

# OUTBOUND GROUPS

The screenshot displays the Noetica SYNTHESYS™ CAMPAIGN MANAGER interface. The top navigation bar includes the Noetica logo, the product name, and the user name 'brigitte' with a 'Log off' link. The left sidebar shows a navigation menu with 'Global', 'Workspaces', and 'Outbound Groups'. Under 'Outbound Groups', several groups are listed: 'SJCityBreaksGroup', 'ABCGroup', 'sandratest', 'CMGroup' (highlighted in orange), and 'zzzSuTestOnlyGroup'. The main content area is titled 'Group Settings' and includes a description: 'Change the settings associated with this group.' It features a 'State Override' section with a checkbox for 'Use List State'. Below this is a 'Priority' slider set to 6, with a 'Save Group Settings' button. The 'Operations' section, titled 'Change the list composition of the group or simply delete the group itself.', contains '+ Add List to Group' and 'Delete Group' buttons. The 'Queue Statistics' section has a 'Display Summary' button. The 'Lists' section contains a table with columns for List Name, Active status, Campaign, and Weighting. Two lists are shown: 'CMCityList' and 'CMTRNList', both active and associated with 'CMCityCampaign'. Each list has a weighting slider and a 'Remove from Outbound Group' button.

**Global**

**Workspaces**

**Outbound Groups**

- SJCityBreaksGroup
- ABCGroup
- sandratest
- CMGroup**
- zzzSuTestOnlyGroup

### Group Settings

Change the settings associated with this group.

**State Override**

Use List State

**Priority**

0 1 2 3 4 5 6 7 8 9 10

Save Group Settings

### Operations

Change the list composition of the group or simply delete the group itself.

+ Add List to Group Delete Group

### Queue Statistics

Display Summary

### Lists

List Name	Active	Campaign	Weighting	
CMCityList	●	CMCityCampaign	0 1 2 3 4 5 6 7 8 9 10	Remove from Outbound Group
CMTRNList	●	CMCityCampaign	0 1 2 3 4 5 6 7 8 9 10	Remove from Outbound Group

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Outbound Groups

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## OUTBOUND GROUPS

Outbound Groups are used to present agents with a combination of calls from multiple outbound lists when handling calls in the Agent Portal.

### Group Permissions

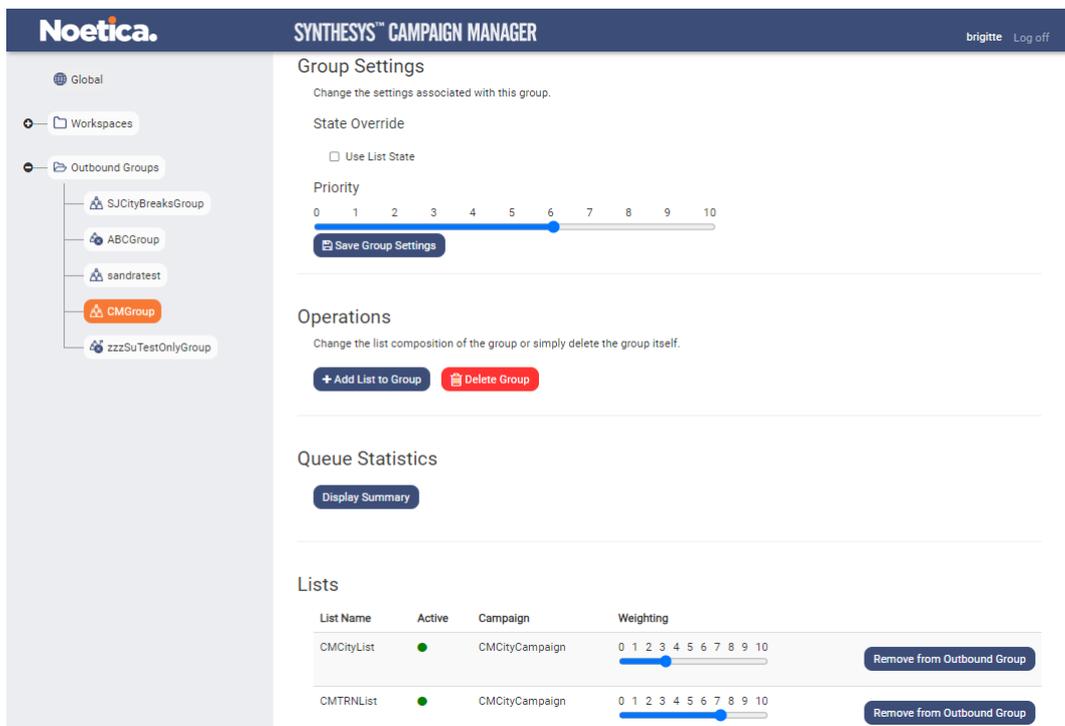
The groups and associated call list details that a user can view in the Campaign Manager will depend on the permission assigned to the individual user, or allocated user role.



