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Outbound Contact Deployment Guide

Prestart Information

12/16/2025

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Before starting Outbound Contact, the following Framework components must be running:

- Configuration Server
- DB Server (for Configuration Server)

The next two components are optional; however, if you want to start Outbound Contact Server with the Solution Control Interface, these must be running:

- Solution Control Server
- Solution Control Interface

Note:

If you will be using the CPD Server, install all Dialogic components on the same computer as CPD Server before starting CPD Server.

You can also start and stop Outbound Contact using Genesys Administrator. For more information, see *Framework Genesys Administrator Help*.

Reporting components can be started anytime after the Framework components are started.