



PureConnect®

2023 R3

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See [Change Log](#) for summary of changes.



Interaction Optimizer

Technical Reference

Abstract

This technical reference document provides configuration details for Interaction Optimizer in Interaction Administrator, including licensing, access and security rights, advanced database configuration, and agent configuration. All other Interaction Optimizer functionality is performed in IC Business Manager.

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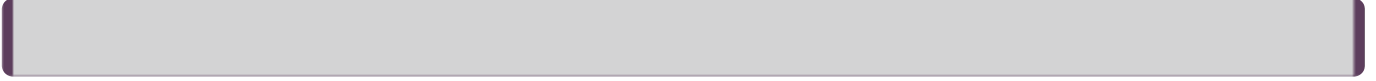
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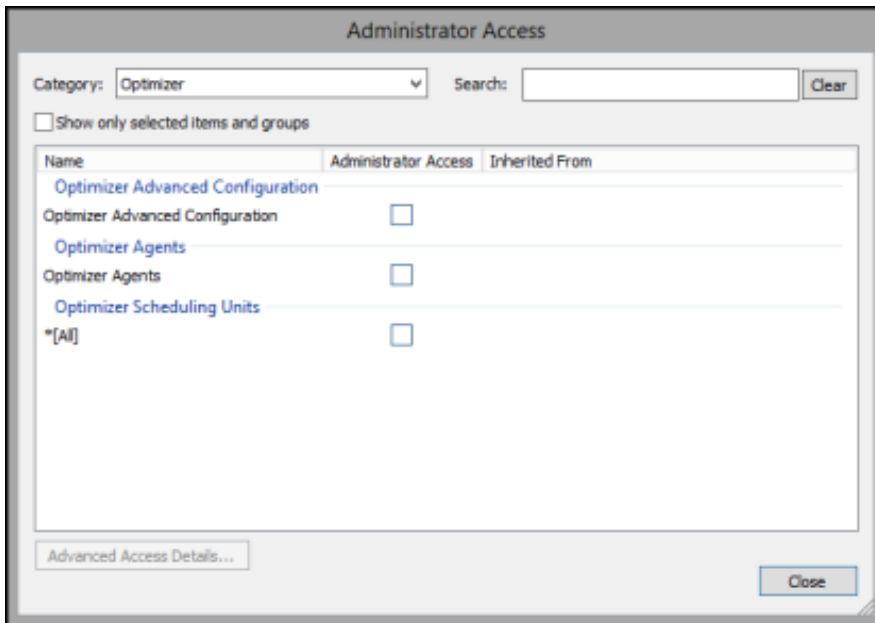
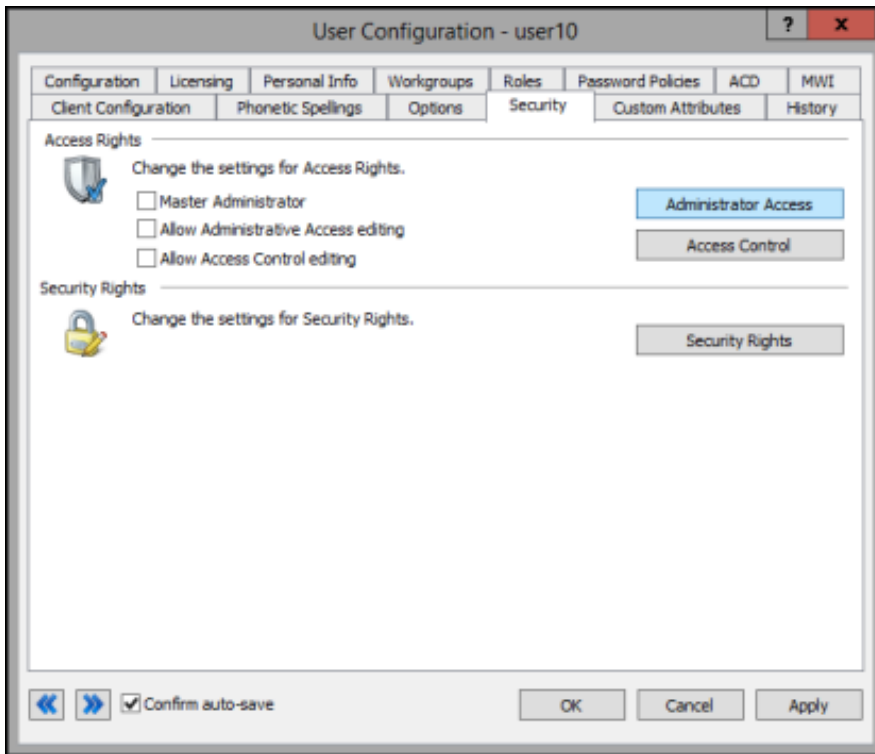
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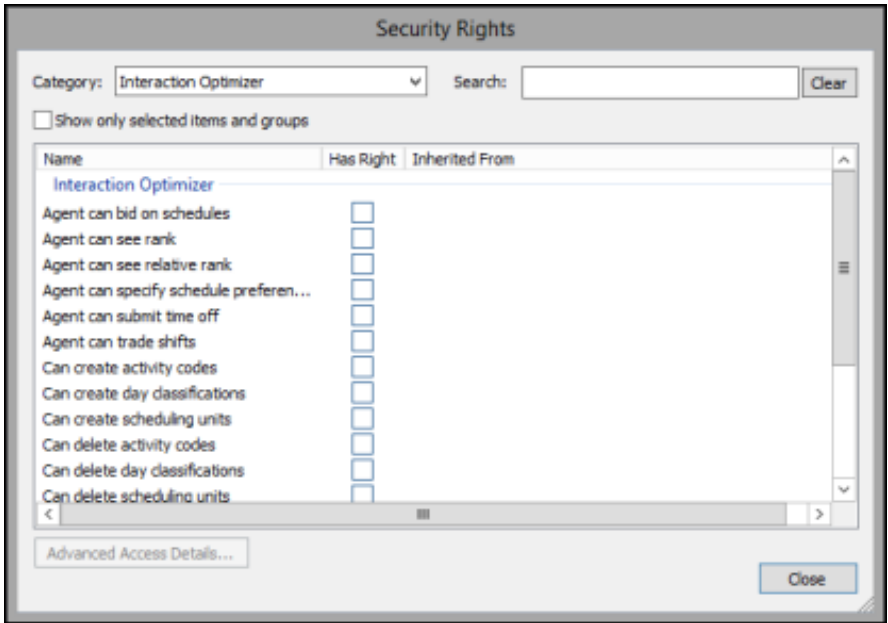
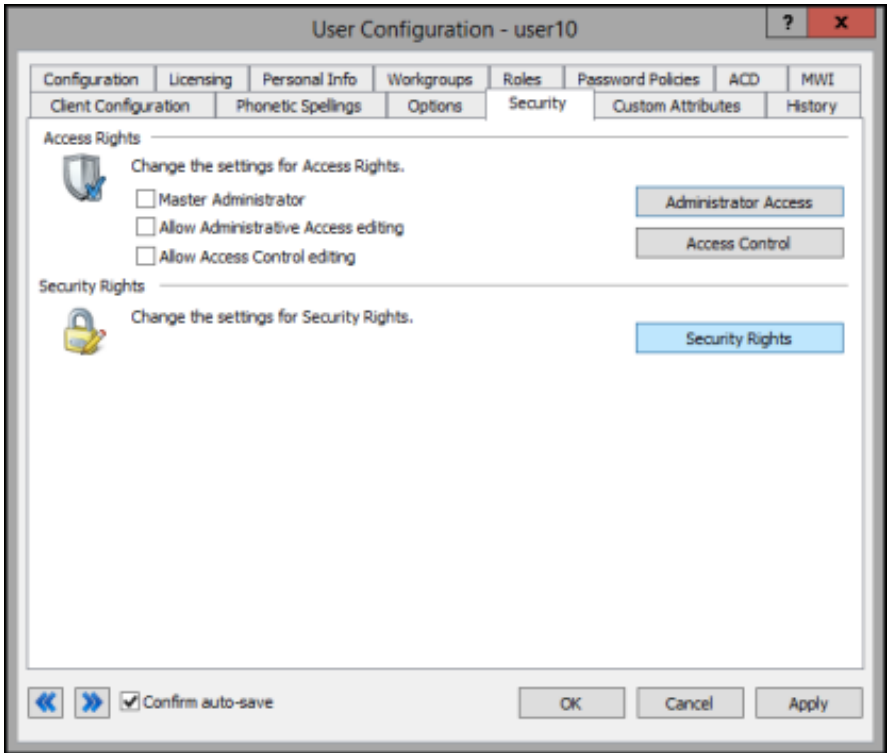


