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Outbound Contact Deployment Guide

Outbound-Specific Configuration of Objects

12/17/2025

Outbound-Specific Configuration of Objects

The following objects require specific configurations for Outbound Contact:

- Special DNs
- Place Groups or Agent Groups
- Places

This section discusses the configuration of each of these objects in turn.

Special DNs

The DNs that require Outbound-specific configurations include Communication DNs and Overflow DNs.

Communication DN

Outbound Contact reports on outbound activity through a DN set up as a Communication DN. This type of DN enables communication between Outbound Contact Server (OCS) and Stat Server (which determines what agents are assigned to which Agent or Place Groups, identifies the current Agent State, and provides the statistics for Outbound real-time and historical reporting). This DN type also enables communication between OCS and other parties, using a Communication DN API. It is a virtual DN, meaning that it does not exist in a switch. The name of this DN type can be either text or numeric.

Creating a Communication DN

Start

1. Open the Switch object and select the DNs tab.
2. Click **New**.
3. On the **Configuration** tab of the DN, define the fields as follows:
 - **Name**
 - **Required**; default value is [DN]. Specifies the name of the DN. The name that you enter must be unique within the tenant and it must not match any actual directory number in the switch.
 - **Type**
 - **Required**; default value is [Unknown DN Type]. Specifies the type of DN. Select the Communication DN type from the drop-down menu.
- On the **Options** tab, create a default section.
- In the default section, create an **outbound_contact_server** option by entering the Option Name and

Option Value in the Edit Option dialog boxes.

- Click Save and Close.

End

Overflow DN

A predictive campaign sometimes overflows and, as a result, has outbound calls waiting in the queue. Some contact centers define (by using Virtual DN or routing strategy) business rules to send these outbound calls to another queue. This other queue is commonly known as an overflow queue. There are two types of overflow DNs:

- ACD Queue or Routing Point; used to mark the record as dropped.
- Extension or ACD Position; used to send RequestReleaseCall to T-Server.

Designating an Overflow DN

- To designate an existing DN as an Overflow DN, you must configure an overflow_dn option on the Options tab of a particular DN object.

Start

1. On the Switching tab, select Switches > DNs > <specific DN>.
2. On the Options tab, create a section that is named default.
3. Create the overflow_dn option with a value of true.
4. After you configure the overflow_dn option--depending on your overflow DN type--do the following:
 - For a ACD Position or Extension type DN, create a Place and add this overflow DN into this Place.
 - For an ACD Queue or Routing Point type DN, add your overflow DN to the list of origination DNs of the group(s) that will be used when you run your dialing session for campaigns.

End

Agent and Place Group Objects

Agents, Places, and Agent/Place Groups are configured in Framework; however, Agent Groups and Place Groups still need to be configured specifically for Outbound Contact. The following sections pertain to these Outbound-specific configurations.

Agent or Place Group Object--Advanced Tab Fields

An Agent/Place Group object needs at least one DN (directory number) associated with it in an Origination DN list (see **Origination DNs**). An ACD (automatic call distribution) queue is a required DN for an Agent/Place Group. Other DN(s) in the list could be VQ (virtual queue) or Routing Point.

Outbound Contact Server (OCS) monitors queues to determine how to pace outbound calls and to determine which group an agent logs into for a particular campaign. OCS monitors the telephony events EventQueued, EventDiverted, and EventAbandoned to determine the number of calls that are waiting in the queue. Stat Server notifies OCS about agent logins, that provides information about which queue or group an agent exists.

Note:

As of OCS version 7.6.101.18, OCS no longer considers the number of inbound calls in a queue when it calculates the outbound dialing pace in the Progressive with seizing and the Predictive with seizing dialing modes for the Small Group and Advanced Small Group predictive algorithms.

Origination DNs

Found in Genesys Administrator: Agent/Place Group object > Configuration tab, Advanced section, Origination DNs.

The primary role of an Origination DN is for OCS to monitor it for EventQueued and EventDiverted so that calls can be properly tracked as they are dialed and moved to agents (or Abandoned). For this reason, if a Route Point is used, it may be necessary to use a Virtual Queue also if the Route Point on the T-Server does not support the correct events.

The origination DNs can be of the following types:

- ACD Queue
- Routing Point
- Virtual Queue
- Service Number

Any DN of these types will be registered in the relevant T-Server on start up or when they are added to the Origination DN (if OCS is already started). OCS will not allow a dialing session/campaign group to be loaded unless the Origination DNs for a Campaign Group are monitored.

Agents log into an ACD queue that has a DN number. OCS recognizes that DN as an identifier for an Agent/Place Group and might use that DN as the point of origin for Outbound calls. OCS might use an alternate DN (for instance, a Routing Point) as the point of origin for Outbound calls.

Note:

Do not share DNs in the Origination DNs List among Agent/Place Groups. Assign each Agent/Place Group to a unique Origination DN. The pacing of outbound calls in the Predictive dialing mode can cause unpredictable results if DNs are shared.

Adding DN(s) to the Origination DNs List

Start

1. In Place Group (on the Provisioning tab > Switching) or Agent Group object (on the Provisioning tab > Accounts) > Configuration tab > Advanced/Origination DNs section, click Add.

2. Select (that is, highlight) the DN(s).
3. Click OK in the DN dialog box.
4. Click Save and Close.

End

Place Object

Telesets are assigned to Place objects. A Place might contain more than one DN. Prepare an actual layout of the numbering plan to configure the Places and assign DNs to them.

OCS works only with DNs that are assigned to places. Genesys recommends that you do not assign more than two DNs (Extension and ACD Position) to one place and that you do not assign DNs from several switches to one place.

Note:

Beginning with release 7.6, OCS does not take into consideration or monitor the configuration state (State Enabled or State Disabled) of the DNs included in Places where agents log in to both an Agent Group and a Place Group that are used for a campaign. OCS considers an agent valid and available if the Place and Person configuration objects indicate State Enabled. In release 7.5, OCS checked the state of the first DN only in the DNs list configured for the Place where an agent logged in.