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Genesys Info Mart User's Guide

Framework-Only Call Flows: Outbound

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Framework-Only Call Flows: Outbound

This page illustrates outbound voice call flows that Genesys Info Mart supports in deployments with a basic, Framework-only solution. This page does not illustrate Outbound Contact calls.

The following call flows are illustrated:

- **Agent dials outbound call**

For other supported call flows, see **Validated Voice Call Flows**.

Agent dials outbound call

This call topology shows a call flow example of a direct outbound call. An agent dials an off-switch number. After talking with an external party, the agent hangs up.

Technical Descriptors illustrated:

- Initiated/Completed

