Preface

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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Perform full back up of the Outbound Option database on the active side and restore it on the standby side if the database replication fails and Outbound HA is enabled again.	Outbound Option for High Availability: Preliminary Two-Way Replication Requirements > Create an Outbound Option Database on Logger Side A and Side B	September 2018
SQL Server Agent should not run under NT Authority/System as previously stated in Outbound Option High Availability sections.	Outbound Option High Availability topics throughout the guide	August 2018

Change	See	Date
Initial Release of Document for Release 11.6(1)		August 2017
Support for Outbound Option High Availability, including Two-Way Replication.	Outbound Option High Availability topics throughout the guide	
Added a note in Registry Setting providing information about the control behavior for cancellation of started call attempts based on CancelDialingCalls setting.	Dialer Registry Settings	
Added a note in the Agent Campaign section, providing information about how to avoid the scenario where the dialer still an internal call can interrupt an agent on a reservation call.	Outbound Business Concepts	
Added the Do Not Call Considerations to Appendix 6.	Appendix 6: Do Not Call Table.	
Added information on dialer redundancy.	Dialer Redundancy in Outbound Options High Availability	
Added new topics "Campaign Manager Fault Recovery with High Availability Disabled" and "Campaign Manager Fault Recovery with High Availability Enabled"	Architechtural Overview	
Added DialingListID to Appendix E.	Appendix E – Dialing List table	
Modified PersonalCallbackListID in Appendix F.	Appendix F – Personal Callback List table	
Added DoNotCallID to Appendix G.	Appendix G – Do Not Call table	

About This Guide

This manual provides conceptual, installation, and configuration information about the Cisco Unified Contact Center Enterprise (Unified CCE) Outbound Option application (formerly called "Blended Agent"). It also provides verification checklists and troubleshooting information to ensure that the Outbound Option installation and configuration setup is successful.

For detailed Outbound Option Components field descriptions, see the online help.

Note Successfully completing the Outbound Option installation also requires use of the *Staging Guide for Cisco Unified ICM/Contact Center Enterprise*. See https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html for the complete set of Cisco Unified ICM/Contact Center Enterprise and Hosted software manuals.

Audience

This document is intended for contact center supervisors and contact center technology experts who perform the following functions using Outbound Option:

- **System Administrators** – The installer/partner who sets up the Unified CCE system to support Outbound Option and installs and integrates the Outbound Option components.

- **Administrator** – The administrator responsible for configuration tasks, such as adding agents, skill groups, campaigns, and scripts necessary for ongoing activity.

- **Supervisors/Business users** – These users might perform such tasks as modifying a query rule, adjusting the lines per agent, or enabling or disabling a campaign. This group of users also read and interpret reports to help them run their business.

- **Sales** – A secondary audience, interested primarily in conceptual information.

Related Documents

For documentation for these Cisco Unified Contact Center Products, go to https://www.cisco.com/cisco/web/psa/default.html, select **Voice and Unified Communications** > **CustomCisco Unified Contact Center Productser Collaboration** > **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, and select the product/option in which you are interested.

Related documentation includes the documentation sets for:

- Cisco CTI Object Server (CTI OS)

- Cisco Unified Contact Center Management Portal

- Cisco Unified Customer Voice Portal (CVP)

- Cisco Unified IP IVR

- Cisco Unified Intelligence Center

- Cisco Finesse

- Documentation for Unified CM is also accessible through https://www.cisco.com/cisco/web/psa/default.html.

- Technical Support documentation and tools are accessible from: https://www.cisco.com/en/US/support/index.html.

• The Product Alert tool is accessible from (sign in required):
https://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice.

Obtaining Documentation and Submitting a Service Request

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Convention	Description
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italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`
`< >`	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.