



Outbound Option Installation Preliminary Steps

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Before You Begin

Review **Cisco Outbound Option Description** in the Solution Design Guide for Cisco Unified Contact Center Enterprise to learn about deployment options and other design considerations.

The following sections discuss considerations for Outbound Option installations.

System Requirements

System requirements for Outbound Option include the following:

- Choose a Region on Windows Server that includes a 12-hour time format. Outbound Option assumes that times are in a 12-hour format. If you choose a Region that only has a 24-hour format, such as Spanish (Spain), the Outbound Option configuration tools do not work properly.
- A working Unified CCE system that has the following:
 - Router and Logger
 - Administration & Data Server
 - Agent PG, Unified CCE Generic PG, or System PG
 - MR PG
 - CTI Server
 - Unified CM connectivity with agents and CTI Route Points
- If you plan to use the transfer to VRU feature, configure a VRU deployment that supports transfer to VRU. See your Unified CVP, Unified CCX, or third-party VRU documentation for instructions.
- Your system must meet the hardware and software requirements as listed in the following documents:
 - *Virtualization for Unified Contact Center Enterprise* at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-unified-contact-center-enterprise.html

- *Contact Center Enterprise Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>
- Only T1 PRI and E1 PRI interfaces to the PSTN are supported for Outbound Option SIP dialers.
- T1 PRI, E1 PRI and CUBE interfaces to the PSTN are supported for Outbound Option SIP dialers. BRI, FXO, E1R2 will not work with Dialer.

Outbound Option Database

Outbound Option uses a dedicated SQL database on the Logger. The installation includes creating this database. The installer collects some business-related data to properly create the database.

If you enable Outbound Option High Availability, ensure that the Logger virtual machine datastore is large enough to accommodate both the Logger database and the Outbound Option database on Logger Side A and Logger Side B. Also ensure that the Outbound Option database disk drive is sized sufficiently to handle the distribution database.

Consider these guidelines when determining minimum drive size:

- For a 4000 (or smaller) Agent Reference Design solution, add an extra 500 GB of disk space for the Outbound Option database.
- For a 12000 Agent Reference Design solution, add an extra 1 TB of disk space for the Outbound Option database.

VRU Integration

The Dialer uses the VRU for unassisted treatment of customer calls depending on campaign configuration for abandoned calls, answering machine treatment in an agent campaign, or for unassisted transfer to VRU campaigns.

Unified CVP deployments might require Media Termination Point (MTP) resource allocations for calls that are transferred to the VRU from the dialer.

Related Topics

- [Configure a Transfer to VRU Script](#)
- [Create a Network VRU](#)
- [Send to VRU](#)
- [Transfer to VRU](#)
- [Transfer to VRU Call Flow: SIP Dialer with SIP Proxy](#)
- [Transfer to VRU Campaigns](#)
- [Transfer to VRU Campaign Tasks](#)
- [VRU](#)

Auto Answer Settings

Outbound Option is flexible when configuring auto-answer, depending on the system requirements. The main determining factor is whether the business requires the Outbound Option agent to hear a zip tone. Using an agent zip tone increases the transfer time line by almost one second.

Related Topics

[Auto Answer Configuration on Agent Phones](#)

[Install Dialer Component on the PG Virtual Machine](#)

