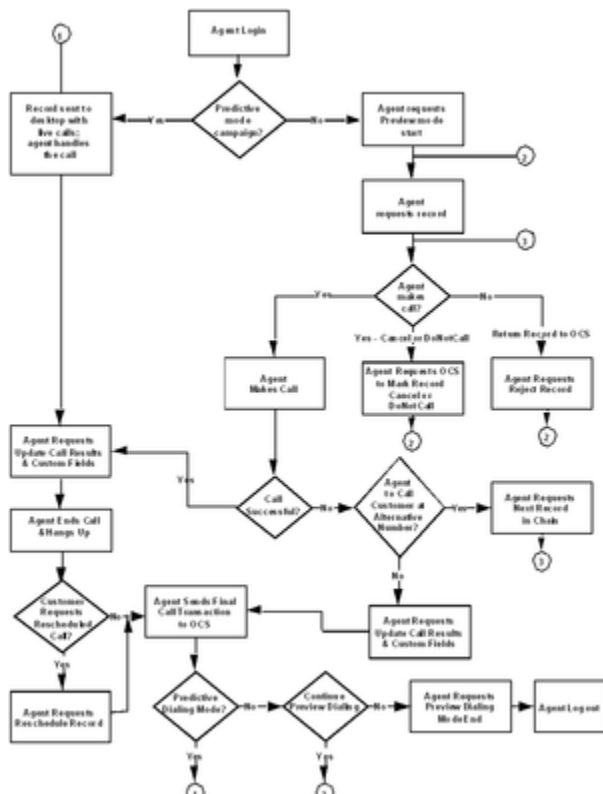# Outbound Contact Deployment Guide

General Agent Desktop Interaction with OCS

4/2/2025

General Agent Desktop Interaction with OCS

The following figure illustrates the data flow for a typical customer record.

Note:	This figure is not specific to any particular sequence of events.

Data Flow for Typical Customer Record