

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Outbound Contact Deployment Guide

Outbound Deployment Planning Worksheet

Outbound Deployment Planning Worksheet

This planning worksheet provides a single place in which to record the information that is required to configure and install Outbound Contact. The cells on the worksheet provide room to write additional values. After it is completed, the planning worksheet expedites the installation and configuration process. It serves as a "look-up" sheet for critical information that you will need in order to complete the process. The information about the items in the Sample Planning Worksheet is important to have on hand.

Sample Planning Worksheet

The following table is a sample planning worksheet in which to record information that you need to have on hand during the configuration process.

T-Server(s)

Planning Worksheet

	Name	Item	Item	Item	Item	
Logging In to G	Genesys Adminis	trator				
1.	User name					
2.	User password					
3.	Application					
4.	Host					
5.	Port					
License Manager						
6.	Path to License Manager					
Outbound Solution	Object					
7.	Name					
Tenant						
8.	Names					
Switches						
8.	Name(s)					
9.	Type of switch					

10.	Internal or External CPD capability		
11.	T-Server connected to each switch (one-to-one relationship)		
12.	Special DNs.19for example, Communication DN and Overflow DN		
DNs			
13.	ACD positions		
14.	Extensions		
15.	Call processing Ports (CPP)		
16.	ACD Queues		
17.	Routing Points		
18.	Virtual Queues		
19.	Communication DNs		
20.	Trunk Group DNs (for Outbound-IP dialing modes)		
20.	Note: For more information, see Outbound VoIP Deployment.		
Applications			
21.	T-Server name(s)		
22.	Host		
23.	Port		
24.	Back-up		
25.	Designated switch (one-to- one relationship)		
Stat Server(s)			

26. Stat Server name(s) 27. Host 28. Port 29. Back-up server DB Server name(s) 30. DB Server name(s) 31. Host 32. Port 33. Back-up server Options (see Database Access Point(s).) Point(s).) 35. DBMS type Outbound Contact Server (OCS) 36. OCS name 37. Host 38. Communication port 39. Back-up server Name(s) of T-Server(s) to which OCS connects (optional) 40. Server(s) to which OCS connects (optional) CPD Server (optional) Message Server to which OCS connects (optional) 41. CPD Server (optional) 42. Host 43. Communication Port 44. Back-up server for CPD Server (or which CPD Server to which CPD Server to which CPD Server to which CPD Server to which CPD Server connects 45. Type of								
28. Port 9. Back-up server 9. DB Server name(s) 30. DB Server name(s) 9. 9. 31. Host 9. 9. 32. Port 9. 9. 9. 33. Back-up server 9.	26.							
DB Server DB Server DB Server name(s)	27.	Host						
DB Server	28.	Port						
DB Server name(s)	29.	Back-up server						
Name of Wessage Name of Message Name of	DB Server							
32. Port (a) (b) (c)	30.							
33. Back-up server Options (see Database Access Point(s).) 35. DBMS type Outbound Contact Server (OCS) 36. OCS name 37. Host 38. Communication port 39. Back-up server 39. Name(s) of T-Server(s) to which OCS connects (optional) CPD Server 41. CPD Server name(s) 42. Host 43. Communication Port 44. Back-up server 45. CMBMUNICATION COMMUNICATION COMMUNIC	31.	Host						
Options (see Database Access Point(s).) 35. DBMS type Outbound Contact Server (OCS) 36. OCS name 37. Host 38. Communication port 39. Back-up server 39. Name(s) of T-Server(s) to which OCS connects (optional) CPD Server 41. CPD Server (angles) and the server (an	32.	Port						
34. Database Access Point(s).)	33.	Back-up server						
Outbound Contact Server (OCS) 36. OCS name 37. Host 38. Communication port 39. Back-up server 39. Name(s) of T-Server(s) to which OCS connects (optional) CPD Server 41. CPD Server name(s) 42. Host 43. Communication Port 44. Back-up server for CPD Server for CPD Server for CPD Server for CPD Server connects And the server for CPD Server connects (optional)	34.	Database Access						
36. OCS name 37. Host 38. Communication port 39. Back-up server 39. Name(s) of T-Server(s) to which OCS connects 40. Server to which OCS connects (optional) CPD Server 41. CPD Server name(s) 42. Host 43. Communication Port 44. Back-up server for CPD Server for CPD Server 45. Name of T-Server to which CPD Server connects Name of T-Server to which CPD Server connects Name of T-Server to which CPD Server connects	35.	DBMS type						
37. Host 38. Communication port 39. Back-up server 39. Name(s) of T-Server(s) to which OCS connects 40. Very server to which OCS connects (optional) CPD Server 41. CPD Server name(s) 42. Host 43. Communication Port 44. Back-up server for CPD Server for CPD Server 5 Server to which CPD Server for CPD Server connects 45. Name of T-Server to which CPD Server connects As a communication Port As a communicatio	Outbound Cont	act Server (OCS))					
38. Communication port 39. Back-up server 39. Name(s) of T-Server(s) to which OCS connects 40. Message Server to which OCS connects (optional) CPD Server 41. CPD Server name(s) 42. Host 43. Communication Port 44. Back-up server for CPD Server connects	36.	OCS name						
39. Back-up server 39. Name(s) of T-Server(s) to which OCS connects 40. Name of Message Server to which OCS connects (optional) CPD Server 41. CPD Server name(s) 42. Host 43. Communication Port 44. Back-up server for CPD Server connects	37.	Host						
Name (s) of T-Server(s) to which OCS connects Name of Message Server to which OCS connects (optional) CPD Server 41.	38.							
39. Server(s) to which OCS connects 40. Name of Message Server to which OCS connects (optional) CPD Server 41. CPD Server name(s) 42. Host 43. Communication Port 44. Back-up server for CPD Server of CPD Server of CPD Server of CPD Server on CPD Server for CPD Server on CPD Server on CPD Server on CPD Server to which CPD Server connects	39.	Back-up server						
40. Server to which OCS connects (optional) CPD Server 41. CPD Server name(s) 42. Host 43. Communication Port 44. Back-up server for CPD Server A5. Name of T-Server to which CPD Server connects	39.	Server(s) to which OCS						
41. CPD Server name(s) 42. Host 43. Communication Port 44. Back-up server for CPD Server 45. Name of T-Server to which CPD Server connects	40.	Message Server to which OCS connects						
41. name(s) 42. Host 43. Communication Port 44. Back-up server for CPD Server Name of T-Server to which CPD Server connects	CPD Server							
43. Communication Port 44. Back-up server for CPD Server Name of T-Server to which CPD Server connects								
43. Port 44. Back-up server for CPD Server Name of T-Server to which CPD Server connects	42.	Host						
44. for CPD Server Name of T- Server to which CPD Server connects	43.							
45. Server to which CPD Server connects	44.							
46. Type of	45.	Server to which CPD Server						
	46.	Type of						