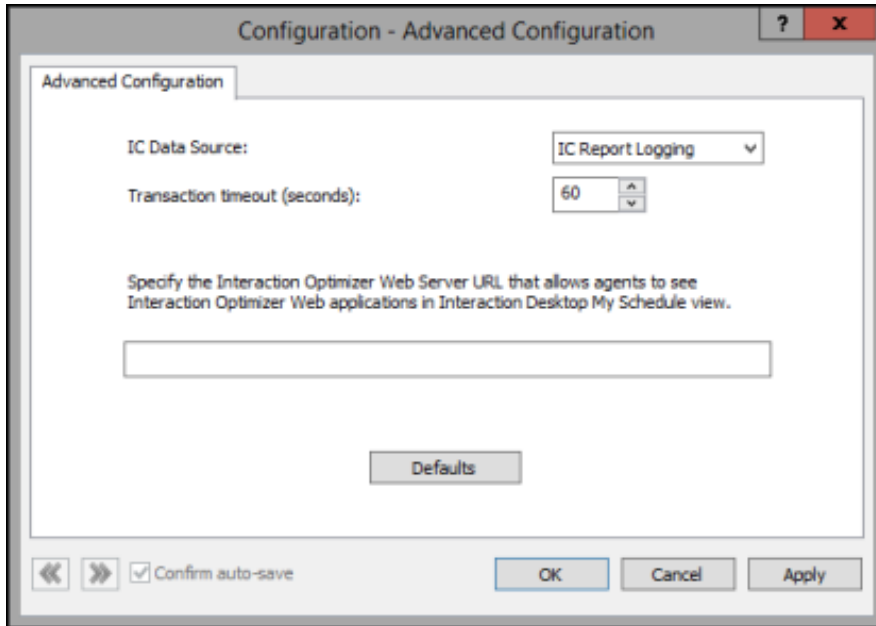
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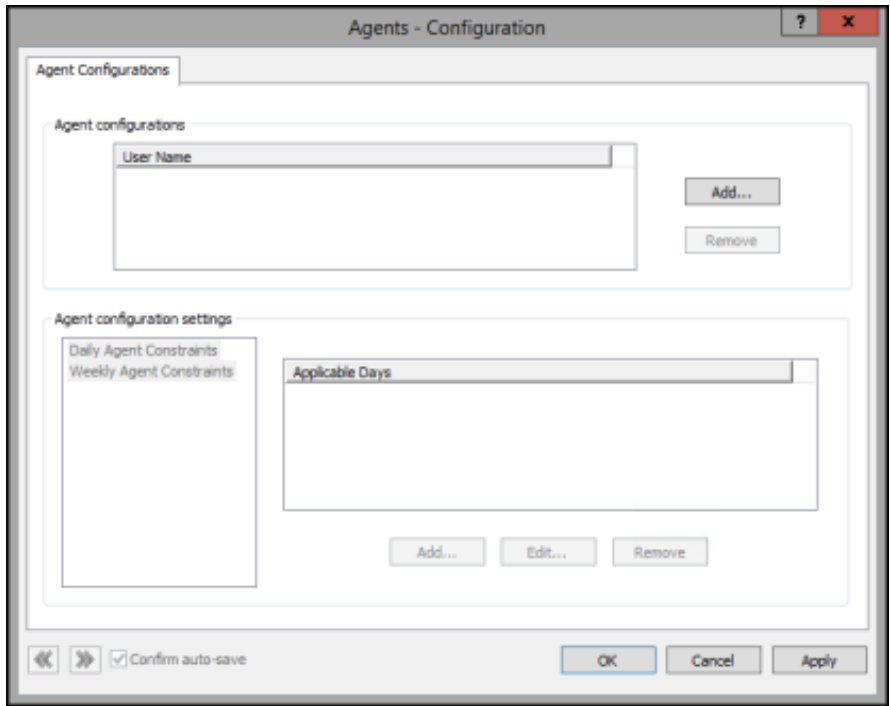