Users with permission to all workspaces and all call lists, will be able to view details for all groups and call lists that form part of the group.

For users who have been granted permission to selected workspaces only, with access to some (but not all) call lists within the group, the Group will be visible, but the pane on right hand side of the group will remain blank.

For users who do not have permission to any of the workspaces that contain the lists within a Group, the Group will not be visible at all.



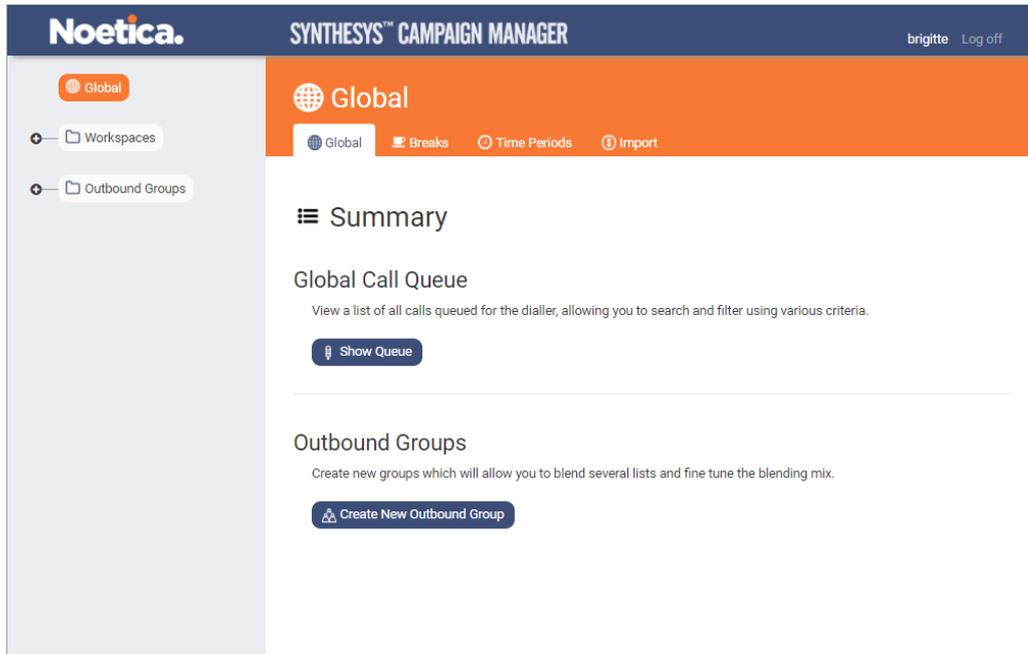
The screenshot displays the 'Group Settings' page for the 'CMGroup' in the 'SYNTHESYS™ CAMPAIGN MANAGER' interface. The left sidebar shows a navigation menu with 'Global', 'Workspaces', and 'Outbound Groups'. Under 'Outbound Groups', several groups are listed, with 'CMGroup' highlighted in orange. The main content area is divided into sections: 'Group Settings' (with a 'State Override' checkbox and a 'Priority' slider set to 6), 'Operations' (with '+ Add List to Group' and 'Delete Group' buttons), 'Queue Statistics' (with a 'Display Summary' button), and 'Lists'. The 'Lists' section contains a table with columns for 'List Name', 'Active', 'Campaign', and 'Weighting'. Two lists are shown: 'CMCityList' and 'CMTRNList', both active and associated with 'CMCityCampaign'. Each list has a 'Weighting' slider and a 'Remove from Outbound Group' button.

List Name	Active	Campaign	Weighting	Action
CMCityList	●	CMCityCampaign	0 1 2 3 4 5 6 7 8 9 10	Remove from Outbound Group
CMTRNList	●	CMCityCampaign	0 1 2 3 4 5 6 7 8 9 10	Remove from Outbound Group

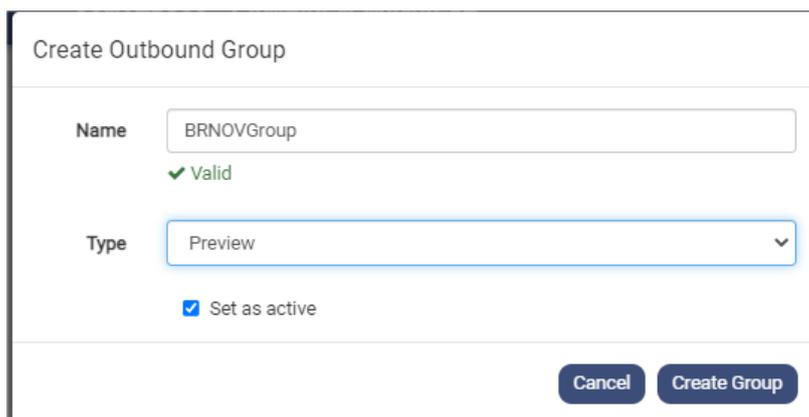
## Adding a new Outbound Group

Outbound Groups are created and managed at Global level in the Campaign Manager.

