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Outbound Contact Deployment Guide

About the Deployment Process

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The deployment process involves the configuration and installation of the applications and components that are needed for a functional setup of Outbound Contact.

Before deploying Outbound Contact, review the [System Requirements](#), as well as the following documents that contain information about licensing requirements, supported platforms, and sizing specifications:

- *Genesys Licensing Guide*
- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

In addition, use the [Worksheet Definitions](#) to gather information for the configuration and installation of Outbound Contact.

- The Outbound Contact deployment process in a traditional voice environment involves the following components:
 - Outbound Contact Server (OCS)
 - Genesys Administrator
 - CPD (Call Progress Detection) Server (optional)
 - CPD Proxy Server (optional)

Note:

Outbound Contact 8.1 supports Outbound Contact Manager 7.6.

- The Outbound Contact deployment process in an IP environment involves the following components:
 - Outbound Contact Server (OCS)
 - Genesys SIP Server
 - Genesys Administrator
- *Either GVP Media Server or CPD (Call Progress Detection) Server (optional)*
 - CPD Proxy Server (optional)
- In a blended environment, with both IP and traditional telephony, all the components listed above are required.

During installation, test each component before you continue to the next.

Make sure that you install all Framework components, including Configuration Server, Configuration Manager, T-Server, the Management Layer, DB Server, and Stat Server. In addition, install Genesys Administrator, which can be used instead of Configuration Manager to handle all configuration requirements.

For information about configuring and installing Framework products, see the Framework

documentation.

If necessary, install Dialogic boards and software for call-progress detection. For more information about installing Dialogic boards, see [Introduction to Dialogic Boards](#).

For additional information about Formats, Calling Lists, Campaigns, Campaign Groups, and how to start or stop a Dialing Session, see Framework Genesys Administrator Help.