

# **GENESYS**<sup>®</sup>

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### Outbound Contact Deployment Guide

**Outbound Deployment Planning Worksheet** 

5/11/2025

## Outbound Deployment Planning Worksheet

This planning worksheet provides a single place in which to record the information that is required to configure and install Outbound Contact. The cells on the worksheet provide room to write additional values. After it is completed, the planning worksheet expedites the installation and configuration process. It serves as a "look-up" sheet for critical information that you will need in order to complete the process. The information about the items in the Sample Planning Worksheet is important to have on hand.

#### Sample Planning Worksheet

The following table is a sample planning worksheet in which to record information that you need to have on hand during the configuration process.

#### T-Server(s)

	Name	ltem	ltem	ltem	ltem		
Logging In to Genesys Administrator							
1.	User name						
2.	User password						
3.	Application						
4.	Host						
5.	Port						
License Manager							
6.	Path to License Manager						
Outbound Solution	Object						
7.	Name						
Tenant							
8.	Names						
Switches							
8.	Name(s)						
9.	Type of switch						

**Planning Worksheet** 

10.	Internal or External CPD capability		
11.	T-Server connected to each switch (one-to-one relationship)		
12.	Special DNs.19for example, Communication DN and Overflow DN		
DNs			
13.	ACD positions		
14.	Extensions		
15.	Call processing Ports (CPP)		
16.	ACD Queues		
17.	Routing Points		
18.	Virtual Queues		
19.	Communication DNs		
20.	Trunk Group DNs (for Outbound-IP dialing modes)		
20.	<b>Note:</b> For more information, see Outbound VoIP Deployment.		
Applications			
21.	T-Server name(s)		
22.	Host		
23.	Port		
24.	Back-up		
25.	Designated switch (one-to- one relationship)		
Stat Server(s)			

26.	Stat Server name(s)			
27.	Host			
28.	Port			
29.	Back-up server			
DB Server				
30.	DB Server name(s)			
31.	Host			
32.	Port			
33.	Back-up server			
34.	Options (see Database Access Point(s).)			
35.	DBMS type			
Outbound Cont	act Server (OCS	)		
36.	OCS name			
37.	Host			
38.	Communication port			
39.	Back-up server			
39.	Name(s) of T- Server(s) to which OCS connects			
40.	Name of Message Server to which OCS connects (optional)			
<b>CPD Server</b>				
41.	CPD Server name(s)			
42.	Host			
43.	Communication Port			
44.	Back-up server for CPD Server			
45.	Name of T- Server to which CPD Server connects			
46.	Type of			

	Dialogic board(s)				
47.	DTI Ports (DNs for Dialogic board). (See DNs, near the top of the table, starting at row 13.)				
Genesys Admin	nistrator				
48.	Genesys Administrator name (application)				
49.	Name of OCS to which Genesys Administrator connects				
Objects					
Database Acces	ss Point(s)				
50.	Name				
51.	DB Server name. (See row 30.)				
52.	DB Server host. (See row 31.)				
53.	DB Server communication port. (See row 32.)				
54.	DBMS name				
55.	DBMS type. (See row 35.)				
56.	Database name				
57.	User name for login to DB				
58.	Password for login to DB				
59.	Case Conversion				
User-Defined Fields					
60.	Name				

61.	Data type		
62.	Length		
63.	Default value (optional)		
Formats			
64.	Name		
65.	User-defined field names. (See above.)		
Table Access			
66.	Name		
67.	Table type		
68.	DB Access Point name. (See row 50.)		
69.	Format name. (See row 64.)		
70.	Database table name		
<b>Dialing Filters</b>			
71.	Name(s)		
72.	Criteria SQL statement		
73.	Order by SQL statement		
Treatments			
74.	Name		
75.	Call result		
76.	Apply to record		
77.	Apply to call		
78.	Destination DN (if "Apply to call")		
79.	Number in sequence		
80.	Cycle attempt (only for redial)		
81.	Interval		
82.	Increment		
83.	Date/Time		
84.	Range		

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102. name (if more than one) (optional)	101.					
103. Script property	102.	name (if more than one)				
	103.	Script property				

	(optional)			
104.	Stat Server name			
105.	OBN Manager name (optional component)			
106.	Interaction Server (optional component)			
107	Trunk DNs (for Outbound-IP dialing modes) <b>Note:</b> For more information, see OutboundVoIPDeploym	ient.		
Reporting (Opt	ional)			
108.	Real-time reporting; if yes, see Reporting documentation.			
109.	Historical reporting; if yes, see Reporting documentation.			