



Outbound Contact 7.6

Deployment Guide

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Preface

Welcome to the *Outbound Contact 7.6 Deployment Guide*. This document provides step-by-step instructions for the configuration and installation of the applications and components that are required in order to run Outbound Contact 7.6.

This document is valid only for the 7.6 releases of this product.

Note: For releases of this document created for other releases of this product, please visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

This preface contains the following sections:

- [Intended Audience, page 12](#)
- [Chapter Summaries, page 12](#)
- [Document Conventions, page 13](#)
- [Related Resources, page 15](#)
- [Making Comments on This Document, page 16](#)
- [Document Change History, page 16](#)

Outbound Contact 7.6 is an automated system for creating, modifying, running, and reporting on outbound campaigns for proactive customer contact. Outbound Contact Server (OCS) provides automated dialing and call progress detection, so that an agent is required only when a customer is connected. OCS also intelligently uses customer data to ensure that campaigns are contacting the right customers, not just a large number of customers.

Intended Audience

This document is primarily intended for system engineers and other members of an implementation team who set and maintain Outbound Contact 7.6. This guide assumes that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Network design and operation.
- Your own network configurations.

You should also be familiar with the Genesys Framework architecture and functions, that support Outbound Contact 7.6.

Chapter Summaries

In addition to this preface, this document contains the following chapters:

- Chapter 1, “Overview,” on [page 23](#), provides an overview of the new features and functions for this release, and defines the basic terms and concepts that are relevant to this solution.
- Chapter 2, “Architecture,” on [page 29](#), provides information about each component of this solution. It also contains information about other Genesys applications that enable and support Outbound Contact 7.6.
- Chapter 3, “Deployment Planning,” on [page 73](#), describes some of the system sizing requirements for the installation of the Outbound Contact product, and it also explains how to plan the configuration and installation of Outbound Contact.
- Chapter 4, “Outbound Solution Wizard,” on [page 97](#), explains how to install and start the Outbound Contact Wizard. It also describes the configuration process using the Call Progress Detection (CPD) Server Wizard, and how CPD Server works with Dialogic boards.
- Chapter 5, “Manually Configuring and Installing Outbound Applications,” on [page 103](#), explains how to manually configure and install Outbound Contact.
- Chapter 6, “Silent Setup,” on [page 125](#), explains how to perform an automated electronic software distribution.
- Chapter 7, “Manually Defining Outbound Configuration Objects,” on [page 129](#), explains how to configure the Outbound-related objects in Configuration Manager. It contains a section for each Outbound-related object and the properties to be defined.
- Chapter 8, “Outbound Contact Configuration Options,” on [page 171](#), describes the various options that can be used to ensure that Outbound Contact performs as needed in your environment.

- Chapter 9, “Log Files,” on [page 263](#), explains how to enable record history logging and extended audit trail logs.
- Chapter 10, “Call Handling,” on [page 275](#), describes how treatments can be used against various call results.
- Chapter 11, “Deploying Do Not Call Functionality,” on [page 295](#), explains how to implement Do Not Call features.
- Chapter 12, “Configuring Dialogic Boards,” on [page 301](#), describes various types of Dialogic boards, and explains how to install them.
- Chapter 13, “Starting and Stopping Procedures,” on [page 327](#), explains how to start and stop Outbound Contact with the Solution Control Interface (SCI). It also explains how to start and stop Outbound Contact Server and CPD Server manually.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

```
76ou_dep_05-2008_v7.6.101.00
```

You will need this number when you are talking with Genesys Technical Support about this product.

Type Styles

Italic

In this document, italic is used for emphasis, for documents’ titles, for definitions of (or first references to) unfamiliar terms, and for mathematical variables.

- Examples:**
- Please consult the *Genesys 7 Migration Guide* for more information.
 - *A customary and usual practice* is one that is widely accepted and used within a particular industry or profession.
 - Do *not* use this value for this option.
 - The formula, $x + 1 = 7$ where x stands for . . .

Monospace Font

A monospace font, which looks like teletype or typewriter text, is used for all programming identifiers and GUI elements.

This convention includes the *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages; the values of options; logical arguments and command syntax; and code samples.

- Examples:**
- Select the `Show variables` on screen check box.
 - Click the `Summation` button.
 - In the `Properties` dialog box, enter the value for the host server in your environment.
 - In the `Operand` text box, enter your formula.
 - Click `OK` to exit the `Properties` dialog box.
 - The following table presents the complete set of error messages T-Server distributes in `EventError` events.
 - If you select `true` for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls.

Monospace is also used for any text that users must manually enter during a configuration or installation procedure, or on a command line:

- Example:**
- Enter `exit` on the command line.

Screen Captures Used in This Document

Screen captures from the product GUI (graphical user interface), as used in this document, may sometimes contain a minor spelling, capitalization, or grammatical error. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Square Brackets

Square brackets indicate that a particular parameter or value is optional within a logical argument, a command, or some programming syntax. That is, the parameter's or value's presence is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information. Here is a sample:

```
smcp_server -host [/flags]
```

Angle Brackets

Angle brackets indicate a placeholder for a value that the user must specify. This might be a DN or port number specific to your enterprise. Here is a sample:

```
smcp_server -host <confighost>
```

Related Resources

Consult these additional resources as necessary:

- The *Outbound Contact 7.6 Reference Manual*, which describes application features for Outbound Contact 7.6 and provides information about configuration options, constants, and communication protocols.
- *Outbound Contact Manager 7.6 Help*, which describes how to use Outbound Contact Manager.
- The *Genesys 7.6 Proactive Contact Solution Guide*, which consolidates information about the Genesys Proactive Contact solution. The Genesys Proactive Contact solution integrates Outbound Contact with Genesys Voice Platform (GVP), and provides the ability to proactively initiate and handle outbound campaign calls using GVP.
- The *Genesys Proactive Routing Solution Guide*, which provides instructions on how to integrate Outbound Contact with the Customer Interaction Management (CIM) Platform.
- The *Framework 7.6 Deployment Guide*, which will help you configure, install, start, and stop Framework components.
- The *Framework 7.6 Configuration Options Reference Manual*, which will provide you with descriptions of configuration options for other Framework components.
- The *Framework 7.6 Configuration Manager Help*, which will help you use Configuration Manager.
- The *Genesys 7 Migration Guide*, also on the Genesys Documentation Library DVD, which contains a documented migration strategy from Genesys product releases 5.x and later to all Genesys 7.x releases. Contact Genesys Technical Support for additional information.
- The *Genesys 7 Events and Models Reference Manual*, which contains the T-Library API, information on TEvents, and an extensive collection of call models.
- The *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and CTI terminology and acronyms used in this document.
- The Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [Genesys 7 Supported Operating Systems and Databases](#)
- [Genesys 7 Supported Media Interfaces](#)

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- Genesys Technical Support website at <http://genesyslab.com/support>.
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Making Comments on This Document

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Document Change History

This section lists topics that are new in the current release of this document, or that have changed significantly from the preceding release.

New in Document Version 7.6.102.00

[Table 1](#) provides details about what is new or has changed significantly from release 7.6.101.00 to 7.6.102.00 of this document.

Table 1: Document Changes

Chapter	Heading/Topic	Page	Details
Chapter 1, "Overview," on page 23			
	New Features in Release 7.6.101	24	New section added that identifies the features added in the 7.6.101 release.

Table 1: Document Changes (Continued)

Chapter	Heading/Topic	Page	Details
Chapter 2, “Architecture,” on page 29			
	Outbound Architecture Overview > Call Progress Detection Server > Dialing Methods > Engaging Call section	34	A note added to reference the new section about how the predictive algorithm accounts for engaging call dialing duration.
	Dialing Overview > Dialing Modes > Predictive Algorithm Self-diagnostic	54	A new section to explain this new capability of the predictive algorithm.
	Dialing Overview > Dialing Modes > Predictive Algorithm and Engaging Call Dialing Duration	55	A new section to explain how the predictive algorithm accounts for engaging call dialing duration.
	Dialing Overview > Dialing Modes > Preview Dialing Mode	57	A note added to reference a new option that instructs OCS how to handle the scenario when an outbound call is placed manually in the Preview dialing mode but then released when it is not established
	Multiple Sites, Users, and Tenants> Multi-Tenant Environment > Centralized Configuration and Shared HMP Resources	63	A new section to explain how HMP resources can be shared in a multi-tenant environment.
Chapter 5, “Manually Configuring and Installing Outbound Applications,” on page 103			
	Overview > Table 8 , Task Summary	104	A new table to summarize configuration procedures and actions.
	Configuration > CPD Proxy Server	112	A note added to reference a new section about configuring a multi-tenant environment to share HMP resources.
	Installing on Windows > Installing OCM on Microsoft Windows 2000, 2003, Vista, or XP	120	Additions indicating that Outbound Contact Manager can be installed on Vista.

