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Outbound Contact Deployment Guide

CPD Server Options

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CPD Server Options

The CPD Server options are located in section folders on the Options tab of the CPD Server application object in Genesys Administrator > Provisioning > Outbound Contact. These sections include new options that enable you to configure CPD Server to meet the needs of your contact center.

Each of these sections has its own set of configuration options:

- [General Section](#)
- [HMP Section](#)
- [ISDN Section](#)
- [Line-Side Section](#)
- [Tones Section](#)
- [AM-beep-tones Section](#)
- [License Section](#)

Note:

Ignore messages about dynamic option changes when the keep-channels-open option is set to yes, or if Dialogic DM3 hardware or HMP software is used.

CPD Server does not read options that are not supported for a particular line type.

The [pre-connect-cpd-priority](#) and [post-connect-cpd-priority](#) CPD Server options are ignored when the [line-type](#) option contains the hmp value.