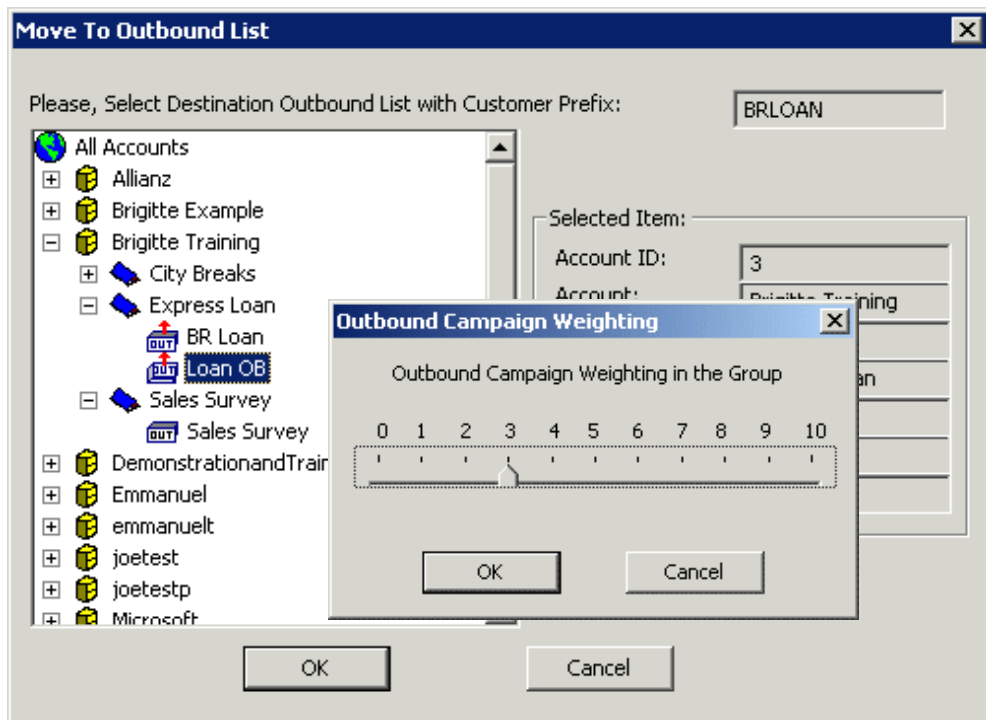


# OUTBOUND MANAGER

## Adding Outbound Groups



## ADDING OUTBOUND GROUPS

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## OUTBOUND GROUPS

Outbound Groups are used to present agents with a combination of calls from multiple call lists of multiple Outbound Lists. Using outbound groups, agents don't need to complete the calls of one outbound list first, before being presented with calls from another.

Outbound Groups are used in conjunction with the Team Manager. A team can be set up with several agents and


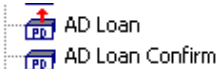
- An Outbound list
- An Outbound Group, itself containing one or more Outbound lists
- A combination of several of these

Each Outbound list within a group has a weighting, which determines the ratios of calls that are made from an Outbound group should it contain multiple Outbound list.

The following pages describe how to add predictive or preview *Outbound Groups*, how to select outbound lists to assign to the groups and how to enter a weighing factor for a selected Outbound list.

## All Groups

Open the **All Groups** icon to show all existing Outbound Groups:

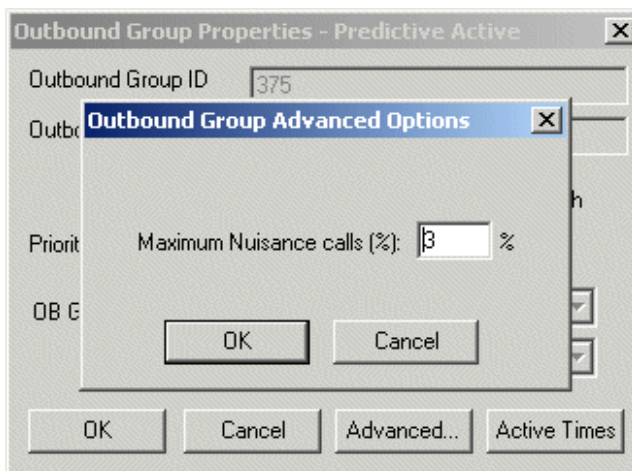
Icon	Displays
	Active Preview Group Inactive Preview Group
	Active Predictive Group Inactive Predictive Group

Under each Outbound group the Outbound lists within that group are listed, displaying the name of the account, campaign and outbound list.