Table 1: Document Changes (Continued)

Chapter	Heading/Topic	Page	Details
Chapter 7, “Manually Defining Outbound Configuration Objects,” on page 129			
	Campaign Group Object > General > Group section	166	A note was added to explain how OCS handles Personal Call backs and Personal Rescheduled records when running an outbound Campaign against multiple agent groups.
	Campaign Group Object > Advanced tab > Buffer Size Coefficient section	169	Corrected the first sentence to explain that the default is [4] for Minimum. It had previously stated Maximum.
Chapter 8, “Outbound Contact Configuration Options,” on page 171			
	<code>callback-observe-group</code>	186	A new OCS option that specifies whether OCS should select Personal Callbacks and Personal Rescheduled records from the Calling Lists based on both the Campaign DBID and the Group DBID or just the Campaign DBID.
	<code>force-unload-wait-db</code>	187	A new option that controls how OCS handles requests for a records update sent to the database when a Campaign is unloaded forcefully.
	<code>pa-selfcheck-awt-threshold</code>	198	A new OCS option that specifies the percentage of the target Average Waiting Time that the predictive algorithm uses as the threshold to report about a dialing performance degradation.

Table 1: Document Changes (Continued)

Chapter	Heading/Topic	Page	Details
	pa-selfcheck-bf-threshold	199	A new OCS option that specifies the percentage of the target Busy Factor that the predictive algorithm (PA) uses as the threshold to report about a dialing performance degradation.
	pa-selfcheck-interval	199	A new OCS option that specifies the time interval, in minutes, that the predictive algorithm uses to calculate the current values of the optimization parameters and to track any suspicious cases for reporting dialing performance degradation.
	pa-selfcheck-odr-threshold	199	A new OCS option that specifies the percentage of the target Overdial Rate that the predictive algorithm uses as the threshold to report about a dialing performance degradation.
	preview_release_nocontact_action	219	A new OCS option that determines the teleset state after an agent releases an unsuccessful outbound call that the agent had placed manually.
	vtd-override	209	A new OCS option that defines the name of the Voice Transfer Destination DN that OCS sends to CPD Server in the extensions of RequestSeizeAgent and RequestMakePredictiveCall.

Table 1: Document Changes (Continued)

Chapter	Heading/Topic	Page	Details
	max-dialing-channels	230	A new CPD Proxy Server option that specifies the maximum number of dialing channels that can be used by the OCS client of CPD Proxy Server.
	max-engaging-channels	230	A new CPD Proxy Server option that specifies the maximum number of engaging channels that can be used by the OCS client of CPD Proxy Server.
	engaged_answer_action	217	A new OCS option that determines the teletest state after an engaging call has been established.
	engaged_release_action	217	A new OCS option that determines the teletest state after an engaging call has been released.
	CPD Server Options > Correlation Between CPD Server Options and Dialogic Boards > ASM Dialer Mode > HMP (Table 20) > isdn section > use-channel-state	249	The value for siphmp-asmline type column was changed to No.

New in Document Version 7.6.101.00

Table 2 provides details about what is new or has changed significantly from release 7.6.001.00 to 7.6.101.00 of this document.

Table 2: Document Changes

Chapter	Heading/Topic	Page	Details
Chapter 1, "Overview," on page 23			
	New Features in Release 7.6.1	26	New section added that identifies the features added in the 7.6.1 release.

Table 2: Document Changes (Continued)

Chapter	Heading/Topic	Page	Details
Chapter 2, “Architecture,” on page 29			
	Predictive Dialing Modes with Agent Feedback	53	A new section to explain this new capability.
	Predictive Dialing Modes for Small Groups	54	A new section to explain how OCS handles small groups.
Chapter 4, “Outbound Solution Wizard,” on page 97			
	A new note	97	Note added that the Outbound Contact Configuration Wizard should only be used for standard configurations.
Chapter 5, “Manually Configuring and Installing Outbound Applications,” on page 103			
	Outbound-Specific Statistics for Stat Server > New Statistics as of Release 7.6.1	113	Two outbound-specific, real-time statistics were added in the 7.6.1 release: CurrentTrustFactor and CurrentFeedbackAccuracy.
Chapter 7, “Manually Defining Outbound Configuration Objects,” on page 129			
	Table 16 > Assign to Group	159	Corrected the name of the call result (Agent CaLLBack Error) in the description
	Table 16 > Mark as Agent Error	159	Corrected the name of the call results (Agent CaLLBack Error and Group CaLLBack Error) in the description. Also added a note.
Chapter 8, “Outbound Contact Configuration Options,” on page 171			
	outbound_agent_outlier_limit	197	Note added explaining that this option has a lower priority when the new 7.6.1 predictive-longcalls-truncation option is configured.

Table 2: Document Changes (Continued)

Chapter	Heading/Topic	Page	Details
	predictive_algorithm	200	A new value, advanced_small_group, was added to release 7.6.1, which use an advanced small group algorithm that accounts for all inbound calls and also allows calls to be initiated, even if one or more calls remain in the dialing stage, rather than waiting until all dialed calls are completed.
	predictive-longcalls-truncation	203	A new option added to release 7.6.1 that instructs the predictive algorithm how to handle so-called “long” outbound calls, (that is, if a few outbound calls last significantly longer than the majority of the outbound calls for the given campaign group).
	time-to-ready-tolerance	208	A new option was added in release 7.6.1 to specify the allowed variance on the time estimate provided by the desktop for when an agent will become Ready.
	small_group_size	208	In release 7.6.1, the maximum valid value limit of agents to 50 was removed.



Chapter

1

Overview

This chapter provides an overview of Outbound Contact 7.6. It introduces the new features and functions for this release, and defines the basic terms and concepts that are relevant to the Outbound Contact solution.

This chapter contains the following sections:

- [Introduction to Outbound Contact 7.6, page 23](#)
- [New in This Release, page 24](#)

Introduction to Outbound Contact 7.6

Outbound Contact 7.6 is an automated system that is used to create, modify, and run outbound dialing campaigns in which agents interact with customers. Running a campaign involves launching the campaign, monitoring it, and making any necessary adjustments. To perform these tasks, Outbound Contact users can:

- Create calling lists from customer contact information.
- Group calling lists into campaigns for outbound dialing.
- Share campaigns among multiple agent groups.
- Create campaign sequences with the Campaign Sequence object, which provides predefined thresholds and automatic agent assignments.
- Chain records for a customer (multiple call records).
- Choose different dialing modes.
- Define treatments and scheduled calls for unsuccessful calls on each calling list.
- Monitor campaigns using Reporting tools.
- Apply Do Not Call restrictions by phone number or customer ID.

Outbound Contact has a client/server architecture consisting of the following components: Outbound Contact Server (OCS), Outbound Contact Manager (OCM), Call Progress Detection Server (CPD Server), and CPD Proxy Server. See “Architecture” on [page 29](#) for more information about these components.

New in This Release

This section describes the new configuration and/or installation procedures in Outbound Contact 7.6.

New Features in Release 7.6.101

The 7.6.101 release of Outbound Contact includes the following features:

- Predictive algorithm enhancements
 - Self-diagnostics—In order to limit performance degradation, which could result in a deviation from the optimization parameters (Busy Factor, Overdial Rate, and Average Waiting Time) associated with the loss of a dialing pace, the predictive algorithm can perform self-diagnostics and report the expected cause of the degradation using log events.
 - Four new options include: `pa-selfcheck-awt-threshold` (see [page 198](#)), `pa-selfcheck-bf-threshold` (see [page 199](#)), `pa-selfcheck-odr-threshold` (see [page 199](#)), and `pa-selfcheck-interval` (see [page 199](#))
 - Four new log events include: 12-50131, 12-50132, 12-50133, and 12-50134. See the Outbound Contact section of *Framework 7.6 Combined Log Events Help* for more information about the log events.

For more information, see “Predictive Algorithm Self-diagnostic” on [page 54](#).

- Engaging call dialing duration
 - Average engaging call dialing duration—OCS calculates the average engaging call dialing duration (defined as the time between an agent going ready and becoming ASM engaged when the engaging call is delivered to the agent) for a given Campaign Group and uses this value when calculating dialing pacing.
 - Advanced small group predictive algorithm and agent feedback—In ASM dialing modes, OCS adds the value of the average engaging call dialing duration to the agent’s ReadyTime notification to predict when the agent will become ready.

For more information, see “Predictive Algorithm and Engaging Call Dialing Duration” on [page 55](#).

- **AddRecord request enhancement**—To handle the scenario in which several Campaign Groups are active or running for the same Campaign and ensure that a new record is added to an existing chain for the appropriate group, OCS places a higher priority on processing the `GSW_RECORD_HANDLE` attribute if present in the request over the `GSW_CAMPAIGN_NAME` attribute. The `GSW_RECORD_HANDLE` attribute provides information to identify the Campaign Group, and with `GSW_CHAIN_ID`, enables a new record to be added correctly. In addition, if the `GSW_CHAIN_ID` does not match the ID of the chain, OCS returns Error Code 103.
- **Enhancement to Preview dialing mode when a call is not established**—A new option, `preview_release_nocontact_action` (see [page 219](#)), instructs OCS on what action it should apply to an agent's DN when the agent releases an outbound call that was placed manually in the Preview dialing mode but could not be established. In order to leverage this enhancement, the attached data of the manually placed call must contain the `GSW_RECORD_HANDLE` attribute with the record handle, which OCS had passed previously to the agent desktop.
- **Campaign Group-related enhancements**
 - **Identifying the Campaign Group name**—An existing attribute, `GSW_CAMPAIGN_GROUP_NAME`, can now be added to desktop protocol requests to identify the Campaign Group for environments where several groups are configured, active, and running for the same Campaign. This attribute has a higher priority than the `GSW_CAMPAIGN_NAME` attribute in desktop protocol requests, that does not uniquely identify the Campaign Group. This attribute can be used anywhere that the `GSW_CAMPAIGN_NAME` attribute is used.
 - **Identifying the Campaign Group name associated with personal records**—In a scenario in which one or more Campaign Groups share the same Campaign, and thus the same Calling lists, OCS updates the `group_id` field in the list with the current Group DBID, in addition to the `campaign_id`, when records are marked as Retrieved.

