Outbound Contact Deployment Guide

How to Use The Deployment Planning Topics

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Before beginning Outbound Contact configuration and installation, review the System Requirements, and then complete the Worksheet Definitions.

The worksheet provides space for your notes, and multiple boxes (cells) provide room to write additional values, if needed. If you need to provide additional information, you can make copies of the worksheet.

The structure of these topics is based on the configuration sequence found in the Outbound Configuration Wizard. Outbound properties for Genesys Administrator are also included.

After completing the installation, keep the worksheet as a reference. In the future, if you need help from Genesys Technical Support, you can fax the worksheet to a support engineer in order to provide the complete system configuration.