- Select **Global** in the tree on the left of the Campaign manager.
- Click the **Create New Outbound Group** button in the *Outbound Groups* section, in the Global page on the right.



- Enter a **Name** for the new group in the **Create Outbound Group** dialog.
- In the **Type** field, select either **Preview** or **Predictive**, reflecting the type of group that you wish to create.



The 'Create Outbound Group' dialog box is shown. It has a title bar 'Create Outbound Group'. Below the title bar, there are two main fields: 'Name' and 'Type'. The 'Name' field contains the text 'BRNOVGroup' and has a green checkmark and the word 'Valid' below it. The 'Type' field is a dropdown menu with 'Preview' selected. Below these fields, there is a checkbox labeled 'Set as active' which is checked. At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Create Group'.

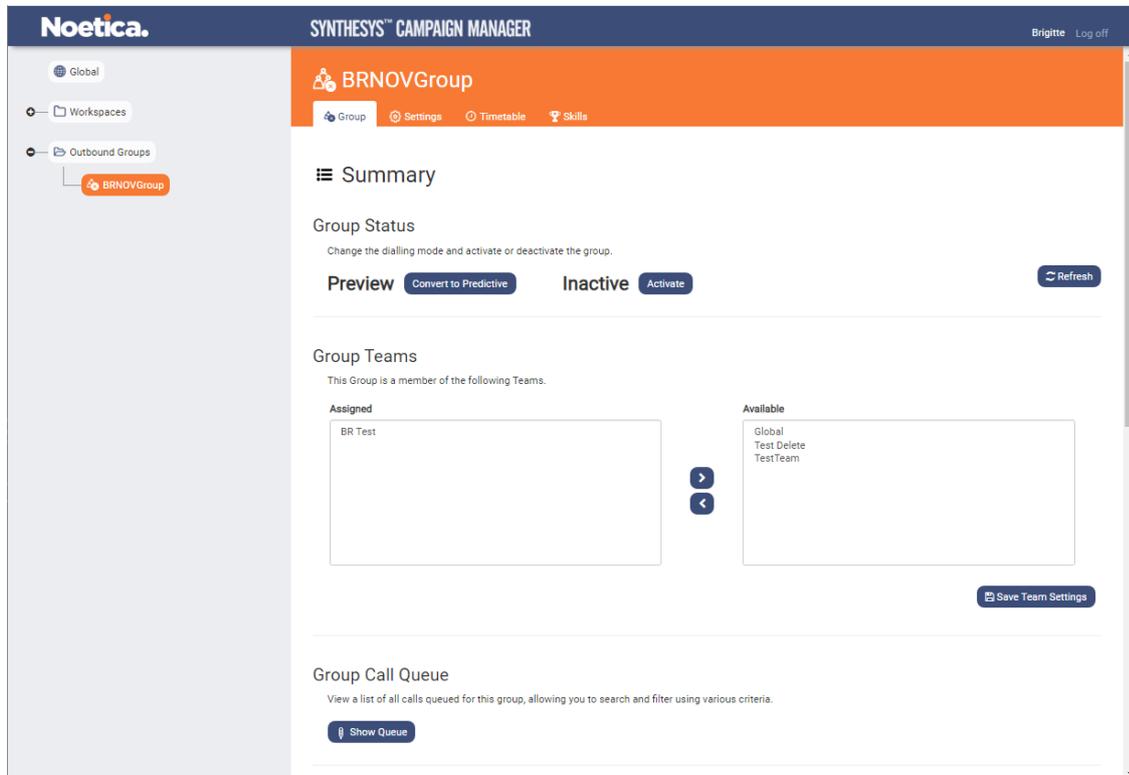
- Tick the **Set as Active** box, to activate your group immediately.



Before you can view the group details, you will need to log out of the Campaign Manager and log back in. This is to ensure that your login has the correct permissions to manage outbound groups.

## Outbound Group View

When selecting an outbound group in the tree structure on the left of the Campaign Manager, the page on the right will show the title for the selected and associated details.

