GENESYS™

Outbound Contact Deployment Guide

Dialing Modes and VoIP Deployment

4/2/2025

Dialing Modes and VoIP Deployment

An Outbound-VoIP environment supports all auto-dialing modes.

The following table provides a comparison of the modes in both a traditional and an IP environment.

Dialing Mode Comparison

Dialing Mode	Traditional	Outbound-VoIP - Ready
Predictive	Predictive	IP-predictive
Predictive GVP	Predictive	IP-predictive
Progressive	Progressive	IP-progressive
Predictive with seizing	Predictive ASM using CPD Server	IP-ASM (predictive)
Progressive with seizing	Progressive ASM using CPD Server	IP-ASM (progressive)
Power GVP	Power GVP using OBN	IP-VoiceXML (based on the calls per second setting)
Progressive GVP	Not applicable	IP-VoiceXML (based on port availability)

Configuration

Configuring Outbound Contact and SIP Server for a VoIP Deployment

Purpose

- To configure Outbound Contact and SIP Server so that a Campaign Group is *VoIP-Ready.*

Start

1. Configure a Trunk Group DN on the SIP Server switch object. For more information, see *Framework Genesys Administrator Help.*
2. Configure a Campaign Group object with the Trunk Group DN. For more information, see Campaign Group Object.
3. Configure a SIP Server application object that controls the Trunk Group DN.
4. In the OCS application object, add this SIP Server on the Configuration tab/Connections section.

End