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Outbound Contact Expert Deployment Guide

Deploying Outbound Contact eXpert

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Follow the below steps to deploy Outbound Contact eXpert:

1. Deploy

```
$ sudo rpm -i ./ocx-8.6.003.01-1.x86_64.rpm
```

2. Edit the OCX configuration Yaml file in the following path:
/opt/genesys/ocx

```
$ nano /opt/genesys/ocx/config_ocx.yaml
```

3. Start OCX:

```
$ systemctl start genesys-ocx
```

4. Check the OCX deployment status using the following command:
Short status:

```
$ sudo genesys-ocx status
```

Extended status:

```
$ systemctl status genesys-ocx
```

5. Add OCX to auto-start:

```
$ systemctl enable genesys-ocx
```

OCX will be available at <http://<hostname>:<port>/ocx/ui>

Where hostname is the DNS name or IP address of the host where OCX was installed and where the port is OCX configured listener port, 3000 by default.

6. Restart OCS:

```
$ sudo genesys-ocx restart
```

Or

```
$ systemctl restart genesys-ocx
```