

## **GENESYS**

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## Outbound Contact Deployment Guide

Architecture

## Architecture

These topics explain the required architecture for outbound campaigns:

- Outbound Architecture Overview
- Dialing Overview
- Multiple Sites, Users, and Tenants
- Outbound Contact and HTTP Server
- Other Supporting Solutions

Note:For architectural and related information about<br/>using Outbound Contact in an Outbound-VoIP<br/>environment, see Outbound VoIP Deployment.