The new `callback-observe-group` option (see [page 186](#)) instructs OCS whether to consider the Group DBID when Personal Callbacks and Personal Rescheduled records are retrieved by the Campaign Group.

This new feature is only available for Calling lists that have the `group_id` field included in the format. In order to maintain backward compatibility with Calling lists using format 6, OCS checks the format for this field and the `callback-observe-group` option. If format 6 is being used, the `group-id` field is not updated and the option value is ignored.
- **Do Not Call list enhancement**—When OCS switches from the backup to the primary, OCS rereads the Do Not Call records that were added after the Do Not Call list was initially read by OCS for all Tenants that have active/running Campaigns and whose Do Not Call list(s) were imported. This synchronizes the Do Not Call list between the backup and primary OCS if

the primary OCS updates the list after the backup reads it, due to the addition of new records to the Do Not Call list. No calls requests will be created by OCS until the Do Not Call list table is completely read.

- Centralized configuration and sharing of HMP resources in multi-tenant environment—Outbound Contact supports this type of configuration for an HMP deployment in ASM mode and Transfer mode due to fast ISCC call routing between SIP Servers. For more information, see “Centralized Configuration and Shared HMP Resources” on [page 63](#).

Note: Outbound Contact Manager can now be installed on the Windows Vista operating system.

New Features in Release 7.6.1

The 7.6.1 release of Outbound Contact includes the following features:

- Advanced small group algorithm—A new value, `advanced_small_group`, was added to the `predictive_algorithm` option (see [page 200](#)). This option value activates the new and improved predictive algorithm for small groups of agents. The advantages of this new algorithm include:
 - It better tracks inbound calls, because it counts inbound calls that are at all stages of processing and not just those that are queued.
 - It allows outbound calls to be initiated, even if one or more calls remain in the dialing stage, rather than waiting until all dialed calls are completed.
- OCS allows for better optimization of predictive dialing by accepting estimated call completion time notifications from agents.
 - New agent desktop notification—`ReadyTime` has been added to the Outbound Desktop protocol, which the agent desktop sends to OCS. For more information on this event, see the *Outbound Contact 7.6 Reference Manual*.
 - A new `time-to-ready-tolerance` option (see [page 208](#))—OCS uses this option to specify the allowed accuracy in the agent's estimation of when that agent will complete call processing and become Ready. This option is associated with the new `advanced_small_group` value for the `predictive_algorithm` option.
 - New real-time statistics: `CurrentTrustFactor` and `CurrentFeedbackAccuracy`— These statistics are calculated along with the trust factor calculations for each agent and for the Campaign Group when determining agent availability around call completion. These statistics are only available if you are using Stat Server version 7.6.1 or higher with OCC Extension 7.6.1 or higher.

- Three new OCS log events, 12-50128, 12-50129, and 12-50130—These log events are associated with the Predictive/Predictive with seizing dialing modes and the agent providing feedback on his or her availability. For information on these log events, see the Outbound Contact Server section of the *Genesys 7.6 Log Events Help*.
- Call duration distribution—a new option, `predictive-longcalls-truncation`, instructs the predictive algorithm how to handle so called “long” outbound calls (that is, if a few outbound calls last significantly longer than the majority of the outbound calls for the given campaign group). For more information, see [page 203](#).
- CPD Server implemented a new HMP licensing schema—This schema supports licensing changes for Dialogic drivers. This release of CPD Server requires Dialogic HMP 3.0 for Windows SU174 or higher.
- For more information, see the *Outbound Contact 7.6 Reference Manual*.
- A new supported version of IBM DB2 DBMS (Database Management System)—Outbound Contact now supports IBM DB2 version 9.1.

New Features in Release 7.6

The 7.6 release of Outbound Contact includes the following features:

- Security Enhancements:

Note: For configuration information on all of these security enhancements, see *Genesys 7.6 Security Deployment Guide*.

- You can configure OCS, CPD Server, and CPD Proxy Server to use a fixed port when connected to a server behind a firewall to reduce susceptibility to security attacks. For additional information, see “Client-Side Port Security Configuration” on [page 105](#).
- Outbound Contact supports Transport Layer Security (TLS) for connections between various Outbound Contact and other Genesys components. In this guide, “Transport Layer Security Connections” on [page 346](#) for information about which components support this.
- OCM security timeout—A new OCM option, `inactivity-timeout`, allows you to automatically force a logged-in user to log in again if he or she has not interacted with any element of the interface for a set period of time. By default, this option is set to 0 minutes. For more information on this option, see “inactivity-timeout” on [page 173](#).
- OCM Security Banner—You can create and display your own Security Banner when a user logs in to Outbound Contact Manager or any Genesys user interface. You define the content of the banner, typically the terms of use of the application. Users must accept the terms to proceed, or they can reject the terms to close the application without access.

The user-defined Security Banner is specified during the installation of the application. During the OCM installation, you specify the URL where the banner is located (see “Installing OCM on Microsoft Windows 2000, 2003, Vista, or XP” on [page 120](#)).

- Hiding sensitive data contained in OCS Log SQL statements—Logged data can be truncated in order to hide sensitive data that would appear in the logs by configuring either the `default-filter-type` option or any of the `log-filter-data` section options to a value other than `copy` (for example, `hide` or `skip`).

The truncation will be represented in the log by four asterisks following the first three words. Two examples of a log entry include:

- 15:22:09.130 CM_DBCallRecord(101-101-106): DBServer 'DBServer_Svarog' SQL: update alpha_list set **** [ReqID=125]
- 15:22:09.150 CM_DBCallRecord(101-101-106): DBServer 'DBServer_Svarog' SQL: insert into alpha_list **** [ReqID=129]

If sensitive information appears in the log before the fourth word, such as in `SELECT` statements involving data for the `DoNotCall` list, OCS truncates the statement to the first word.

For more information about these options, see the *Genesys 7.6 Security Deployment Guide*, “Common Configuration Options” chapter.

Migration

Refer to the *Genesys 7 Migration Guide* for detailed information about migrating Outbound Contact 7.5 to Outbound Contact 7.6.

License Control

The 7.6 release of Outbound Contact supports the same licensing requirements as the 7.x releases for the traditional dialing modes. New dialing modes such as Push Preview and Power GVP do not require licenses. If you are upgrading to 7.6, you can continue to use the same license file that you were using for the Outbound Contact 6.5.x to 7.x releases. There are no changed Outbound-specific licensing requirements for the Outbound Contact 7.6 release.

Note: If you are using Dialogic HMP Dialogic software, additional licenses are necessary. See “HMP Software” on [page 320](#) and contact your Dialogic representative for more information.

Refer to the *Genesys 7 Licensing Guide* for detailed information about licensing Outbound Contact 7.6.



Chapter

2

Architecture

This chapter explains required architecture for outbound campaigns. It contains the following sections:

- [Outbound Architecture Overview, page 29](#)
- [Outbound Contact 7.6 Terms and Concepts, page 38](#)
- [Dialing Overview, page 49](#)
- [Multiple Sites, Users, and Tenants, page 62](#)
- [Other Supporting Solutions, page 67](#)

Outbound Architecture Overview

Outbound Contact 7.6 provides an integrated environment for creating, running, and reporting on outbound campaigns. [Figure 1](#) illustrates how the Outbound Contact components integrate with other Genesys components.

