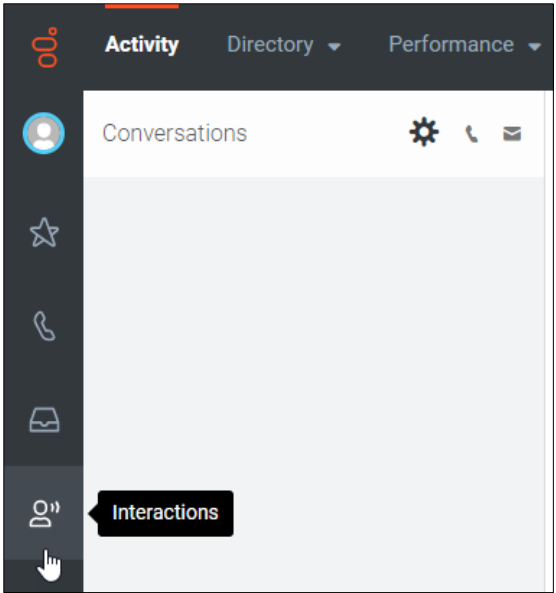
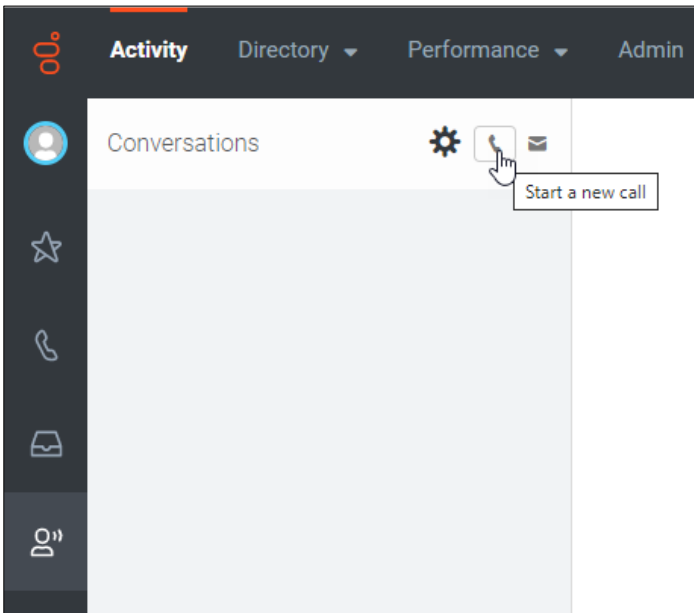


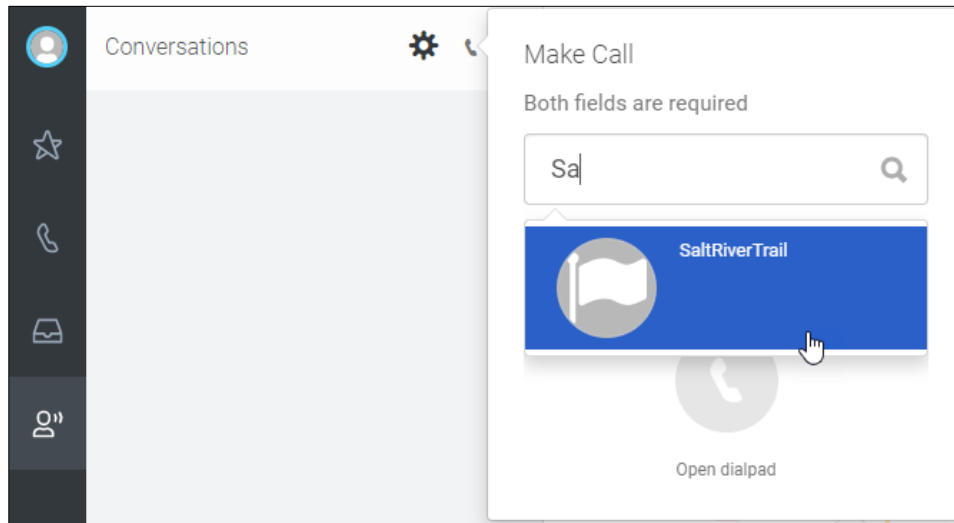
Outbound Calls On Behalf of a Workgroup

Version	Date	Intended Distribution To
1.0	07/28/2023	Genesys Cloud Users

Outbound calls can be made in two ways, but making those calls on behalf of a workgroup is necessary for accurate reporting of data.

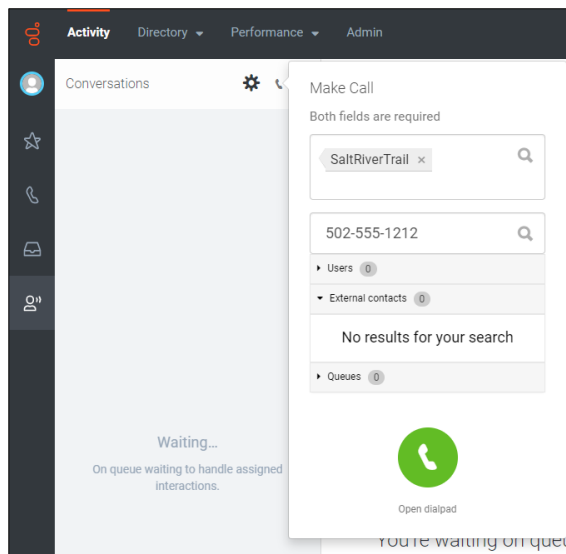
Step	Action
	<p>Outbound calls are made from the Interactions icon on the left-side menu so that they can be made on behalf of a workgroup. Calls that are not made on behalf of a workgroup will not populate the wrap-up code dialogue box.</p>  <p>The screenshot shows a dark-themed user interface. At the top, there are tabs for 'Activity', 'Directory', and 'Performance'. Below these is a 'Conversations' section with a gear icon, a phone icon, and an envelope icon. On the left side, there is a vertical menu with several icons. The 'Interactions' icon, which is a hand holding a phone receiver, is highlighted with a black tooltip that says 'Interactions'.</p>
	<p>To make an outbound call on behalf of a workgroup, the user must be On Queue. While On Queue, select the phone icon at the top of the Interactions section.</p>  <p>The screenshot shows the same user interface as the previous one, but with an additional 'Admin' tab at the top. In the 'Conversations' section, the phone icon is now highlighted with a white tooltip that says 'Start a new call'. A mouse cursor is shown clicking on the phone icon.</p>

