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Outbound Contact Deployment Guide

Outbound Deployment Planning Worksheet

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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)

Planning Worksheet

	Name	Item	Item	Item	Item
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				

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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) Note: 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)					

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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 Contact 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)				
CPD Server					
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 DN, near the top of the table, starting at row 13.)				
Genesys Administrator					
48.	Genesys Administrator name (application)				
49.	Name of OCS to which Genesys Administrator connects				
Objects					
Database Access 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				
Dialing Filters					
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				

Calling Lists					
85.	Name				
86.	Table Access Point name				
87.	Dialing filter name (optional)				
88.	Script property (optional)				
89.	Treatment names (optional). (See Treatments .)				
Campaigns					
90.	Name				
91.	Calling list name(s)				
92.	List weight (if more than one list)				
Campaign Group					
93.	Session name(s)				
94.	Session type				
95.	Dialing mode				
96.	Voice Transfer Destination ("Origination DN" in previous releases)				
97.	Optimization method				
98.	Target value				
99.	Buffer size coefficient minimum				
100.	Buffer size coefficient optimal				
101.	Number of CPD ports				
102.	CPD Server name (if more than one) (optional)				
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) Note: For more information, see OutboundVoIPDeployment .				
Reporting (Optional)					
108.	Real-time reporting; if yes, see Reporting documentation.				
109.	Historical reporting; if yes, see Reporting documentation.				