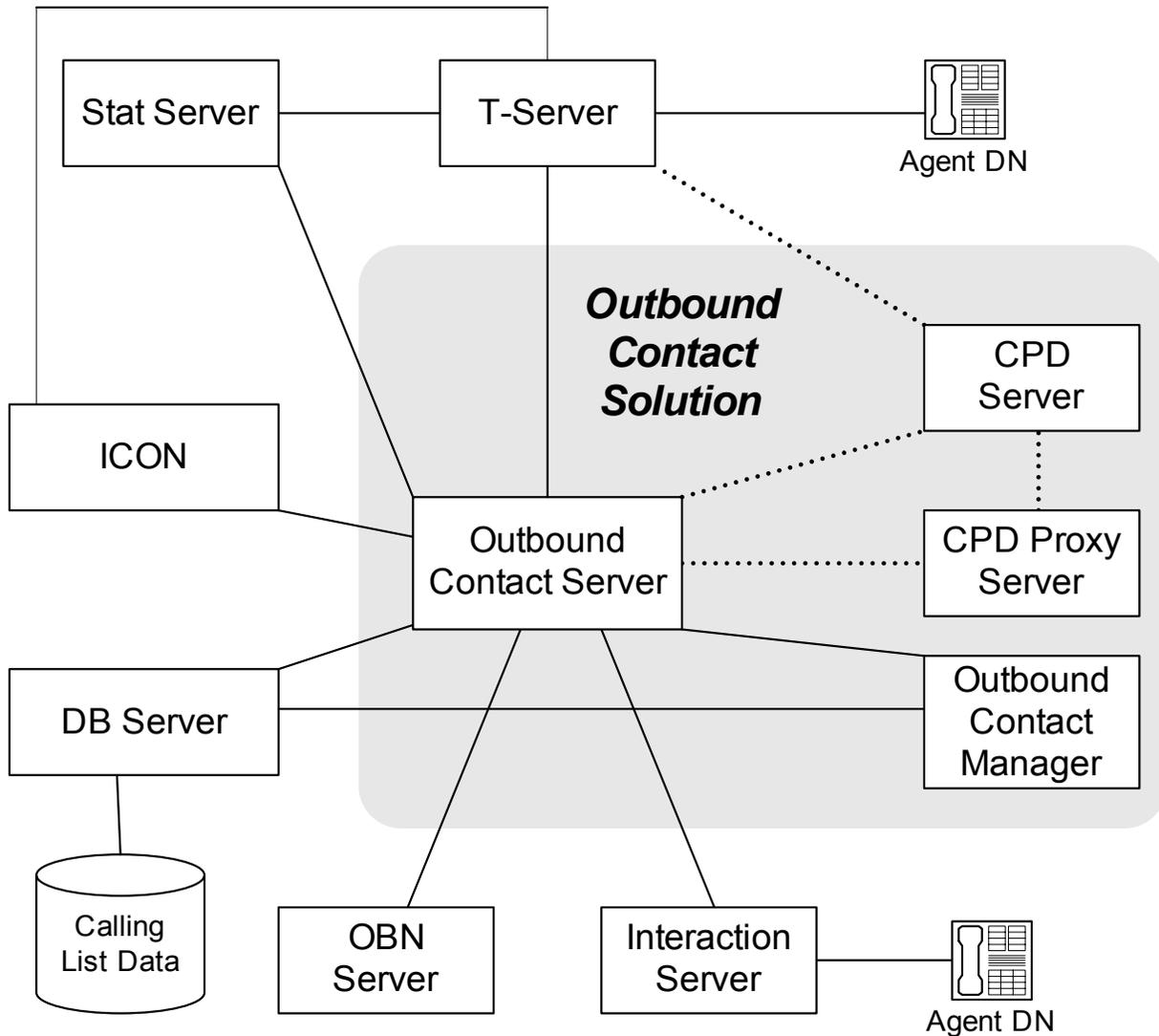


Figure 1: Outbound Contact Architecture

Each of the following subsections describes one of these Outbound Contact components, and how it fits into the architecture illustrated in [Figure 1](#).

Outbound Contact Server

Outbound Contact Server (OCS) is the core of Outbound Contact because it is the dialing engine. It instructs the PBX switch (through a CTI [computer-telephony integration] link), or a Dialogic board (through CPD Server), or another dialer (when using Outbound Notification (OBN) or Interaction Server) to dial outbound calls or initiate outbound interactions. OCS retrieves information from the calling list(s) with the help of the DB Server, and delivers it to T-Server (or another type of dialer), which in turn relays it to the desktop. In this way, OCS issues dialing requests to agents. OCS also reacts to call results and responses from agent desktops.

Desktop protocol for Outbound Contact enables OCS to communicate through T-Server with agent desktops. Third-party protocol for Outbound Contact enables OCS to communicate through a Communication DN with third-party applications. Outbound Contact is also capable of communicating with another OCS, Stat Server, and ICON.

Notes: Starting with release 7.5, Outbound Contact Server can also use Genesys Voice Platform to dial outbound calls. See “Genesys Voice Platform” on [page 71](#) for more information.

Starting with release 7.5, Outbound Contact Server can also use Interaction Server to deliver interactions to agent’s desktops. See “Genesys Multimedia” on [page 69](#) for more information.

OCS also performs the following functions:

- Reads configuration data—including the options for configuration objects such as Agent Groups, Place Groups, and Campaign Groups— from the Configuration Database.
- Receives commands from Outbound Contact Manager (or third-party applications) for starting and stopping campaigns.
- Provides pacing algorithms for the dialing of outbound calls.
- Updates call results.
- Applies treatments to records based on call results.
- Processes Do Not Call (DNC) requests
- Checks the Do Not Call list for telephone numbers and customer IDs that should not be contacted.

Outbound Contact Manager

Outbound Contact Manager (OCM) is the user interface for Outbound Contact. OCM enables contact center managers to perform tasks such as the following:

- Manage calling lists:
 - Add, modify, and delete records in a list.
 - Create chained records in a list.
 - Move records among calling lists that have the same table format and that exist in the same type of DBMS.
 - Import/export calling lists.
- Browse Calling Lists, Campaign Groups, and their components:
 - Use dialing and viewing filters to select records by a particular criteria. OCM can *automatically* save a viewing filter when the user leaves the current calling list. When the user reopens the list, OCM retrieves and displays the filter.

- View the relationships among campaigns, agent groups, and calling lists.
- Start and stop campaigns.
If you start a campaign with OCM, and then OCM stops, the campaign continues to run. When OCM restarts, OCS updates OCM with the current status of the campaign.
- Manage campaign sequences.
- Monitor the current status of outbound campaigns.
- Specify or modify the optimization parameters for any running campaigns and campaign sequences.
- Update Do Not Call lists with data from external sources.
- Prioritize records for dialing by record types.

Call Progress Detection Server

Call Progress Detection Server is an optional component for switches that do not have Call Progress Detection (CPD) capability. This server uses a Dialogic board to perform CPD for outbound calls and, if configured, to record voice files. As the dialer, CPD Server interfaces with OCS and the Dialogic board.

Notes:

- GVP can also be used to dial outbound calls, but only in Power GVP dialing mode. See “Genesys Voice Platform” on [page 71](#) for more information.
 - Starting with release 7.2, CPD Server supports only the Dialogic drivers for Service Release 6 that are provided on the CPD Server CD.
-

Dialing Methods

The way in which outbound dialing is performed depends on the dialing method and equipment that you use. There are several ways to perform outbound dialing:

- No Call Progress Detection (CPD) Server required (if a switch already has call progress detection capability).
- Transfer mode—The Dialogic board connects to the switch through an analog connection or a digital lineside connection. CPD Server instructs the Dialogic board to dial outbound calls, perform call progress detection, and transfer calls to an automatic call distribution (ACD) queue or routing point, which eventually distributes the calls to an available agent.
- Power GVP mode—GVP is used to dial outbound calls and enables you to provide voice self-service when the caller is contacted.

- ASM mode—The Dialogic board connects to the switch through an ISDN carrier. In this mode, outbound calls are a combination of two calls:
 - An internal call from the Dialogic board to the agent desktop (an *engaging* call).
 - An outbound call from the Dialogic board to the Public Switched Telephone Network (PSTN).

CPD Server connects these two calls on the Dialogic board when it is time to establish a call between an agent and a dialed number. Therefore, this method requires twice as many Dialogic ports as Transfer mode requires.

Note: ASM mode is the only supported dialing mode when using T-Server for Cisco Call Manager.

Engaging Calls

An engaging call is one that seizes (*engages*) an agent when CPD Server dials in ASM mode. Based on the type of T-Server event, CPD Server can determine where CPD Server can obtain the connection ID for the agent to be engaged—before the called party answers.

CPD Server supports the ASM mode as a way to expedite call transfers and improve the connection time between a customer and an agent.

When their switches do not perform satisfactorily, contact centers use ASM mode to solve performance problems. It provides the following functionality to enhance performance:

- Eliminates unacceptable delays between the time when a customer picks up the phone and when the call is connected to an agent.
- Avoids lack of support for call transfers.
- Eliminates force-tone problems in which a customer can hear a signal intended only for an agent — for example, when a signal alerts the agent that a call is transferred.

In the *Predictive with seizing* dialing mode, a call is dialed automatically, based on a prediction of agent availability; the agent is then *seized (engaged)* before the called party answers. There is no delay after the customer is connected. OCS includes a campaign-pacing engine with a Predictive dialing algorithm that initiates the record dialing.

In the *Progressive with seizing* dialing mode, a call is dialed automatically when an agent is already on the line and ready to take the call. *Progressive with seizing* means Progressive dialing in ASM mode.

In both modes, the agent should be on the line (*engaged*) before the customer answers. The differences between these two dialing modes are as follows:

- In *Progressive with seizing* mode, the agent is already reserved for the call when it is dialed.
- In *Predictive with seizing* mode, the agent is *predicted* to be available when the dialer places the call.

Note: In release 7.6.101, the predictive algorithm accounts for the average engaging call dialing duration (defined as the time between an agent going ready and becoming ASM Engaged when the engaging call is delivered to the agent) for a given campaign and uses this value when calculating dialing pacing.

Centralized CPD Server

Outbound Contact 7.6 supports a centralized CPD Server. A contact center with a multi-site environment can use a single CPD Server at its central location. With a centralized CPD Server, a routing strategy at the central site can send calls and events to Routing Points that are distributed across the network.

For example, in a multi-site environment where a group of agents are logged into a switch, you can use a single CPD Server that is connected to any T-Server at that same site. The agents do not have to be logged in to the same switch to which the CPD Server is connected. With a centralized CPD Server, a routing strategy at the central site can send calls and events to Routing Points that are distributed across the network. For more information, see also “Multi-Sites” on [page 62](#).

Sample Call Flow with Centralized CPD Server

The following is a sample call flow using a centralized CPD Server. In this example, Steps 1 through 7 occur at the central location in a wide-area network (WAN).