## Adding a Predictive Outbound Group

To add a predictive Outbound Group:

- Right click on the *All Groups* icon in the Outbound Manager and select **Add Outbound Predictive Group** from the drop down menu.
- In the *Outbound Group Properties* dialog, enter a name for your predictive outbound group in the **Name** field.
- Tick **Campaign Expires**, if you wish to specify a *Start Date* and *End Date* during which the predictive outbound group is active.
- Set your **Active times** for the outbound group.



To set the Maximum Nuisance call rate (%) click the *Advanced* tab.

Set the Active times for the group via the *Active Times* button.

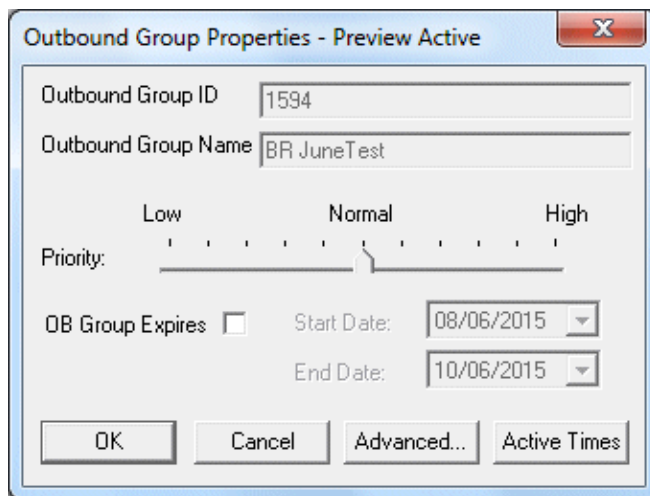
## Advanced Options for Predictive OB Groups

Available Options	Use
<b>Dial Prefix</b>	An appropriate dial prefix can be entered (e.g. 9 to dial out).
<b>MinCallsBeforePredictive</b>	Enter the minimum number of calls to be dialled for this campaign, before predictive dialling starts, the max is 99.
<b>AMDFalsePositiveRate</b>	False positive rate for answer machine detection.

## Adding a Preview Outbound Group

To add a preview Outbound Group:

- Right click on the *All Groups* icon in the Outbound Manager and select **Add Outbound Group** from the drop down menu.
- In the *Outbound Group Properties* dialog, enter a name for your preview outbound group in the **Name** field.
- Set the **Active times** for the outbound group.



Tick *Campaign Expires* to specify a *Start and End Date* for the group.

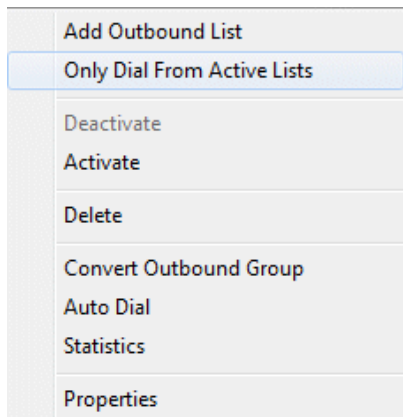
Set the Active times for the group via the *Active Times* button.

## Advanced Options for Preview OB Groups

Available Options	Use
<b>Dial Prefix</b>	An appropriate dial prefix can be entered (e.g. 9 to dial out).
<b>AMDFalsePositiveRate</b>	False positive rate for answer machine detection.
<b>Idle Timeout</b>	<b>To set Idle Timeout</b> , to automatically pop records from preview outbound lists within the group, enter in seconds (i.e.15), the interval for the screen pops. By default, no Idle Timeout is set, agents need to click the <i>Get Next Record</i> icon at run time to request the next preview call.

## Outbound Group Context Menu

Right click on an Outbound Group to bring up the context menu.



The following options are available:

