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Outbound Contact Deployment Guide

Outbound Contact 8.1 Deployment Guide

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Contents

- 1 Outbound Contact 8.1 Deployment Guide
 - 1.1 About Outbound Contact
 - 1.2 Outbound Contact Deployment
 - 1.3 Outbound VoIP Deployment
 - 1.4 Configuration Options Reference
 - 1.5 Dialing Regulations and Related Functionality
 - 1.6 Call Handling and Treatments
 - 1.7 Outbound Deployment with CPD Server
 - 1.8 Database-related Functionality
 - 1.9 Predictive Algorithm

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

- [Introduction](#)
- [Terms and Concepts](#)
- [Architecture](#)

Outbound Contact Deployment

- [Deployment Planning](#)
- [Manually Configure and Install Outbound Applications](#)
- [Outbound Solution Wizard](#)
- [Silent Setup](#)
- [Starting and Stopping Procedures](#)

Outbound VoIP Deployment

- [Outbound VoIP Deployment](#)

Configuration Options Reference

- [Manually Define Outbound Configuration Objects](#)
- [Outbound Contact Configuration Options](#)

Dialing Regulations and Related Functionality

- [Log Files](#)

Call Handling and Treatments

- [SCXML-Based Treatments](#)
- [Call Handling and Treatments](#)

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