1. The OCS sends a dial request to the CPD Server. (Both the OCS and CPD Server are at the central location.)
2. CPD Server sends a dial request to its Dialogic board.
3. The Dialogic board dials the customer’s number. A switch conveys the call to the customer, while the Dialogic board performs call progress detection.
4. After receiving an Answer call result, the CPD Server transfers the call to a Routing Point.
5. A T-Server, that is monitoring the switch to which it is linked (by a CTI link), informs the Router about the call at the Routing Point.
6. The routing strategy at the central location determines how to route the call. In this example, the routing strategy determines that the call should be routed to an agent at an outlying site.
7. The Router sends the call to Inter Server Call Control (ISCC), an external routing feature of T-Server.
8. ISCC sends the call to a second switch that is being monitored by a second T-Server. The second switch relays the call to an ACD Queue for a group of agents.

In this step, the second switch, the T-Server that monitors it, and the group of agents associated with the ACD Queue, are all at an outlying location in the network.

Voice File Recordings

CPD Server is able to record files in a plain VOX format (PCM/8000Hz/8bps). It creates two voice files for each outbound call:

- File 1 contains the line recording for the call progress detection stage.
- File 2 records the conversation between an agent and the called party if the call result is answer (ASM mode only).

Recording on Dialogic Ports

CPD Server records these voice files on the Dialogic ports used for outbound dialing. Specific ports are not dedicated for recording, but the number of ports to use for recording is configurable.

The option `max-number-ports-to-record` specifies the maximum number of agent ports on which CPD Server records at the same time. You configure this option in the CPD Server Application object in Configuration Manager.

The option `cpd-recording` enables or disables the recording of File 1 only (call progress detection stage).

CPD Server counts the ports being recorded, and stops recording when the specified number of ports is engaged for this purpose. CPD Server will not record on another port until one is disengaged.

The number of times that the same call transfers from Agent DN to Agent DN does not increase the number of ports being used for the recording of that call. The call remains on the same port when it passes from agent to agent. This extended port usage for recording might necessitate the allocation of more Dialogic resources — that is, an increased number of ports to be used for outbound dialing in general.

For information about the `max-number-ports-to-record` and `cpd-recording` options, See “CPD Server Options” on [page 221](#).

Voice File Names and Content

Voice file names have the format

<Prefix>_<RecRef>_<PhoneNumber>_<Date>_<Time>_<AgentCustPortNames>

where each of the variables in angle brackets is replaced by an alpha/numeric string. [Table 3](#) lists and describes each of these variables.

Table 3: Information in File Names

Variable in File Name Structure	Description
<Prefix>	Prefix for file type
<RecRef>	Recording reference number
<PhoneNumber>	Phone number
<Date>	Date of the recording
<Time>	Starting time of the recording
<Agent/CustPortNames>	Agent Dialogic port name

<Prefix> The prefix in the file name is set by the following CPD Server configuration options:

- `cpd-file-name-prefix` for call result (the default is `cpd_`).
- `conversation-file-name-prefix` for conversation (the default is `conv_`).

For more information about these options, See “CPD Server Options” on [page 221](#).

<RecRef> CPD Server assigns a recording reference number to each voice file as part of its name.

<Date> The date is presented in the following format:

<Month (two digits)> <day (two digits)> <year (two digits)>

For example, `060703` represents June 7, 2003.

<Time> Time is presented in this format:

<Hour (two digits)> <Minutes (two digits)> <seconds (two digits)>

For example, `111545` represents 11 hours, 15 minutes, 45 seconds.

The hour is presented in 24-hour format as shown in these examples:

- 6:00 AM is `060000`.
- 6:00 PM is `180000`.

Examples of File Names

The following are sample file names:

- Sample file name for a call result voice file:
`Call_Result_5551212_060703_060000_dtiB1T1.vox`
- Sample file name for a conversation voice file:
`Conv_5551212_060703_060005_dtiB1T1_dtiB1T2.vox`

Note: The call result file is created for call progress detection only, and the file name contains only one CPD port. A conversation file, which records an actual conversation between an agent and a customer, is recorded in ASM mode only and the file name contains two CPD ports.

CPD Proxy Server

CPD Proxy Server distributes calls among various CPD Servers for optimal load-balancing and utilization of system resources. CPD Proxy Server distributes calls for load-balancing when the volume of calls is particularly heavy. It also notifies clients about changes in hardware resources due to configuration and license modifications, or “out of service” events caused by hardware problems. In general, CPD Proxy Server can be used in any situation to improve overall system stability and load distribution. [Figure 2](#) illustrates how CPD Proxy Server relates to other components.

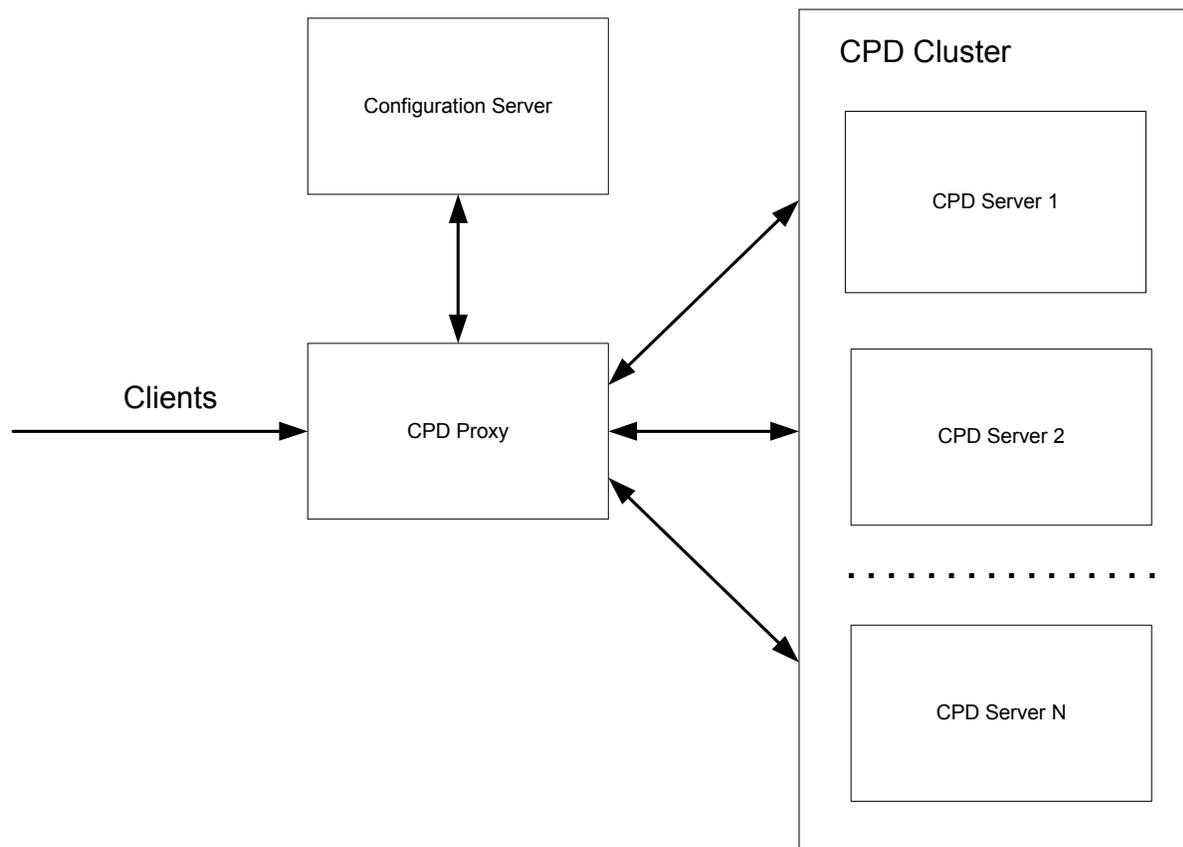


Figure 2: Configuration with CPD Proxy Server

Outbound Contact 7.6 Terms and Concepts

This section introduces the terminology and concepts that pertain to Outbound Contact 7.6.

Formats

The layout of each calling list is determined by a format. The term *format* has two meanings in Outbound Contact:

1. The field layout in a table in a relational database.
2. A configuration object in Configuration Manager.

A format consists of a number of `Field` objects.

You can create multiple calling lists of the same format, but each calling list can have only one corresponding format. The configuration database provides default formats; these consist of all of the mandatory fields that are required by Outbound Contact 7.x and 6.5. You can create new formats that consist of user-defined fields and the mandatory fields.

Each format within a tenant has a unique name, which you specify if you create a new format.

Fields

The term *field* has two definitions for Outbound Contact:

- The name of a column in a table in a relational database.
- A configuration object in Configuration Manager.

Each calling list field object contains both database-related information (such as data type) and business-related information (such as field type).

Records

A *record* is a row in a calling list table. Among its mandatory fields, each record contains:

- A phone number.
- The fields that determine how the records should be processed (Record Type and Record Status).
- The fields that store time boundaries and time zone information; these enable runtime determination of whether the record can be dialed.

A record can contain as many custom fields as needed as defined in a Calling List Format.

Chained Records

Chained records are multiple records for the same customer in a calling list. These records typically contain alternative phone numbers such as home, business, and cellular phone. In addition, each record in the same chain can have different time boundaries and time zone information, and it can also have different values stored in its business data fields.

Flexible Prioritization of Record Types

Flexible prioritization means that a user can assign his or her own order of priority to specific record types for dialing purposes.

