

ORACLE®

Contact Center Anywhere

*Lead List Recycling User Guide
May 5, 2011*

ORACLE CERTIFIED
PARTNER
promero

Preface

This product guide is divided into chapters; each chapter describes a specific topic. Certain typographical conventions are used throughout this product guide. See below:

- All commands you enter via keystrokes appear in bold (e.g., Press **Enter** or Press **Ctrl-I**).
- All text commands you enter into text boxes or other command line typing appear in italics (e.g., type *active*).
- All pull down menu options, figure references, and table references appear in italics in the menu order to select (i.e., Choose *File> Open*).
- There are three types of special text that are designed to reveal supplemental information: Note, Warning, and Caution. See below.



A **NOTE** provides additional, helpful information. This information may tell you how to do a certain task or just be a reminder for how-to's given in previous sections



A **WARNING** provides information about how to avoid harm to your system (i.e., do not delete your company).



A **CAUTION** provides information about how to avoid malfunction or unwanted Results (i.e., When using the IN logic always separate text with a single quote).

Table of Contents

PREFACE	1
TABLE OF CONTENTS	2
OVERVIEW	3
CCA REPORTS	4
CONTACT AND SUPPORT INFORMATION	6
<i>Sales and Product Information</i>	6
<i>Technical Support</i>	6

Overview

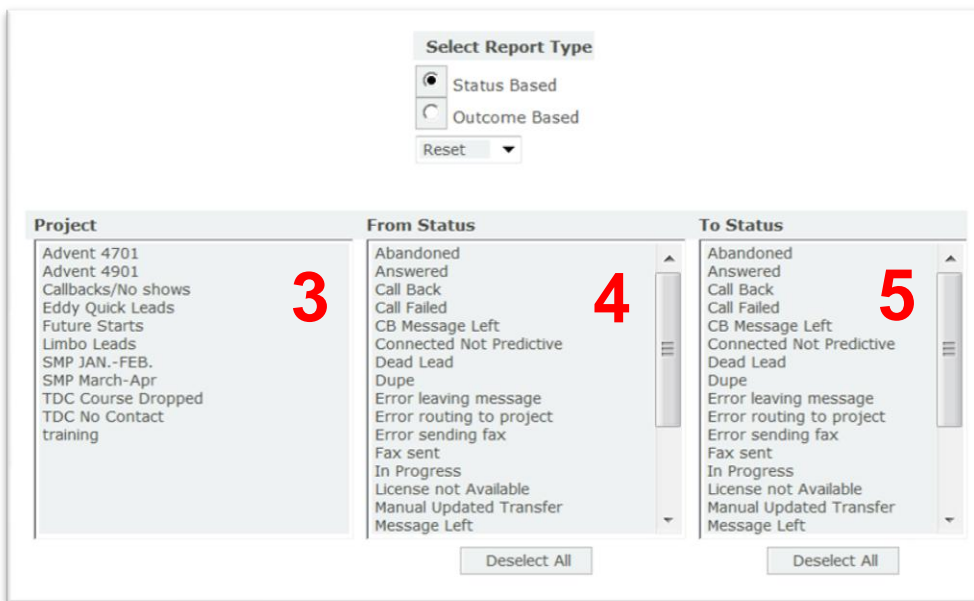
Each project must have user-defined outcomes. When leads are called, an outcome (disposition) is assigned at the end of the call. The **Lead List Recycling** (sometimes referred to as flipping a list) functionality within **CCA Reports** enables users to create new calling lists by simply selecting the desired outcomes. For example: a new calling list might need to be created of people you have called but you have received a busy signal or answering machines or a new list might need to be created of people who responded in a certain way on the last contact. This functionality gives you great control over the management of your lists and projects.

CCA Reports

After logging into CCA Reports (<http://ccareports.promero.com>), the following screen will be displayed.

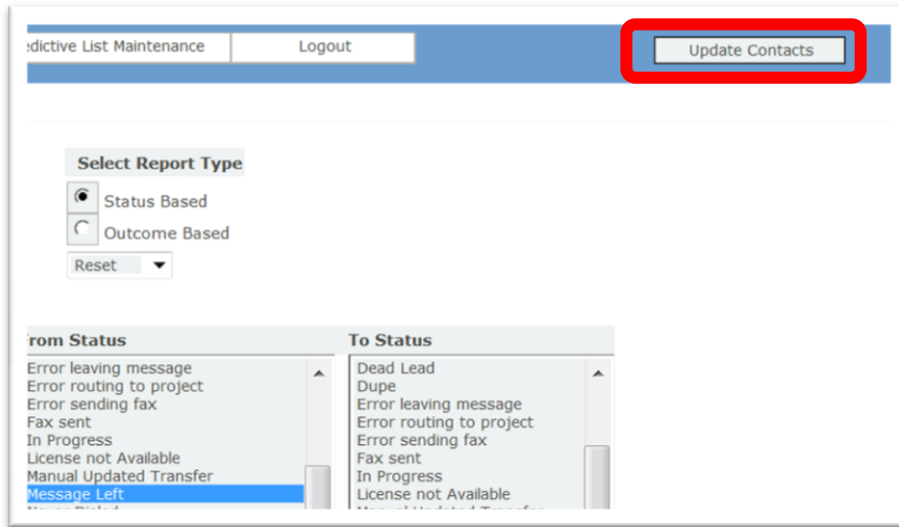


1. Click on **Predictive Contacts**.



On the Predictive Contact screen:

2. Under **Select Report Type**,
 - a. Select **Status Based**, to choose from lead statuses that were assigned by the system
 - b. Select **Outcome Based**, to choose from lead statuses that were assigned by agents at the end of a phone call.
3. In the **Project** column, select the project that contains the lists that will be flipped.
4. In the **From Status** column, select the current status of the leads or contacts you wish to dial.
5. In the **To Status** column, select the future status of the leads.



6. Click Update Contacts

Contact and Support Information

Promero, Inc.

1100 Park Central Blvd South, Suite 2500
Pompano, FL 33064

Tel: (954) 935-8800
Fax: (954) 935-8842

SALES AND PRODUCT INFORMATION

E-mail: sales@promero.com
Toll Free: (888) 204-0822
Tel: (954) 935-8800 Option 7

TECHNICAL SUPPORT

E-mail: Support@promero.com
Toll Free: (866) 570-7334
Tel: (954) 935-2380
Tel: (954)935-8800 Option 5