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Genesys Engage cloud Administrator's Guide

How to set up Outbound routing

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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

The screenshot shows the GAX Configuration interface. The breadcrumb trail is: Home > DNs > Switches > us-west-1 > DNs > New Properties. The form has a left sidebar with 'General' and 'Options' tabs. The 'General' tab is active. The form fields are: 'Number' with a placeholder 'x-xxx-xxxx', 'Type' with a dropdown menu showing 'Routing Point', 'Switch' with a dropdown menu showing 'us-west-1', 'Association' with an empty text field, and 'Register' with a dropdown menu showing 'True'. A handwritten note in black ink says 'DN Type is "Routing Point"' with an arrow pointing to the 'Type' dropdown.

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

The screenshot shows the 'New Properties' form for a Virtual Queue DN. The form is divided into two tabs: 'General' and 'Options'. The 'General' tab is active. The form contains the following fields:

- Number ***: A text input field with the placeholder 'x-xxx-xxxx'.
- Type ***: A dropdown menu with 'Virtual Queue' selected.
- Switch ***: A dropdown menu with 'VQ-switch' selected.
- Association**: A text input field.
- Register ***: A dropdown menu with 'True' selected.

A handwritten note with an arrow pointing to the 'Type' dropdown says: "DN Type is 'Virtual Queue'".

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

The screenshot shows the 'New Properties' form for an Agent Group. The form is divided into two tabs: 'General' and 'Options'. The 'General' tab is active. The form contains the following fields:

- Supervisors**: A text input field.
- Agents**: A text input field.
- Origination DNs**: A table with columns: Number, Type, Switch, and Alias.
- Options**: A text input field.

The 'Origination DNs' table contains the following data:

Number	Type	Switch	Alias
00017000	Virtual Queue	VQ-switch	00017000
5500	Routing Point	us-west-1	5500_us-west-1

A handwritten note with an arrow pointing to the 'Add' button in the 'Origination DNs' table says: "Add the DNs you created earlier".

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

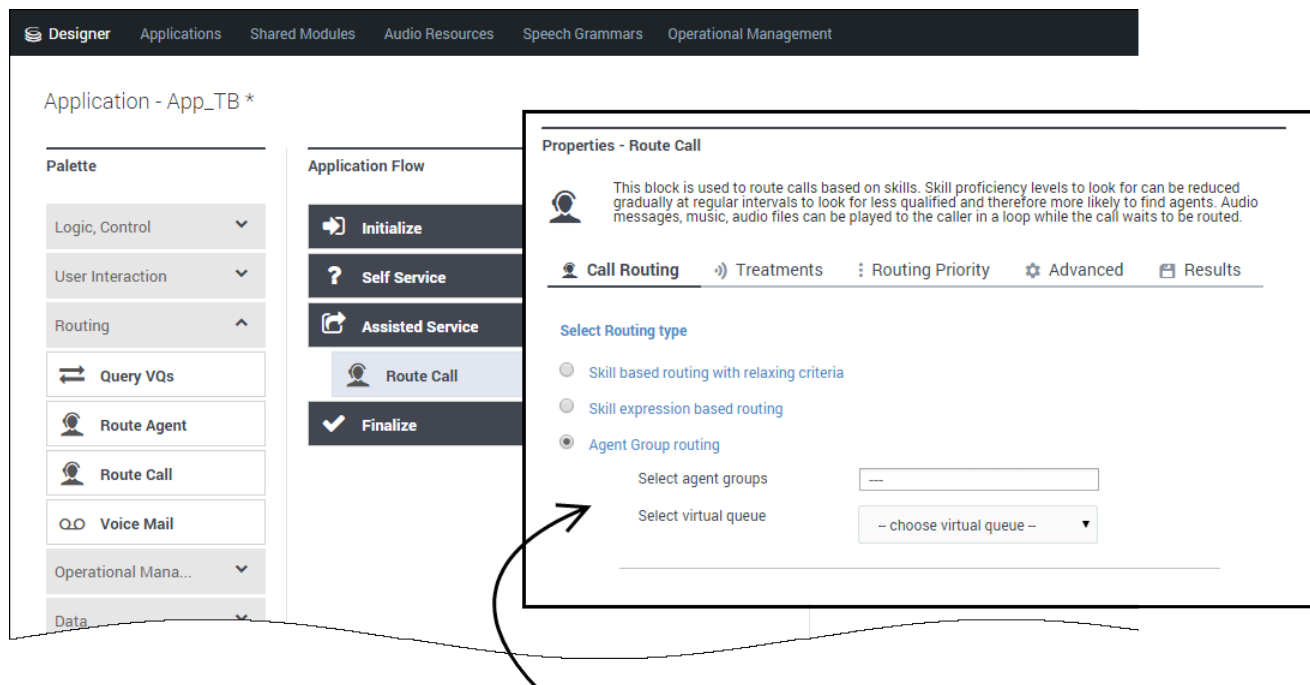
Next, go to **Options**, and add a new option for the Outbound account time zone:

- **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.