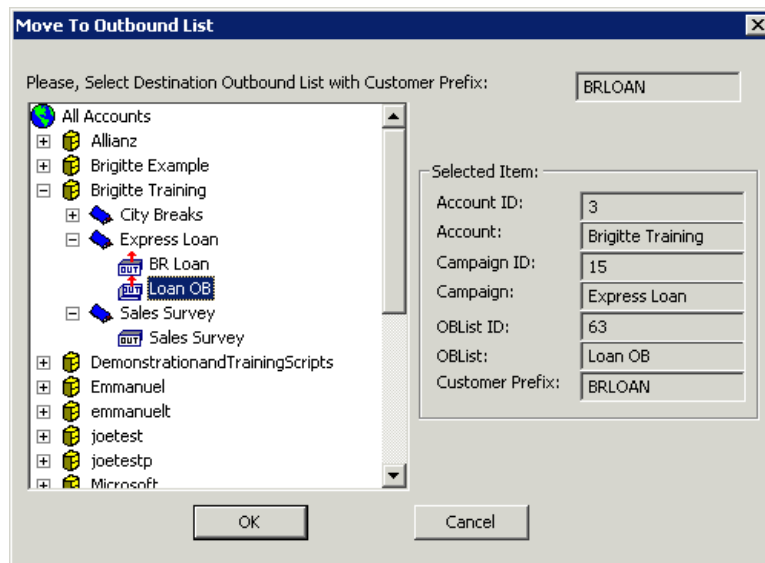
<b><i>Option</i></b>	<b><i>Used To</i></b>
Add Outbound List	Add an existing Outbound list to your Outbound group.
Only Dial From Active Lists	Uses campaign level values, rather than group level values. If the option is ticked, records will only be dialled from active/non expired outbound lists.
Deactivate	Deactivate an active Outbound group.
Activate	Activate a deactivated Outbound group.
Delete	Delete the group and associated records in phoenix_obgroups. This does not delete interior campaigns.
Convert Outbound Group	Convert different types of Outbound Groups, i.e. preview Outbound groups to predictive groups and vice versa.
Auto Dial	Tick/ untick the auto dial feature to automatically dial the telephone number of a preview Outbound call, without agents having to click the 'Dial' icon of the CTI toolbar.
Statistics	Bring up combined statistics for contained campaigns.
Properties	Open the Outbound group properties dialog.

## Adding Outbound Lists to Outbound Groups

To add an Outbound list to your group:

- Right click on the group and select **Add Outbound List** from the drop down menu.

This opens the *Select Outbound List* dialog. Expand the **All Accounts** icon to display all the currently defined outbound lists (not groups).

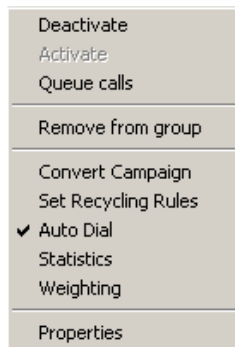


- Locate and select the desired outbound list.
- Click OK to add the Outbound list to the group.

To close the *Select Outbound List dialog* without adding an outbound list click the **Cancel** button.

## Context Menu of Outbound lists within Group

Right click on an Outbound list within a Group to bring up the context menu.



The following options are available:

Select/ Tick	To
Deactivate	Deactivate an Outbound List, if it is 'Active'.
Activate	Activate the Outbound List, if it is 'Inactive'.
Queue calls	Place customers to be called into the queue of the O/B Manager.
Remove from group	Remove an Outbound List from an Outbound Group.
Convert Campaign	Convert a Preview Outbound list to a Predictive Outbound list or vice versa.
Set Recycling Rules	Set up rules for recycling, to determine when a call will be presented to the Agents.
Auto Dial	Tick/ untick the auto dial feature, to automatically dial the telephone number of a Preview O/B call, without agents having to click the 'Dial' icon of the CTI toolbar.
Statistics	View statistical information of queued calls.
Weighting	Invoke the weighting dialog, where you can set the ratio of calls the Dialler should present from selected Outbound Lists.
Properties	Access Account & Campaign information.

The options Deactivate, Activate, Queue Calls, Convert Campaign, Set Recycling Rules, Auto Dial, Statistics and Properties are the same as in the Outbound List context menu.

The options **Remove from group** and **Weighting** are described on the next page.



## Remove from Group

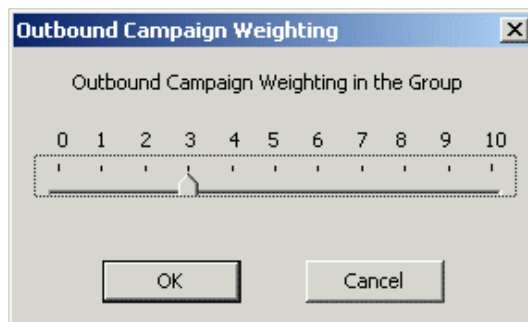
The **Remove from group** option removes an Outbound list from the group, but does not delete the outbound list.

## Outbound List Weighting

In the Weighting dialog, you can set the number of calls the Dialler should take from a selected Outbound List, before moving to the next.

To open the **Weighting** dialog:

- Right click on your Outbound list within the group. The values go from 1 to 10, with the default value for weighting set to 3. You then can, for example, set another campaign to have three times as many, or x times fewer calls, as the one set to the default.
- To adjust the setting, use the slider to determine how many calls of this outbound list will be allocated.



In the Team Manager you can set up different teams and assign specific Outbound groups and call lists to the individual agents.

For further information, please see the document **Synthesys Teams**.



*For agents to be able to take calls on an Outbound group it has to be activated and Active Times must have been set for the Outbound group.*

*If the option **Use Campaign Properties** is ticked, the Outbound lists assigned to the group also have to be activated and set to active times.*