

GENESYS

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Outbound Contact Deployment Guide

Outbound-VoIP Deployment

Outbound-VoIP Deployment

These topics explain the configuration when you use Outbound Contact in a VoIP environment:

- Overview of the GVP VoIP/SIP Server Deployment
- Dialing Modes and VoIP Deployment
- VoIP Dialing Modes
- Outbound-VoIP in ASM Dialing Modes
- Outbound-VoIP in Transfer Modes
- Assured Connection

Note:

Outbound-VoIP deployment is not supported in a multi-tenant environment when it is used with GVP 8.1.1. To support Outbound-VoIP deployment in a multi-tenant environment, GVP 8.1.2 or higher must be used.