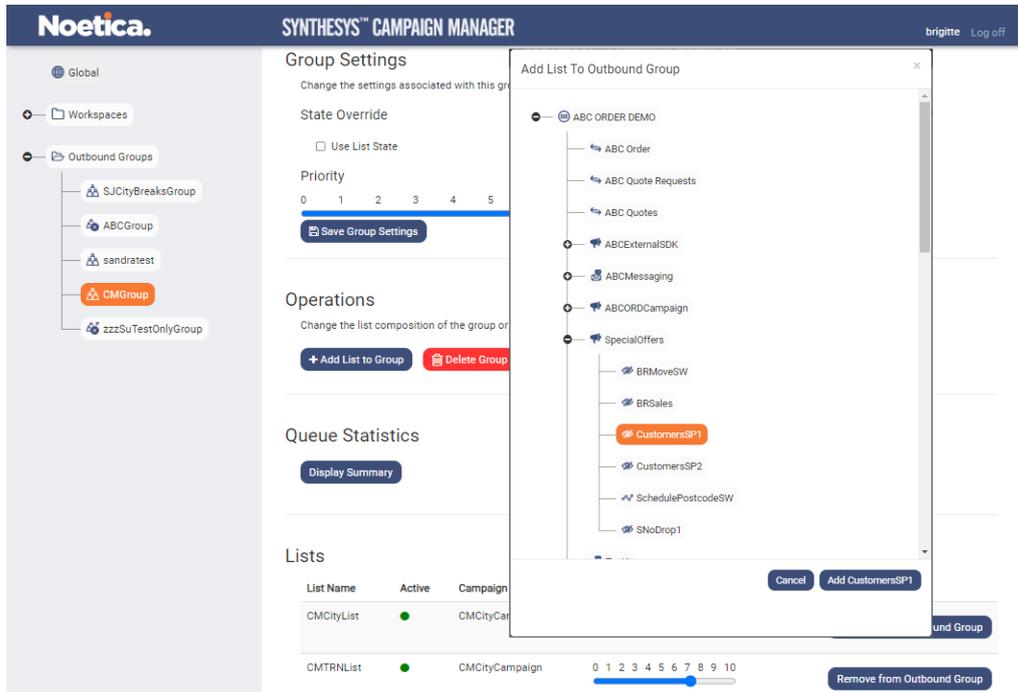


Options	Description
<b>TABS</b>	
Settings	Shows the outbound properties available for the group
Timetable	Used to set the times during which the list is active.
Skills	SABRE™ (Skills & Ability Based Routing Engine) allows routing of Inbound and Outbound activity to users based on their skill and competence level.
<b>SECTIONS</b>	
Group status	Used to convert outbound groups from preview to predictive and vice versa, and to activate or deactivate groups.
Group Teams	Used to select the team(s) to which the selected group should be assigned.
Group Call Queue	Enables users to view and manipulate calls queued for the selected group.
Group Settings	When ticking the <b>Use List State</b> box, the list state of Active or Inactive will be used, and only calls from active/ non-expired lists within the group will be dialled. Moving the <b>Priority slider</b> , the priority setting for the selected group can be changed from Low (0) to high priority (10).
Operations	Used to assign call lists to the group, and to delete a selected group.
Queue Statistics	Shows a summary of statistics for calls queued to the selected group.
Lists	Shows the call lists assigned to the group and associated details. Moving the weighting slider, determines the ratio of calls from each list to be presented to agents at run time. Lists can be removed from groups using the <i>Remove from Outbound Group</i> button.

## Adding Call Lists to Outbound Group

Call lists are assigned to outbound groups at global level.

- Select the outbound group that is to be assigned the call lists.
- Click the **Add List to Outbound Group** button in the Operations section, and select the call list that you want to add, under the relevant workspace and campaign.
- The **Add List** button will change, displaying the name of the call list that you have selected.



- Click the **Add (List name)** button, to add the call list to the **Lists** section, showing all call lists assigned to the selected group, including their list state (active/ inactive) and the campaign associated with each list.
- To remove a list from the group, click the **Remove from Outbound Group** button.

## Use List State

By default calls from both Active and Inactive lists within the group will be dialled, as long as the lists are on active time periods (Timetable) and non-expired.

- Ticking the **Use List State** box, you can override this state, so only calls from Active/ non-expired lists will be dialled.

## Setting a Weighting of calls to present

Each call list within a group can be assigned a weighting, to determine the ratio of calls that are presented to the agents from each list within the group.

- Use the weighting slider, to set the number of calls that are to be presented from each list at run time in the Agent Portal.

## Setting Group Active Times

Use the **Timetable** tab at the top right of the Group dialog, to set the group active date and time, during which calls from the lists within the selected group will be presented to agents at run time.