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Outbound Contact Deployment Guide

Outbound Contact 8.1 Deployment Guide

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Outbound Contact 8.1 Deployment Guide

Welcome to the *Outbound Contact 8.1 Deployment Guide*. These topics provide step-by-step instructions for the configuration and installation of the applications and components that are required to run Outbound Contact 8.1.

About Outbound Contact Outbound Contact Deployment Introduction **Deployment Planning** Manually Configure and Install Outbound Terms and Concepts **Applications** Architecture **Outbound Solution Wizard** Silent Setup Starting and Stopping Procedures Outbound VoIP Deployment Configuration Options Reference **Outbound VoIP Deployment** Manually Define Outbound Configuration Objects **Outbound Contact Configuration Options** Dialing Regulations and Related Call Handling and Treatments **Functionality** SCXML-Based Treatments

Call Handling and Treatments

Log Files

Pre-Dial Validation

Deploying Do Not Call Functionality

OCS Feature Compliance with Regulatory Requirements

Outbound Deployment with CPD Server

Configuring Dialogic Boards

CPD Server Options

Database-related Functionality

Manually Defining Outbound Configuration Objects/Table Access Object

Field Object

Format Object

Calling List Object

Filter Object

Predictive Algorithm

Dialing Modes

Predictive Dialing Modes