A user can assign his or her own order of priority to specific record types for dialing purposes. A record type with a higher priority is dialed before a record with a lower priority. OCM automatically passes the priority for the record type and its parameters to Outbound Contact Server with events.

The user can prioritize the following record types in the *Predictive/Progressive* dialing mode and in the *Preview* dialing mode.

- **General records**—All records are initially marked **General** in an Outbound Contact calling list. The status may change after the record has been dialed. Either an agent or a treatment in response to a call result can change the status of a record.
- **Campaign Callback records**—An agent reschedules a campaign callback record at the customer's chosen time. The callback may be dialed automatically or delivered to an agent's desktop softphone as a *preview* record depending on the value of the `predictive_callback` option. See [page 200](#) for more information about this option.

Note: See the “Communication Protocols” chapter of the *Outbound Contact 7.6 Reference Manual* for information on the events distributed when rescheduling records.

- **Campaign Rescheduled records**—Treatments reschedule these records based on the detected call results. A **campaign rescheduled** call is dialed automatically and handled by any agent who is working on that particular campaign.

Record types can be prioritized in Outbound Contact Manager or in a third-party application that manages the campaigns. OCM provides an optional dialog box that you can use to set record prioritization. This dialog box pertains to both a standalone campaign and a campaign in a sequence.

The behavior of OCM regarding flexible prioritization is controlled by four options, which you define in Configuration Manager -> Applications -> OCM Application -> Options -> OCMManager section. For more information about these options, see “OCMManager Section—Options for Record Prioritization” on [page 176](#).

If you are using a third-party application (instead of OCM) to communicate with OCS, you must use the `KeyValue List` from the Genesys Common Library with the events to transfer the priority information to OCS.

You must define the priorities in the following user requests, that are sent through the Communication DN:

- `CM_ReqLoadCampaign`
- `CM_ReqStartDialing`
- `CM_ReqSetDialingMode`

For more information about these user requests, see “Communication DN API” in the *Outbound Contact 7.6 Reference Manual*.

Note that flexible prioritization does not apply to Personal Callback records or Personal Rescheduled records. An agent schedules or reschedules a personal call back record at the customers’ chosen time. OCS automatically delivers a Personal record to the agent’s desktop at the specified time, and the same agent who initially handled the record processes the Personal Call Back or Personal Rescheduled record.

Calling Lists

The term *calling list* has two meanings in Outbound Contact:

- A subset of records from a table in a relational database that satisfies the conditions of a filter that may be associated with it.
- A configuration object in Configuration Manager.

The two meanings converge in the following way: the `Table Access Point` configuration object in Configuration Manager contains the name of the table in the database. Each table in the database requires a separate `Table Access Point` object. The `Table Access Point` object is a property of the `Calling List` object in Configuration Manager. One or more calling list objects can share the same `Table Access Point` object.

Each calling list table contains a number of mandatory fields that, for example, identify customers and the status of each record.

The user can add a number of user-defined fields; these typically store business-related data.

Do Not Call

The Do Not Call (DNC) function prevents a particular telephone number or customer ID from being dialed. Record-blocking can occur in Outbound Contact either by customer request or by a decision on the part of a contact center manager.

A `Do Not Call` request can be handled during either an outbound call or an inbound call—for example:

- During a conversation initiated by an outbound call, a customer tells an agent that he or she does not want to be called anymore. In outbound mode, the agent uses a unique record identifier generated by OCS (`GSW_RECORD_HANDLE`) to refer to the record.
- A customer calls the contact center (inbound call) and explicitly asks not to be called concerning a credit card payment that was already submitted. In inbound mode, the phone number or customer ID serves as a reference to the record.

In both cases, having received a `Do Not Call` request, OCS makes an entry in a special table (referenced in the `gsw_donotcall_list` Table Access) in the database. OCS reads all of the records from this table and populates two separate tables (buffers) in memory with unique values from the `phone` field and from the `customer_id` field. These tables can also be populated by `Do Not Call` requests to OCS from the following sources:

- An agent desktop — If an agent belongs to a Campaign Group, and that campaign is loaded, Outbound Contact Server uses the OCS-Agent Desktop protocol to handle DNC requests.
- A third-party application, through the Communication DN API — If an agent is not associated with a Campaign Group, OCS uses the Communication DN API.
- A routing strategy can insert records into the `DoNotCall` list.
- GVP can insert records into the `DoNotCall` list when OCS is running in Power GVP dialing mode.

A `Do Not Call` request (by phone number or customer ID) from the agent's desktop updates not only the records that are in the database, but also retrieved records that are currently in the memory buffers of the Outbound Contact Server.

If a manual update to `gsw_donotcall_list` is required, OCS must be restarted in order to acknowledge the changes. Most administrators choose to update the `Do Not Call` table (`gsw_donotcall_list`) during off-hour periods, so that restarting the server does not disrupt calling activities.

Outbound Contact makes a provision for several customers with the same phone number in a calling list. The value of the `customer_id` option can specify a user-defined field in the Calling List table in order to identify DNC customers by a customer ID instead of by a phone number. You define the field name in the `Field` object with the `send` attribute assigned to it. (See “Field Object” on [page 137](#) for more information). You then specify the field name as the value of the `customer_ID` option in the `OCS Application` object. The new field is part of the `Format` object. Through these configurations, you can apply the DNC restriction to a particular customer as an alternative to placing the restriction on a particular telephone number.

To enable this enhanced Do Not Call functionality in Outbound Contact, see “User-Defined Field for Do Not Call” on [page 295](#).

OCS stores records marked as NoCall in the `gsw_donotcall_list` (one per tenant) and monitors them in the following way:

1. When an outbound campaign is running, OCS retrieves records that are ready to dial and checks them against the `gsw_donotcall_list`.
2. If a record retrieved from the calling list matches any record from the `gsw_donotcall_list`, OCS does not dial this record. Instead, it returns the record to the calling list and changes its `record_type` to NoCall.

Dealing with a Large Do Not Call List

Outbound Contact uses a database table to store Do Not Call contact numbers and other information related to DNC customers’ requests. This table serves as a persistent storage of Do Not Call –related information. While loading a campaign, Outbound Contact Server retrieves the data stored in this table, puts it into memory, and checks each phone number from the calling list against this table to determine whether a phone number should be dialed.

Generally this Do Not Call database table is intended to hold information regarding only internal Do Not Call requests rather than external Do Not Call requests.

An internal DNC request is one that is specific to a particular contact center. For example, a Do Not Call request is internal if either of the following is true:

- A called party requests to be marked as Do Not Call when an agent contacts him or her through an outbound call.
- A called party contacts (through an inbound phone call, e-mail, or personal visit) the organization that makes outbound calls and requests to be marked as Do Not Call.

An external DNC request is one that is submitted to an authority that collects such requests and distributes them to contact centers.

The number of internal Do Not Call requests is relatively small compared to the number of external ones. A contact center may receive several thousand DNC requests from customers. The number of DNC requests nation-wide could number in the tens of millions. Since Outbound Contact Server stores all phone numbers from the Do Not Call table in memory (RAM), the following OCS performance factors are affected as the size of the table increases:

- The amount of time that OCS takes to load a campaign — or, more specifically, the amount of time that it spends reading the table data and storing it in memory.
- The amount of memory that is allocated by OCS after it reads the whole table.

To improve the performance of Outbound Contact Server, Genesys recommends that you minimize the amount of data stored in the Do Not Call

database table (accessible to OCS through `gsw_donotcall_list` Table Access). Ideally, this table would contain only internal DNC records. Information about external Do Not Call requests would be kept in a separate, *custom* DNC database table.

Note: See the “Recommended DBMS Optimizations” chapter in the *Outbound Contact 7.6 Reference Manual* for more information about tuning your database(s).

To address potential performance issues, Genesys recommends two methods for handling large Do Not Call tables (over one million records):

- Use a dialing filter— This improves OCS handling of large database tables.
- Run an SQL query — This completely avoids the performance problems.

Method 1: Use a Dialing Filter

Dialing filters are used to bypass records from the Calling List table that should not be dialed. Each calling list can have its own dialing filter. Suppose that a custom DNC database table contains the field `dnc_phone` for storing all phone numbers that should not be dialed. In this case, the dialing filter will be as follows:

- `phone NOT IN (SELECT dnc_phone FROM <custom_do_not_call_table>)`
- `NOT EXISTS (SELECT dnc_phone FROM <custom_do_not_call_table> WHERE dnc_phone = phone)`

Note that you must complete the following steps:

- Replace the `<custom_do_not_call_table>` placeholder with the actual name of the custom Do Not Call table.
- Replace the column name `phone` (in the Outbound 6.X format) with `contact_info` if you are using the Outbound 7.X format for the calling list.

The second dialing filter might be faster, but your Database Management System (DBMS) might not support an `EXISTS` SQL clause. Check your DBMS documentation or consult your Database Administrator if necessary.

Method 2: Run an SQL Query

You can run an SQL query directly on calling lists in your database, before loading a campaign. This query marks as `NoCall` any records in a calling list with phone numbers matching those in a custom Do Not Call table. Run the following SQL query on all calling lists that you plan to use for dialing:

```
UPDATE <calling_list_table> SET record_type = 7 WHERE phone IN (SELECT
dnc_phone FROM <custom_do_not_call_table>)
```

Note that you must complete the following steps:

- Replace the placeholder `<custom_do_not_call_table>` with the actual name of the custom Do Not Call table.
- Replace the placeholder `<calling_list_table>` with the actual name of the calling list table.
- Change permissions, as needed, for modifying tables through the execution of the `UPDATE SET` statement.

