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Outbound Contact Deployment Guide

Dialogic Board Setup

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Setting Up Dialogic boards

Start

1. Make sure a supported version of Microsoft Windows operating system is installed.
2. Install Dialogic SR 6.
3. Select the required drivers, firmware, and configuration files from the custom package.
4. Configure the Dialogic boards. See [Configuring Dialogic Boards](#) for more information.
5. Start Dialogic Configuration Manager (DCM). DCM should automatically detect the board and find valid address/port/interrupt values for the particular computer.
6. Start the Dialogic drivers.
7. Use the Dialogic application provided with the Dialogic board to test each port for off-hook ability, to dial a test telephone number, and then to place the port on-hook.
8. Make sure that each port can complete this test before installing and configuring CPD Server.

Notes:

- When installing Dialogic boards, ensure that the board number set by the switch on the board is unique inside each board type. If you have two T1 boards, the first one must be 0, the next 1, and so on. Make sure the SCBus/CTBus cable connects the boards, if needed.
- If there are error messages when starting the Dialogic drivers, the error messages display in the Windows Event Viewer. If there are errors, restart Dialogic Configuration Manager or reinstall the Dialogic boards. If these steps do not solve the problem, contact Dialogic support.

End

Active Switching Matrix Mode Call Flow

Active Switching Matrix (ASM) mode is a dialer mode that eliminates various problems of switches that do not support call progress detection or that produces unacceptable transfer delays or force-tone problems. You can configure ASM mode either in Genesys Administrator or in the Outbound Contact Wizard. The switch determines the correct dialing mode based on the presence or absence of a Dialogic board. CPD Server checks the ASM configuration (for ISDN or Melcas) set up in Genesys Administrator to determine what the dialing mode is. The key feature of the ASM-mode call flow is the Engage call, which OCS requests from the Dialogic board. This call engages the agent in a real, established call before the dialed party actually responds and is connected to the call. The sequence of events in this call flow is as follows:

1. The agent sets the phone set to Ready.

2. The switch notifies T-Server that this agent is ready, and T-Server informs OCS by distributing an EventAgentReady message.
3. As soon as OCS learns that one or more agents are available at a given queue, it sends an EngageAgent request to CPD Server.
4. CPD Server instructs the Dialogic board to send a special Engage call to the available agent's queue. This is a real call, but is created only on an internal segment.¹⁹ from a Dialogic port to the ACD Queue.

Note:

The switch considers this an inbound call because the call is coming to an internal DN from a point outside the switch.

5. The Engage call is queued, which generates an EventCallQueued message. T-Server distributes this event to OCS, but OCS recognizes it as a special type of call and knows to ignore the event.
6. Since this queue has an available agent, the ACD diverts the Engage call to the agent's desktop. This generates an EventDiverted message, but OCS also ignores it, knowing that it refers to an Engage call.
7. The agent answers the Engage call, generating an EventEstablished message. At this point the agent is on a real call and hears a tone from the switch indicating that he or she is in an engaged state. The agent encounters a delay of some seconds while OCS and CPD Server generate the second segment of the call to a dialed number from the calling list.
8. In Progressive dialing mode, OCS waits until it knows the agent is Engaged before asking CPD Server to make an outbound call. In Predictive dialing mode, OCS is making outbound calls according to its predictive algorithm without regard to availability of agents.
9. CPD Server informs the Dialogic board to make a call to the customer number supplied by OCS.

Note:

This call is dialed outside the switch, so that neither the switch nor T-Server sees it. Therefore, no T-Server events are associated with this call.

10. If the call reaches a live customer, CPD Server attaches the account information or other data to the Engage call.

Note:

The first agents engaged are the first to be distributed.

11. T-Server delivers this data to the Engaged agent's desktop as a screen pop. Simultaneously, CPD Server connects the internal and external segments of the call, and the call is established between the agent and the customer. T-Server considers the call type for the call to be Inbound, whereas OCS sees the call type as Outbound because it was generated by CPD Server.
12. CPD Server informs OCS of the call result.

From this point, the call is handled according to the campaign requirements similar to transfer-mode.

Port Requirements for ASM Mode

CPD Server uses two ports in ASM-mode to connect the agent to the customer. CPD Server releases both ports at the end of the call.

When CPD Server is not in ASM-mode, it uses only one port to make a call and to transfer it to an agent. CPD Server releases the port when the call is transferred.

OCS reports the number of ports available. If for some reason, OCS does not track the number of ports available, CPD Server sends a No Free Port message to OCS.