preview Record   General Contact Treatment Aldo Dial   Allow Verlier Preview Aldo Dial 1   Allow Verlier Preview Aldo Dial 1   Voicenall Nore   Outbound Treatment on Reschedule Nore   Services Options Nother felds on Outbound Records	Agent Desktop ~	Outbound			
Statistics       Allow Cancel Record         Statistics       Allow Cancel Record         Statistics       Allow Cancel Record         Distributed       Allow Reschedule Dubbound Record         Recording       Allow Reschedule Dubbound Record         Recording       Allow Reschedule Dubbound Record         Statistics       Allow Reschedule Dubbound Record         Statistics       Allow Reschedule Dubbound Record         Strib Reschedule Refore Calling Contact       More         Standard Reportset Library       Allow Reschedule Dubbound Record         Standard Reportset Library       Allow Reschedule Dubbound Record         Standard Reportset Library       Allow Reschedule Refore Calling Contact         Brandard Reportset Library       Allow Reschedule Refore Calling Contact         Standard Reportset Library       Allow Reschedule Refore Calling Contact         Mr Channels       Allow Reschedule Refore Calling Contact         Stripict Bient       Intractitic Allow Reschedule Refore Calling Contact         Digital Management       Intractic Allow Repuest Nets Preview Record         Itemplates       Intractic Allow Push Preview         Itemplates       Intractic Allow Record         Itemplates       Intractic Allow Record         Itemplate       Intractic Allow Push Preview <th>Desktop Options ^</th> <th></th> <th></th> <th></th>	Desktop Options ^				
Global Login       I Allow Cancel Record         Supervisor       I Allow Marking Record as Do Not Call         Chat       Email         I Outbound       Recording         Chat       I Allow Reschedule Outbound Record         Recording       I Allow Reschedule Outbound Record         Recording       I Allow Reschedule Outbound Record         Standard Reponse Library       I Allow Reschedule on New Number         Generys Softphone       I Allow Request Next Preview Record         Single Sign On       I Allow Request Next Preview Record         Global Statistics       I Allow Dalling an Alternative Chained Record         Templates       I Allow Dalling an Alternative Chained Record         I mental Screen Pop       I Allow Dalling an Alternative Chained Record         I mental Screen Pop       I Allow Calling Chained Record         Voicenail       I Max Simultaneous Preview Record       I         General Screen Pop       I Allow Dall       -1         Activity Log       I Max Simultaneous Preview Record       I         Outbound Treatment on Reschedule       Nore		✓ Allow Reject Preview Record			
Vice       If Allow Marking Record as Do Not Call         Chat       Allow Reschedule Outbound Record         Recording       Allow Reschedule Outbound Record         Standard Response Library       Allow Reschedule On New Number         Search       Allow Reschedule Calling Contact         Standard Response Library       Allow Reschedule On New Number         General       Allow Reschedule Calling Call Result         Service Client       Interaction New Number         Digital Management       Interaction New Number         General       Allow Request Next Preview Record         General       Allow Dialing an Alternative Chained Record         General       Mark Simultaneous Preview Record         Service Options       Image Preview Record         Vicemail       Image Preview Record         Service Options       Image Preview Record         Service Options       Outbound Treatment on Reschedule         Service Options       Outbound Treatment on Reschedule         Service Options       Allow View for Fields on Outbound Records	Global Login	Allow Cancel Record			
Outbound   Recording   Contact   Millow Reschedule Before Calling Contact   Standard Response Libray   Standard Response Libray   Allow Reschedule Before Calling Contact   Genesys Softhome   Feedback   My Channels   Strice Clinit   Tereptates   Allow Reschedule Before Calling Contact   Millow Reschedule Before Calling Contact   Standard Response Libray   Allow Reschedule on New Number   Genesys Softhome   Feedback   My Channels   Strice Clinit   Tereptates   Allow Request Next Preview Record   Allow Push Preview   General   Services Options   Voicemail   Voicemail   Outbound Treatment on Reschedule   Notion Manseer   Survices Options   Notion Manseer	Voice	☑ Allow Marking Record as Do Not Call			
Contact   Interaction History Advanced   Standard Response Library   Generys Softphone   Service Client   Image: Client   Ima	Outbound	Allow Reschedule Outbound Record			
Standard Response Library   General   Screen Pop   Activity Log   Voicemail   Voicema	Contact	Allow Reschedule Before Calling Contact			
Feedback My Channels   Service Client I Allow Setting Call Result   Digital Management I reatment Mode   Single Sign On I Allow Request Next Preview Record   Desktop Statistics I Allow Dialing an Alternative Chained Record   Templates I Allow Push Preview   Gplus Salesforce I Max Simultaneous Preview Record   General Screen Pop I Timed Preview Auto Dial   Activity Log I Timed Preview Auto Dial   Voicemail I Outbound Treatment on Reschedule   Routing Manager I Allow Vice for Fields on Outbound Records	Standard Response Library	Allow Reschedule on New Number			
Digital Management Image: Treatment Mode   Single Sign On Image: Mode   Desktop Statistics Image: Mode   Desktop Statistics Image: Mode   Image: Mode Image: Mode   Desktop Statistics Image: Mode   Image: Mode Image: Mode<	Feedback My Channels	☑ Allow Setting Call Result			
Single sign on   Desktop Statistics   Image: Statistics		Treatment Mode		~	
Templates   Gplus Salesforce   General   Screen Pop   Activity Log   Voicemail   Services Options   Allow View for Fields on Outbound Records	Single Sign On 🛛 🗸	☑ Allow Request Next Preview Record			
Gplus Salesforce       Max Simultaneous Preview Record       -1         General       Screen Pop       -1         Screen Pop       -1       -1         Voicemail       Outbound Treatment on Reschedule       None         Services Options       -       Allow View for Fields on Outbound Records	Desktop Statistics ~	☑ Allow Dialing an Alternative Chained Record			
General       Screen Pop         Activity Log       ✓ Timed Preview Auto Dial         Voicemail       ✓         Services Options       ✓         Butting Manager       ×	Templates ~	Allow Push Preview			
Screen Pop   Activity Log   Voicemail   • <th>Gplus Salesforce ^</th> <th>Max Simultaneous Preview Record</th> <th>-1</th> <th></th>	Gplus Salesforce ^	Max Simultaneous Preview Record	-1		
Services Options   Allow View for Fields on Outbound Records	Screen Pop	Timed Preview Auto Dial	-1		
Routing Manager	Voicemail ~	Outbound Treatment on Reschedule		~	
Routing Manager  Allow Update on Outbound Records	Services Options 🗸 👻	Allow View for Fields on Outbound Records			
	Routing Manager ×	Allow Update on Outbound Records			
Recording Management 💙	Recording Management 💙				

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.