Note also that if you choose to maintain Do Not Call support manually, you must run this SQL query every time after you modify the calling list (by changing `record_type` to `General` and `record_status` to `Ready`) while preparing a calling list for the next campaign.

Note: See Chapter 11, “Deploying Do Not Call Functionality,” on [page 295](#) for more information about working with Do Not Call lists.

Filters

Outbound Contact uses two kinds of filters: dialing filters and viewing filters.

Dialing Filter

A *dialing filter* customizes a calling list so that only certain phone numbers are dialed during a campaign. One use of dialing filters is to divide records that share the same calling list (database table) between two or more campaigns. As a configuration object in Configuration Manager, each calling list object requires its own filter in order to select records according to specific criteria. For example, if you intend to divide records in the same table between two campaigns, you need to create two calling list objects, each with its own filter. You create dialing filters and apply them to calling lists in either Configuration Manager or Outbound Contact Wizard.

OCS supports `WHERE` and `ORDER BY` clauses in dialing filters that are longer than 255 characters. For more information, see “Filter Object—Annex Tab Fields” on [page 148](#).

Viewing Filter

A *viewing filter* selects records in a calling list for display in Outbound Contact Manager. One use of viewing filters is to display records in a certain order — for example, alphabetically by the name of the city. Another use of viewing filters is to select customers by specific criteria that you define—for example, all records with a `call_result` value of `NoAnswer`.

It is possible to combine a dialing filter and viewing filter for browsing records in OCM when both filters are enabled.

When OCS receives notification from Configuration Server that a dialing filter has changed, OCS removes the retrieved records from the buffer (memory), returns them to the calling list database, and then retrieves the records that meet the criteria of the newly applied filter. Records that the agent is already working on remain in OCS memory until they have been processed.

Treatments

Treatments define options for handling calls by describing sets of actions to be performed on each call result. For example, if the call result for an outbound call is `NoAnswer`, a treatment might be to redial the number at a later time or to dial a different phone number for the customer.

In addition to the standard treatments for busy signals, no answers, and so on, Outbound Contact gives the user the option to route, to an alternate DN, calls answered by fax machines or answering machines. For example, it can run a fax-on-demand campaign along with a campaign that plays messages to answering machines. This scenario requires a separate application that is responsible for playing prerecorded messages (for example, IVR or voice mail). You can create treatments and assign them to a calling list by using the Outbound Wizard or Configuration Manager.

For more information, see Chapter 10, “Call Handling,” on [page 275](#).

Campaign Group

A Campaign Group is the main configuration object in Outbound Contact. It can be found within the Campaign object in Configuration Manager. A Campaign Group is defined as a Campaign (a set of calling lists) that is assigned to work resources such as an Agent Group or a Place Group.

A Campaign Group can be associated with Agent Groups or Place Groups. Agents are individuals who are set up as Person objects in Configuration Manager in order to handle customer contacts. Places can be telephone sets. There are two ways to group these individual objects:

- An Agent Group is a logical grouping of agents. Agents can be grouped by skill (for example, language or marketing knowledge) or time (for example, shifts). If the Agent Group is configured as “virtual”, Outbound Contact 7.6 uses the information provided by the Stat Server to monitor the Agent or Place Group and the Agent Status. Outbound Contact monitors the virtual agent group through the Stat Server that is configured in the Campaign Group object in Configuration Manager. If it is not specified, the group will not be processed, and Outbound Contact Server prints an error message in the log and stops processing the group. If Outbound Contact Server disconnects from the specified Stat Server, it will stop dialing for that group because of the unavailability of agent state

information. Dialing will resume when reconnection to the Stat Server is re-established. For more information on creating virtual agent groups, see the *Framework 7.6 Stat Server User's Guide*.

- A Place Group is a logical grouping of telephone sets. An example of a place group is a group of telephone sets (sets shared by agents) in a contact center. When a place group is configured for a Campaign Group, Outbound Contact Server does not validate who logs in to the group. For its purpose, all that matters is that someone has logged in to the place group to handle outbound calls. A place group is commonly configured when a contact center requires a generic group (in other words, a physical group of phone sets) for a performance report on a campaign and does not need to know who participated in the campaign. In Contact Center Pulse Plus (CC Pulse+), the Genesys real-time reporting software where outbound statistics are reported, the place group report shows activities and statistics of the DNs belonging to places related to the Campaign Group.

The Agent Group or Place Group must be assigned to a campaign as a CampaignGroup object.

Stat Server provides status information about these configuration objects (real or virtual) to Outbound Contact Server. When loading a campaign for a particular Campaign Group, OCS registers and monitors the following DNs:

- All assigned Place DNs that are configured under the Switch object for the connected T-Server application
- The DN that is specified as the Voice Transfer Destination in the Advanced tab of the Campaign Group configuration object.

If any other DNs (such as ACD Queues, Routing Points, and so on) are involved in an outbound call flow, they have to be monitored by OCS. These DNs should be specified as an Originating DN in the Advanced tab of the Agent Group or Place Group object that is linked to the Campaign Group.

Campaigns

A campaign is a flexible master plan that organizes calling lists for dialing calls and handling call results. An outbound campaign specifies what kind of work the agents perform (for example, collections, telemarketing, or fund-raising). A campaign is structured as follows:

- An Agent or Place Group may be assigned to multiple active campaigns. An agent can participate in multiple active campaigns. You can reassign agents between any active campaigns. Only one campaign can run in Predictive or Progressive mode. Other campaigns must run in Preview mode. See “Campaign Group” on [page 45](#) for more information.
- One campaign can use several calling lists, and one calling list can be shared among several campaigns. A special record-level locking mechanism prevents simultaneous dialing of the same dialing record for different campaigns.

These configuration elements can be modified at runtime without stopping the campaign.

Interaction with Agents

Outbound Contact maintains a documented protocol of interactions between itself and an agent's desktop application. To simplify desktop application architecture and development, this protocol is based on the user events that T-Server distributes at the client application's requests. The supported types of interactions between Outbound Contact and the desktop application are described below. For more information about these interactions, see "Communication Protocols," in the *Outbound Contact 7.6 Reference Manual*.

Agent Assignment in Multiple Campaigns

Universal Routing Server (URS) must be used in order to support agent groups in multiple campaigns. OCS will attach `CampaignGroupID` data to every outbound call to represent the `CampaignGroup DBID`. For every agent assigned to more than one active `CampaignGroup`, Outbound Contact designates only one `CampaignGroup` for this agent. OCS will change the `CampaignGroups` designation when the configuration of campaign priorities and the staffing limits have been changed, when agents have been logged in/out, or when some `CampaignGroups` have been started/stopped.

Stat Server uses the same information in the `CurrentCampaignGroupDBID` statistic.

URS can then target agents using the `CampaignGroup` target.

Notes:

- Agent assignment is supported only in the Progressive and Predictive dialing modes. In addition, the Campaign Group routing target should not be used in other dialing modes.
 - When URS receives agent-assignment statistics from Stat Server, it may not apply them immediately to the strategy. This may cause the outbound call to be abandoned during processing by the strategy. Set URS option `pulse_time` to a very low value (for example, 1 second) to prevent such calls from being abandoned. For more information on this URS option, see the *Universal Routing 7.6 Reference Manual*.
-

Routing Strategy Design and CampaignGroupID

The routing strategy must be designed to distribute outbound calls that contain the correct `CampaignGroupID` attached data only to agents that meet the following criteria:

- The agent belongs to the specified group that is configured for that `CampaignGroup`.
- The agent's current statistic in Stat Server contains the `CurrentCampaignGroupDBID` statistic that is equivalent to the `CampaignID`.

Campaign Prioritization

Campaigns are prioritized according to the following definitions:

- An understaffed campaign is one in which the number of assigned agents is less than what is required to maintain a minimum Service Level Agreement (SLA).
- A staffed campaign means is one in which the number of assigned agents is sufficient to maintain a minimum SLA, but is less than the maximum SLA.
- An overstaffed campaign is one in which that the number of assigned agents is sufficient to maintain the maximum SLA.

Agents are assigned based on the following priorities:

- All active campaigns configured with an equal priority will have an equal number of agents assigned to each campaign if all of the campaigns are equally understaffed or equally staffed.
- When some campaigns with equal priority are understaffed, all non-assigned agents are assigned to the understaffed campaigns only. If there are several understaffed campaigns, an equal number of agents are assigned to each campaign that has equal priority.
- When there are no understaffed campaigns, all non-assigned agents are assigned to staffed campaigns only. If there are several staffed campaigns, an equal number of agents are assigned to each campaign that has equal priority.
- Agents are not assigned to overstaffed campaigns.

Refer to “Outbound Contact Server Options” on [page 178](#) for more information about how the following options help to configure agent assignment:

- agent-assignment
- agent-assignment-priority
- agent-assignment-min-num
- agent-assignment-max-num
- inbound-agent-assignment-priority
- inbound-agent-assignment-min-num

Personal and Campaign Callbacks

The OCS-Desktop protocol enables the agent to schedule personal or campaign callbacks for specific records. A *personal callback* is delivered to the agent who scheduled it. A *campaign callback* is sent to any agent working in the specified campaign. The records scheduled as either personal or campaign callbacks are marked accordingly in the calling list, so that reports can be generated.

