



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Info Mart User's Guide

Framework-Only Call Flows: Outbound

12/20/2025

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