	Dialogic board(s)				
47.	DTI Ports (DNs for Dialogic board). (See DNs, near the top of the table, starting at row 13.)				
Genesys Admir	nistrator				
48.	Genesys Administrator name (application)				
49.	Name of OCS to which Genesys Administrator connects				
Objects					
Database Acces	ss Point(s)				
50.	Name				
51.	DB Server name. (See row 30.)				
52.	DB Server host. (See row 31.)				
53.	DB Server communication port. (See row 32.)				
54.	DBMS name				
55.	DBMS type. (See row 35.)				
56.	Database name				
57.	User name for login to DB				
58.	Password for login to DB				
59.	Case Conversion				
User-Defined Fields					
60.	Name				

61.	Data type
62.	Length
63.	Default value (optional)
Formats	
64.	Name
65.	User-defined field names. (See above.)
Table Access	
66.	Name
67.	Table type
68.	DB Access Point name. (See row 50.)
69.	Format name. (See row 64.)
70.	Database table name
Dialing Filters	
71.	Name(s)
72.	Criteria SQL statement
73.	Order by SQL statement
Treatments	
74.	Name
75.	Call result
76.	Apply to record
77.	Apply to call
78.	Destination DN (if "Apply to call")
79.	Number in sequence
80.	Cycle attempt (only for redial)
81.	Interval
82.	Increment
83.	Date/Time
84.	Range

Calling Lists						
85.	Name					
86.	Table Access Point name					
87.	Dialing filter name (optional)					
88.	Script property (optional)					
89.	Treatment names (optional). (See Treatments.)					
Campaigns						
90.	Name					
91.	Calling list name(s)					
92.	List weight (if more than one list)					
Campaign Grou	Campaign Group					
93.	Session name(s)					
94.	Session type					
95.	Dialing mode					
96.	Voice Transfer Destination ("Origination DN" in previous releases)					
97.	Optimization method					
98.	Target value					
99.	Buffer size coefficient minimum					
100.	Buffer size coefficient optimal					
101.	Number of CPD ports					
102.	CPD Server name (if more than one) (optional)					
103.	Script property					

	(optional)		
	-		
104.	Stat Server name		
105.	OBN Manager name (optional component)		
106.	Interaction Server (optional component)		
107	Trunk DNs (for Outbound-IP dialing modes) Note: For more information, see OutboundVoIPDeployment.		
Reporting (Opt	ional)		
108.	Real-time reporting; if yes, see Reporting documentation.		
109.	Historical reporting; if yes, see Reporting documentation.		