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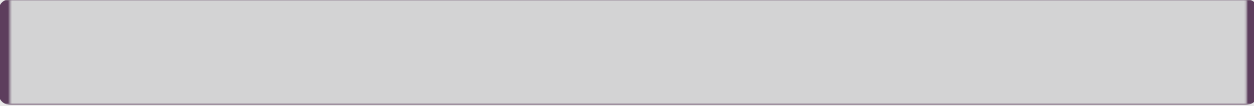
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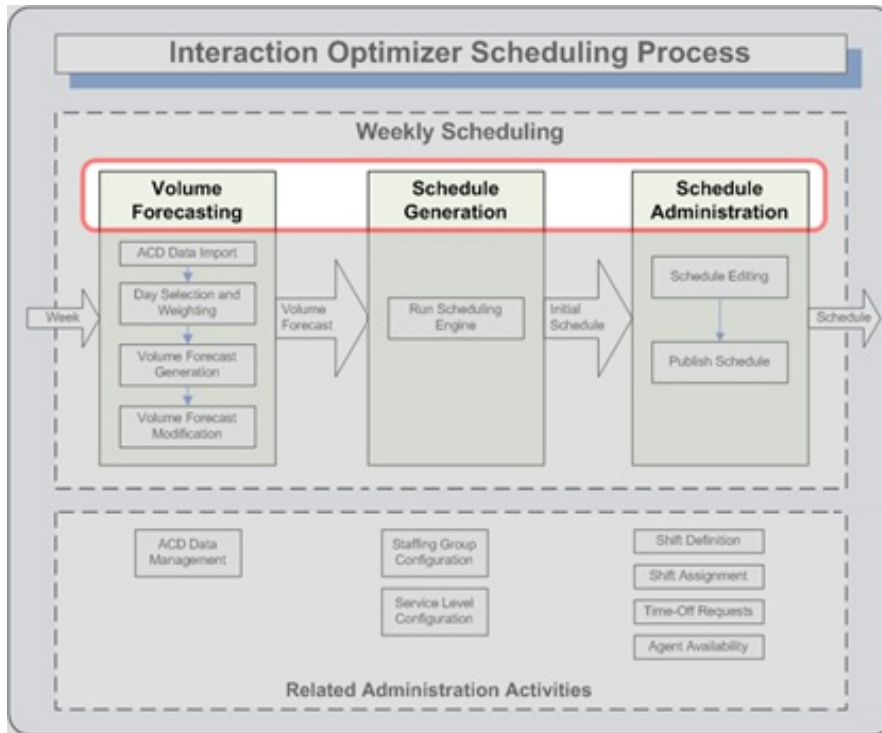
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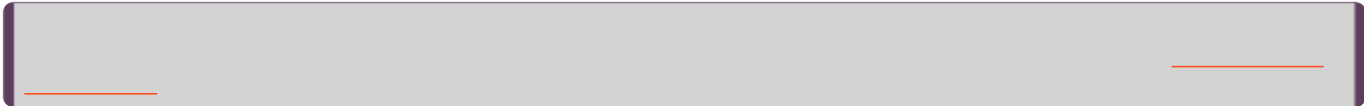
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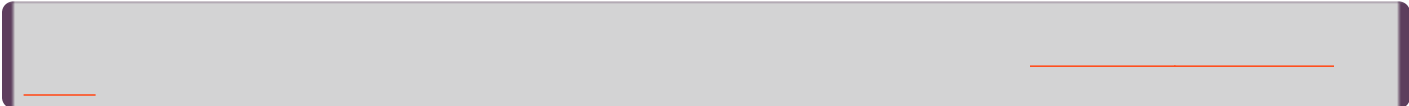


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Source Data

Monday Tuesday Wednesday Thursday Friday Saturday Sunday Monday+

Source data for 1/21/2013

Weight	Source / Day Classification	Offered	Abandons
20%	11/12/2012	<input type="text"/>	<input type="text"/>
1	Monday	<input type="text"/>	<input type="text"/>
	<None>	0	
Forecast for Monday, January 21, 2013		<input type="text"/>	<input type="text"/>
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OK Cancel

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