

Genesys Outbound Specialist Jobs In Sharjah | Rexus Group

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We are looking for someone who has strong Genesys Cloud API skills, specifically with routing & conversation handling (especially Outbound). Please find the details that I have from the client below and let me know if this is something you would be interested in.

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Responsibilities

Do we have to build an automation that would extract the lists (CSV files) from the SQL database + build an automation that will load those lists to Genesys Cloud OR

The first part of the automation build (SQL database) will be taken care of by the customer, we will have to just focus on the second part of the build (automation of uploading contact lists to Genesys Cloud).

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Requirement

Assuming the first portion is in place, we would utilize that to formulate the call lists and then refill the buffer amount from a reservoir database already in place. Then we would need automation to take those produced lists to Genesys. I guess there are a couple of ways to solve it, whether you want to leverage wrap-up and campaign rules to manage attempts and lead status, then remove uncallable leads from the list and refill from the reservoir. Or automate a list creation and import new lists based upon the call data. Or if a more intuitive way can be leveraged to accomplish it, which I'll leave in your court.

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