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CX Contact Deployment Guide

Common Deployment Procedures

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Common Deployment Procedures

This topic contains the deployment procedures that are common to both CX Contact deployment methods ([Docker Composer](#) and [Kubernetes](#)).

Creating the Outbound Database

1. To store calling and suppression lists, create the Outbound Database manually on the PostgreSQL server that will be used with CX Contact.
2. Log in to PostgreSQL as the administrator and execute the following set of SQL statements to create the Outbound Database and a user.

Important

- Take note of the database name, username, and password because you will need them when you create the [Outbound Database Access Point](#).
- CX Contact functionality depends on the following database settings. The calling and suppression lists will not be stored correctly if these SQL statements are not executed as documented in this section.

```
CREATE DATABASE cc_outbound;  
ALTER DATABASE cc_outbound SET bytea_output TO 'escape';  
ALTER DATABASE cc_outbound SET standard_conforming_strings TO 'off';  
CREATE USER cc_outbound WITH PASSWORD 'cc_outbound';  
GRANT ALL PRIVILEGES ON DATABASE cc_outbound TO cc_outbound;  
ALTER DATABASE cc_outbound OWNER TO cc_outbound;
```

3. Switch to the new database **cc_outbound** as the administrative user and issue the following command:

```
CREATE EXTENSION tablefunc;
```

Creating the Outbound Database Access Point

Log in to the configuration environment and create a **Database Access Point (DAP)** object that points to the newly-created database.

The DAP must reference the DB Server so that OCS can work with the database. We recommend you name the DAP object **OCS DAP**.

Use the database connection information, database name, username, and password from the

[previous step.](#)

Starting Outbound Contact Server

Start the Outbound Contact Server (OCS) application with the Management Layer or GAX, as you usually do in your environment.