

Blended operations and autodial

Blended is a staffing plan. Autodial is the scripted outbound. Predictive people should stay dedicated. Blended is a staffing plan The outbound product page says outbound works with inbound digital channels and that blended behavior lets agents move between inbound and outbound as inbound rises and falls. It does not add a campaign type named Blended to the planning roadmap. Autodial is the IVR's outbound Autodial is the third campaign type. The planning topic groups it with inbound when it tells you to record prompts and build IVR scripts. It still uses lists, like outbound. Think of it as the dialer reaching a person and then handing them a script, not an agent, unless the script transfers. Priority and ratio are campaign settings The campaign admin tree includes a topic for campaign priority and ratio settings. This lab has not quoted that topic's fields, so it will not invent the numbers. What is safe to say is that inbound priority, Skill Transfer priority, and any campaign ratio are different screens until you have read them. Not Ready is a real state Agents are not always available. TCPA manual touch forces Not Ready when preview time runs out, and it does not dial. A blend that assumes every login is a dialer resource will over-predict. After-call work feeds the next dial A disposition is what the dialer remembers. A final code stops the record. A retryable code brings it back after the redial rules. Wrap time, in the simulator, is the gap before the agent is free again. Five's pause-before-transfer is a different gap, on the next inbound delivery, and it is not reported as hold. Digital and voice share the person The outbound page says the dialer works with inbound digital engagement, and Agent Desktop Plus is the screen where voice, digital, and context are meant to meet. A blend that is only a voice story misses chat and email sitting on the same login. A blend you can defend A defensible blend is a paragraph: which campaigns run, which skills overlap, which mode each outbound book uses, who may be stolen, what Not Ready does to the count, and which abandon window the domain uses. Every noun in that paragraph is a screen you can open.

Sources and go deeper

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