

# **GENESYS**

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### Genesys Engage cloud Administrator's Guide

How to set up Outbound routing

## How to set up Outbound routing

This page shows an example of how Outbound routing could be set up. This example assumes that the site already has a trunk group for Outbound and that the person doing the configuration has access to Platform Administration and Designer.

**Note:** Keep in mind that this is just one possible method and that your site might require a different approach.

Basically, this type of setup involves the following steps:

- Create a Routing Point DN on the primary SIP Server.
- Create a Virtual Queue DN on the statistics server.
- Create a new Agent Group for outbound agents and assign them to it.
- Create a new Designer application that ties it all together.

#### Create a new Routing Point DN

GAX Pulse Ag	ents Configuration		
Home > DNs > Switch	hes > us-west-1 > DNs > New Properti	es	DN Tupe is
General	Number *	Tuno *	( EN Type is
Options	X-XXX-XXXX	Routing Point	Routing
	Switch *		
	us-west-1		Point"
	Association	Register *	(
		True	<u> </u>

In Platform Administration, go to **Switching** and select **DNs**.

On the primary SIP Server switch, browse to the folder where you want to add the new DN.

Add a new DN and choose Routing Point as the Type.

#### Create a new Virtual Queue DN

łome > DNs > Swi	itches > VQ-switch > DNs > <b>New Prop</b>	erties	
General			DN Type
	Number *	Type *	
Options	x-xxx-xxxx	Virtual Queue	Virtual
	Switch *		
	VQ-switch		🗖 🖉 Queue"
	Association	Register *	(
		True	~ \

In Platform Administration, go to **Switching** and select **DNs**.

On the statistics switch, browse to the folder where you want to add the new DN.

Add a new DN and choose Virtual Queue as the Type.

#### Create an Agent Group for Outbound agents

GAX Pulse Agents	Configuration	on							Adm
lome > Agent Groups > Age	nt Groups >	DEVOPS > New P	Properties						
General	Origination DNs Add							Add Rem	
Supervisors		Number	☆ Type	∆ ⊽	Switch	∆ ⊽	Alias		ę
Agents		📌 00017000	Virtual Oue	eue	VQ-switch		00017000		
Options		\$5500	Routing Poi	nt	us-west-1		5500_us-west-1		
	Add the DNs you created earlier								

Under Origination DNs, add the Routing Point and Virtual Queue you created earlier.

Next, go to **Options**, and add a new option for the Outbound account time zone:

- Section = default
- **Key** = tz
- Value = (enter the time zone of the OCS account)

Now you can assign your Outbound agents to the new Agent Group. Go into the Agent Group properties, select the **Agents** tab, and choose the agents you want to add.

**Note:** New Agent Groups are automatically synchronized with the OCS account, so you'll be able to see them when creating campaigns.

		Properties - Route Call
alette	Application Flow	This block is used to route calls based on skills. Skill proficiency levels to look for can be reduced gradually at regular intervals to look for less qualified and therefore more likely to find agents. Audi messages, music, audio files can be played to the caller in a loop while the call waits to be routed.
Jser Interaction	Y     ?     Self Service	🔦 Call Routing  ح) Treatments : Routing Priority 🌣 Advanced 🖺 Results
Routing	Assisted Service	Select Routing type
₩ Query VQs	Route Call	Skill based routing with relaxing criteria
Boute Agent	✓ Finalize	Skill expression based routing
		Agent Group routing
Route Call		Select agent groups
Q.O Voice Mail		Select virtual queue choose virtual queue -

#### Create an application for Outbound routing

# Select the Agent Group and Virtual Queue

In Designer, create a new application to use for Outbound routing. (Need help with this? See the Designer help.)

From the Palette, expand the **Routing** section and add a **Route Call** block to the Assisted Service phase of the Application Flow.

In the application properties, under **Call Routing**, select **Agent group routing** and choose the Agent Group and Virtual Queue you created earlier.

Next, under **Treatments**, add a **Treatment for Busy** to your application.

When you are done, save and publish the new application.

#### Assign the Routing Point to the new application

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+ Add Application						Q Search		×
Name 🗢	Туре	Tags	Phone Number(s)	Status	🕒 Last updated 🗸	© Last provisioned \$	Actions	
Senthil_Test_RC_AgGrp	Default		9905 C Manage		Manage F	hone Number fo	or Application:	
	Default		9906		Q Search			
	Default		▲ Unassigned	$\mathcal{I}$	993	1	9930_SIP_Switch 9931_SIP_Switch	
Senthil_Test_SecondRP	Default		9903		993	2	9932_SIP_Switch	
	Default	saurabh	9927		> 993	4	9933_SIP_Switch 9934_SIP_Switch	
					993	5	9935_SIP_Switch	
					993	7	9937_SIP_Switch	
					993	8	9938_SIP_Switch	
					994	0	9940_SIP_Switch	
					994	2	9942_SIP_Switch	

In Designer, find the new application in the main list and select **Manage**.

From the list of **Phone Numbers**, select the Routing Point DN you configured earlier.

#### Enable the application

😂 Desig	gner Applications	Shared Modules	Audio Resources	Speech Grammars	Operational Managem	lent		Ve
	+ Add Application							٩
N	Name 🗢		Туре	Tags	Phone Number(s)	Status	🕒 Last updated 🗸	() L prov
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5	Senthil_Test_Sec	ondRP	Default		9903		Yesterday at 5:06 PM	Yest PM

Change the application **Status** by moving the slider to green (enabled).