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.

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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

The screenshot shows the Genesys Engage Designer interface. The 'Applications' tab is active, displaying a table of applications. The application 'Senthil_Test_RC_AgGrp' is selected, and its 'Phone Number(s)' column shows '9905', '9911, 9912, 9906', and 'Unassigned'. A 'Manage' button is next to '9906'. An arrow points from this button to a 'Manage Phone Number for Application' dialog box. This dialog box has a search bar and a list of phone numbers with checkboxes. The number '9934' is selected.

Name	Type	Tags	Phone Number(s)	Status	Last updated	Last provisioned	Actions
Senthil_Test_RC_AgGrp	Default		9905	On			Manage
	Default		9911, 9912, 9906	On			Manage
	Default		Unassigned	On			
Senthil_Test_SecondRP	Default		9903	On			Manage
	Default	saarabh	9927	On			

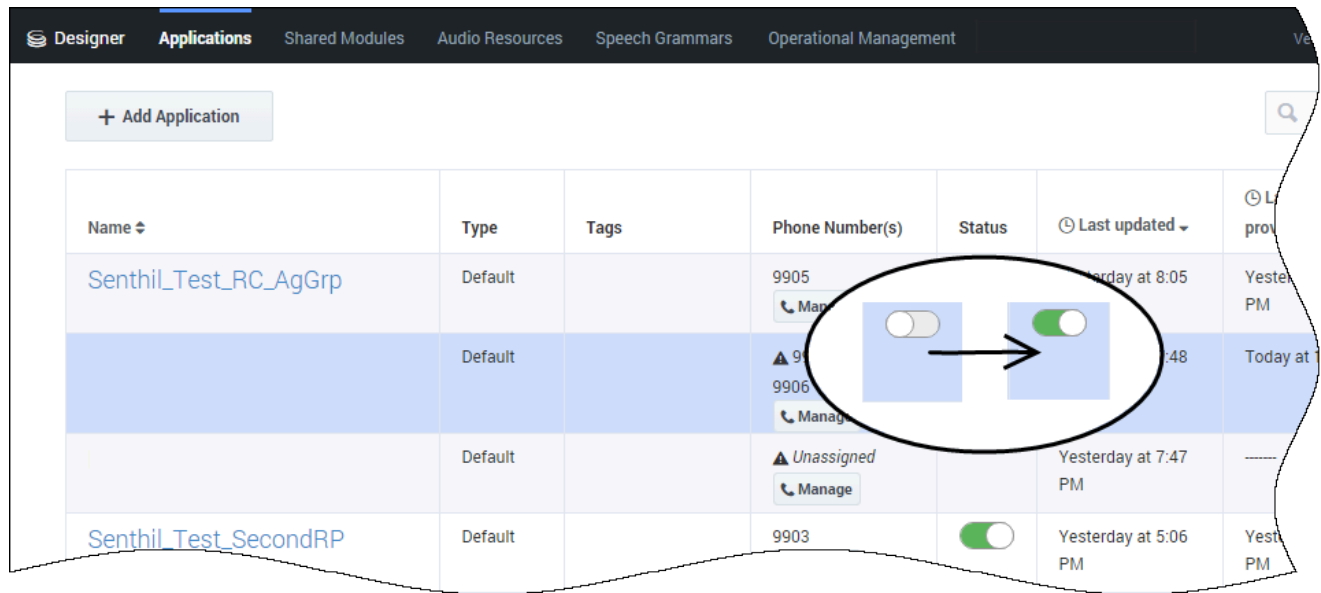
Manage Phone Number for Application:

Phone Number	Switch
9930	9930_SIP_Switch
9931	9931_SIP_Switch
9932	9932_SIP_Switch
9933	9933_SIP_Switch
<input checked="" type="checkbox"/> 9934	9934_SIP_Switch
9935	9935_SIP_Switch
9936	9936_SIP_Switch
9937	9937_SIP_Switch
9938	9938_SIP_Switch
9939	9939_SIP_Switch
9940	9940_SIP_Switch
9942	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



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