

## **GENESYS**

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## Outbound Contact Deployment Guide

**AM-beep-tones Section** 

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## AM-beep-tones Section

The am-beep-tones section contains definitions of the answering machine final beep tone, as given by the option am-beep-tone->n>. This section can contain up to 10 different tone definitions, with each tone numbered 1 to 10 in the option name (for example, am-beep-tone-1). CPD Server only processes this section if the AM final beep detection is enabled with the option am-beep-detect set to yes or true.

## am-beep-tone-<n>

- Type: Optional
- Default Value: No default value
- Valid Value(s): Valid definition of a beep tone, in the format described below.
- Changes Take Effect: After the application is restarted
- Specifies an AM final beep tone in the following format:

<tone type>;<first frequency, Hz>;<first frequency deviation,Hz>;<second frequency, Hz>;<second frequency deviation, Hz> where: <tone type>--1 (single-frequency tone) or 2 (dual-frequency tone). <first frequency, Hz>--First frequency in Hz. <first frequency deviation, Hz>--First frequency deviation in Hz. <second frequency, Hz>--Second frequency in Hz; 0 (zero) if single-frequency tone. <second frequency, Hz>--Second frequency deviation in Hz; 0 (zero) if single-frequency tone.

• For example, the following is a definition for a single-frequency tone:

am-beep-tone-1 = 1;1000;50;0;0

Note:

Only burst tones (no cadence) can be configured and detected as AM final beep tones. CPD Server detects the trailing edge of the tone burst.