Both fields in the resulting pop-up must be completed. You must choose the Queue that the call will be made on behalf of in the top box. The system will search for available queues as the queue name is entered. Select the highlighted queue to choose it.

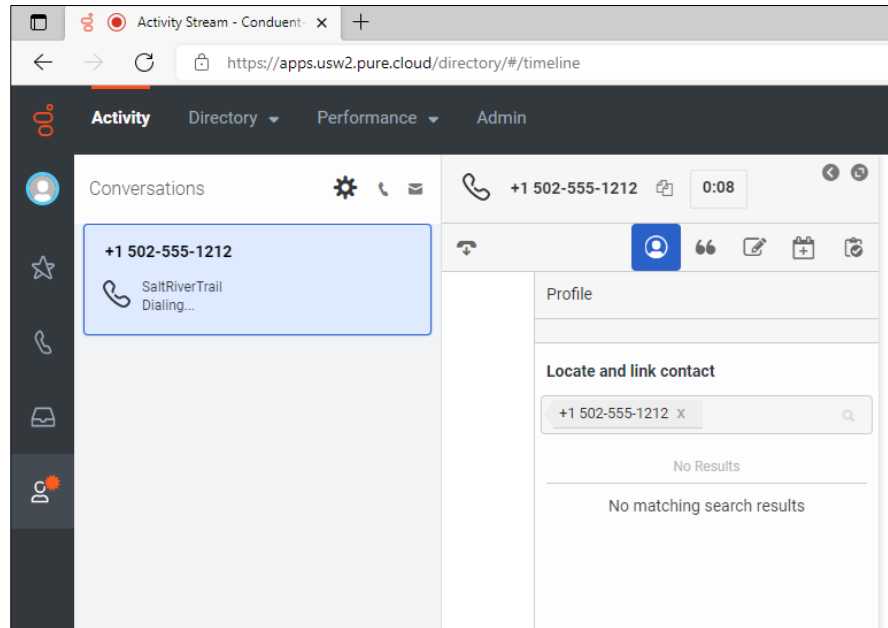


Next, enter the number to be called. If the number is recognized, the entity being called may also populate.

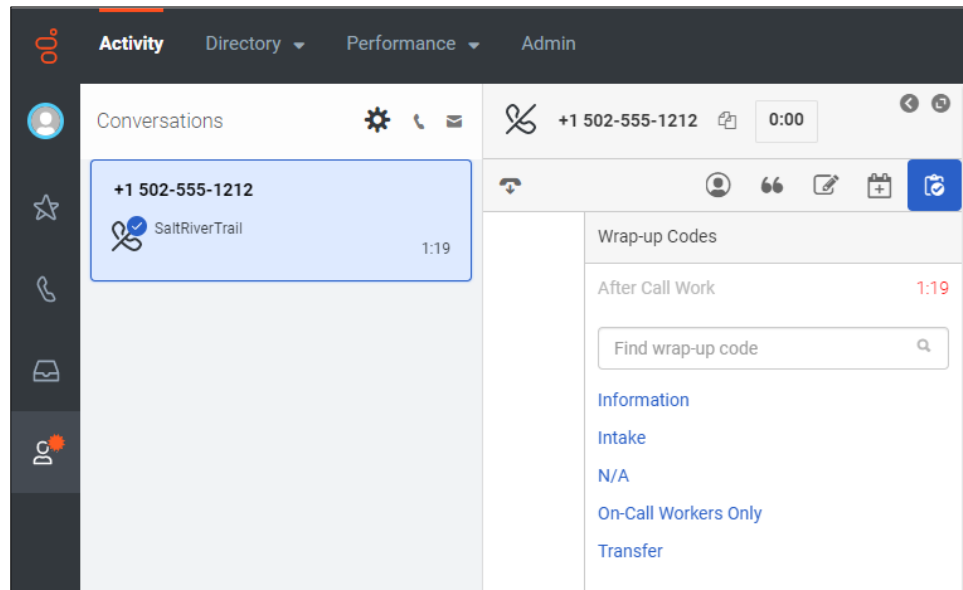
Once entered, select the green phone icon to connect the call.



System will notify that the call is being dialed, and call options will populate.



When the call is complete, the Wrap-up codes will populate, with the search box. There is a limited amount (90 seconds) of after call work following the phone call, and the Wrap-up code must be chosen before the counter reaches 0.



When the Wrap-up code has been selected, select Done at the bottom of the window to move the interaction. Selecting Done does not move you back to the On Queue status, so it is critical that you select that status at the end of the interaction, to be prepared for the next phone call.

