How to setupn Outbound?

[Hon Shing Lee](#) 18 posts since Aug 28, 2014

How to setupn Outbound? Sep 19, 2014 5:46 PM

Hello,

I would like to have some guide in setup outbound campaign but I am not so familiarize in configuration. I use below system

UCCX 10.5

Finesse 10.5

Call Manager 10

I take reference to UCCX admin guide , I setup a direct preview dialing outbound campaign, In Subsystems > Outbound > General, I configure normally, and I added a simple outbound campaign. That's it.

Is there anything I missed and I should configure in Call Manager or Voice Gateway? Could I get some guide. Thank you very much!

Andy

Tags: outbound

[gcheria](#) *836 posts since Feb 20, 2009*

Re: How to setupn Outbound? Sep 22, 2014 4:08 AM

Hi Andy,
   Hope you might have gone through Unified CCX Outbound Dialer Configuration.

Agent-based predictive and progressive campaigns dial contacts and transfer these contacts to reserved agents based on the Call Progress Analysis (CPA) result returned by the gateway.
Agent-based predictive and progressive campaigns, with the use of CPA, automatically detect live voice, answer machine, SIT tone and fax/model calls and can react accordingly, prevents a call to be placed from an agent device that results in something other than live voice.
These two new dial modes do not use Cisco Unified Communications Manager (CUCM) resources in order to place outbound calls, as Agent-based preview does, and only connects a call via CUCM to an agent phone when necessary (live voice or answer machine is detected).

Request to refer - UCCX 10.5 Release Field Communication | Contact Center | Cisco Support Community | 5926 | 12269381
for related information.

Thanks and Regards,
Geevarghese

How to setupn Outbound?

Gnanavel George Welington *6 posts since Nov 10, 2011*

Re: How to setupn Outbound? Sep 22, 2014 8:17 AM

Hi,

If you are looking out for a sample configuration on SIP gateway or trouble shooting SIP gateway, kindly refer,
IVR-Based Outbound Dialer Troubleshooting - Cisco

Let me know if it helps.

Thanks,
Gnanavel