# GENESYS™

# Business Edition Premise Provider's Guide

Outbound routing application

3/2/2025

# Outbound routing application

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> ### Warning
> The chat and outbound routing strategies that are included with the Business Edition Premise image are for testing purposes only and are not to be used in production environments. Customers must develop their own chat and outbound routing strategies for use in production environments.

## Overview

The Business Edition Premise Outbound solution is an Outbound VoIP deployment that allows for the following types of dialing modes:

- **Predictive:** This dialing mode predicts agent availability when it dials calls from a calling list and is recommended for high-volume, low-value campaigns.
- **Progressive:** This dialing mode dials calls from a calling list when an agent is actually available and is recommended for low-volume, high-value campaigns.
- **Preview:** This dialing mode allows an agent to request one or several records from Outbound Contact Server (OCS), preview each record, and decide whether to dial a call.

For more information about dialing modes, see Dialing Modes in the Outbound documentation.

### Outbound routing

The Outbound routing strategy directs the outbound call to an agent group according to the options configured in the Outbound Parameter Group. For more information about Outbound routing, see the Outbound documentation.

## Deployment

This section describes how to deploy the outbound routing application.

> ### Important
> You must obtain and install a valid license for outbound before deploying the application.

1. Log into the core VM host and launch **Activate Outbound Contact Server**.

   **Important**: Confirm that the appropriate Outbound license is installed before proceeding.

2. Click **Yes** to start the deployment.

3. After the deployment completes, verify that it was successful.

   a. In GA, confirm that Outbound Contact Server (OCS) is started.

   b. In GA, load and start the sample campaign:

      - Go to **Operations** > **Outbound Contact** > **Dialing Sessions**.

      - For **Campaign ID**, select **Test** > **TestCampaign** and for **Outbound Contact Server**, select **OCS**.

      - Click **Load**, and then click **Start**.

   c. Log into Workspace Desktop Edition (WDE) using the **TestAgent** ID:

      - Navigate to http://*VM name or IP address*/InteractionWorkspace/publish.htm and select **Launch**.

   d. Add a record to be dialed:

      - Go to **Operations** > **Outbound Contact** > **Calling Lists**.

      - Select **Calling Lists: Test > TestCallingList**.

      - Select **Insert record**.

      - Enter the details for a valid destination, changing `contact_info` to the telephone number to be dialed by SIPS.

      - Select **OK**.
        **Important**: You might need to adjust the following options, depending on the time of day and your timezone:
        `daily_from` — The time you want calling to start
        `daily_till` — The time you want calling to cease.
        `tz_dbid` — Your timezone.

4. When the outbound call is established, `TestAgent` receives a call using WDE.


## Configuration

There are no specific Business Edition Premise configuration requirements for the outbound routing application. By default, the Outbound Parameter Group is loaded against Routing Point 7000. To edit the Outbound Parameter Groups, login to GAX and go to **Routing Parameters** > **Parameter Groups**.

> ### Tip
> The default Agent Group is **TestAgentGroup**. If you want to use a different one, create the Campaign Group using the new Agent Group. Then load and start the campaign for the new Campaign Group.

Also, Genesys recommends that you configure automatic pruning of the Universal Contact Server (UCS) database to prevent it from growing too large in size. To configure automatic pruning of the UCS database, do the following:

> ### Important
> Changes made to the UCS database maintenance settings will apply to all deployed media strategies (voice,

email, chat, and outbound).

1. On the VM, log in to Universal Contact Server Manager.

2. Select the **Scheduled task on Main DB** tab.

3. Configure the **Main DB** maintenance settings as desired.

4. Click **Save**.

## Operational Parameters

To edit the Outbound Parameter Groups, log in to GAX and under **Routing Parameters**, select **Parameter Groups**.

### Outbound Parameter Group

| Parameter | Values (default in bold) | Mandatory? | Description |
| --- | --- | --- | --- |
| Voice Target | **TestAgentGroup**, *agent group* | Yes | The Agent Group to which the call is routed. The Campaign Group should be created with the same Agent Group. |
| Voice Target Timeout | **2**, *integer between 1 and 99999* | Yes | The timeout (in seconds) after which the call is routed to the overflow target. |
| Overflow Voice Target | **(none)** | No | The number to which the call is routed if no target is specified or if the target timeout is exceeded. |