If a campaign is stopped but not unloaded, OCS follows up on personal and campaign callbacks.

Note: See the “Communication Protocols” chapter of the *Outbound Contact 7.6 Reference Manual* for information on the events distributed when rescheduling records.

Campaign Sequencing

Outbound Contact supports dynamic manual sequencing of running campaigns (campaign sequencing). Only one campaign per Campaign Group can be running at a time, but multiple campaigns can be loaded into memory. This enables the user to stop a previous campaign and automatically start the next one without disrupting the agents’ work. After the new campaign has started, the agents working in the group are notified. If new agents log in to the group after an outbound campaign has started, they are informed of the name and status of the currently running outbound campaign. OCS sends the name and status of a campaign as user events by means of a communication protocol.

Campaign sequencing can be configured according to the following parameters:

- **Stop at Contacts**—This counter is increased when a dialed record is updated in the database with the Answer call result. Once the counter exceeds the campaign threshold, the campaign is stopped and unloaded.
- **Stop at Dials**—This counter is increased when a dialing request or a PreviewRecord user event is issued. When the counter exceeds the campaign threshold, the campaign is stopped and unloaded.
- **Stop at time**—This occurs when a campaign is stopped and unloaded after it had been running up to the specified time.

Dialing Overview

A typical Genesys system consists of agent desktops, a T-Server, one or more OCS applications, and a calling list database. The central component of the system is T-Server, a computer-telephony integration (CTI) server that provides a transport layer for all the system’s telephony information. All information to and from the desktop and other servers passes through T-Server. The agent desktop and OCS are clients of T-Server.

General Agent Desktop Interaction with OCS

Figure 3 illustrates the data flow for a typical customer record.

Note: This figure is not specific to any particular sequence of events.

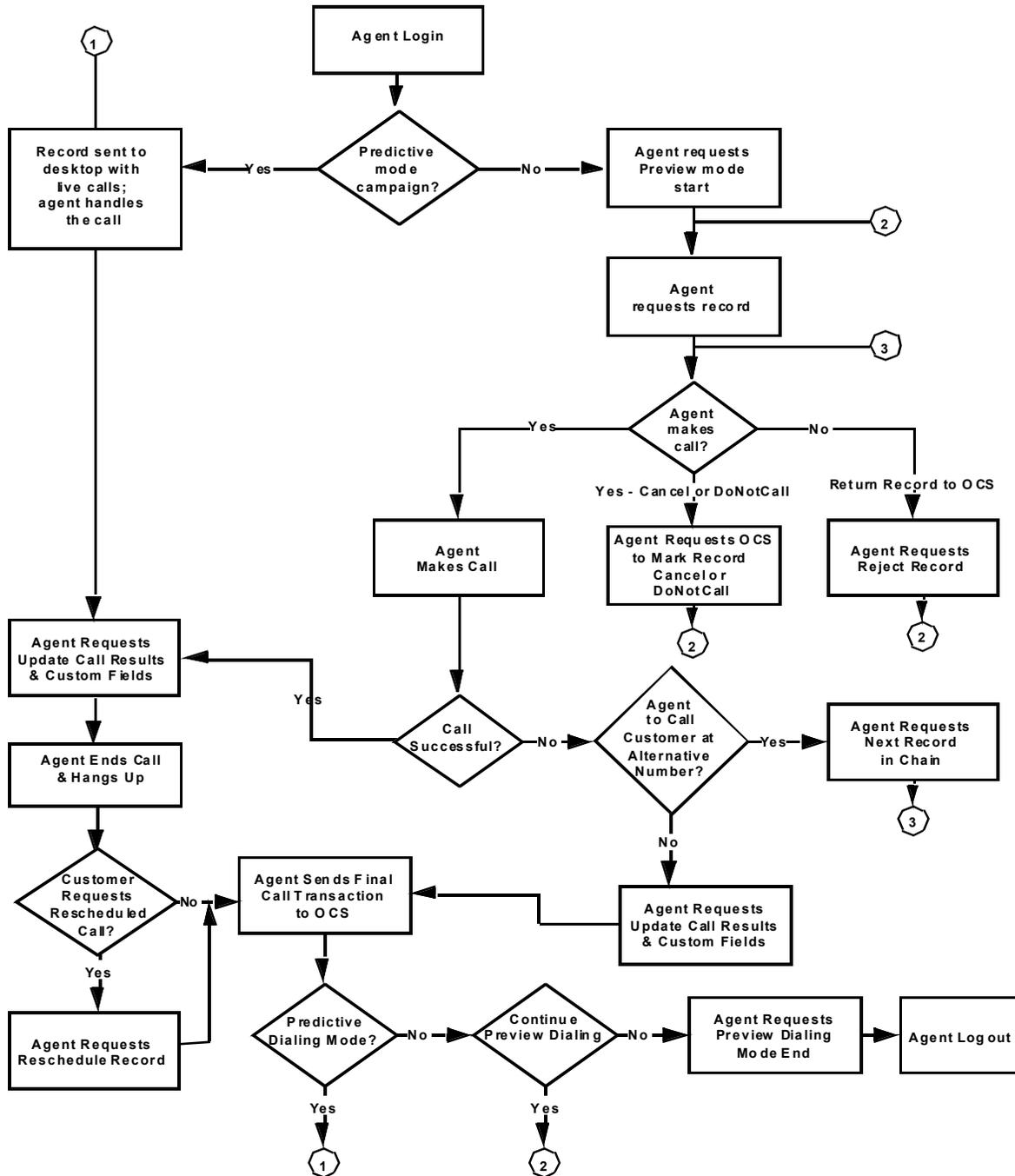


Figure 3: Data Flow for Typical Customer Record

Pre-Dial Check

OCS reads all records from the table referenced in the `gsw_donotcall_list` Table Access and populates separate tables in memory with the unique values from the `phone` and `customer_id` fields. The tables in memory mirror the DNC

List in the database. OCS checks these tables in memory during a Do Not Call pre-dial check.

If OCS finds a phone number in the Do Not Call table in memory during a pre-dial check, it applies the DNC restriction to the phone number and does not check the customer ID. The phone number has a higher priority than the customer ID if they are both in a dialing record. [Figure 4](#) illustrates the pre-dial check process).

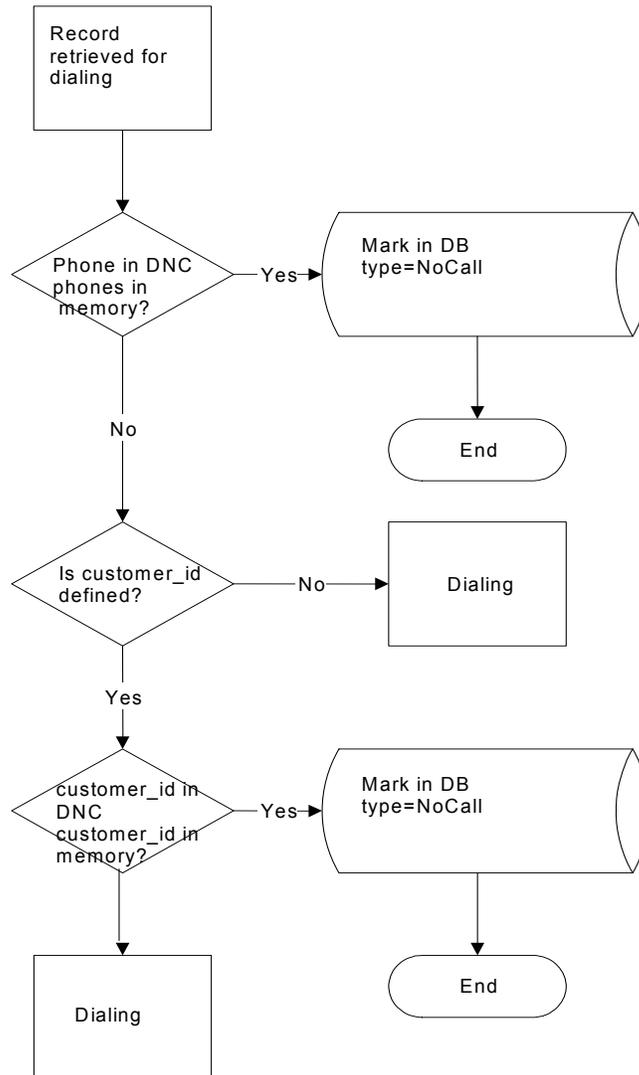


Figure 4: Pre-Dial Check by Phone and Customer ID

Dialing Modes

After a campaign has started, the user can change the dialing mode in the following ways:

- From Predictive to Progressive, and vice versa
- From Predictive with seizing to Progressive with seizing, or vice versa

To change from any Predictive or Progressive dialing mode to Preview dialing mode, you must stop and restart the campaign.

Outbound Contact supports call blending in any dialing mode. Among other considerations, OCS takes into account queued inbound calls. By using the `progressive_blending_reserved_agents` option, you can specify the number of reserved agents in Progressive dialing mode that should be available for inbound traffic. For more information about the `progressive_blending_reserved_agents` option, see Chapter 8, “Outbound Contact Configuration Options,” on [page 171](#).

Predictive Dialing Mode

Predictive dialing mode predicts agent availability when it dials calls from a calling list. Predictive mode is recommended for high-volume, low-value campaigns.

In Predictive dialing mode, Outbound Contact can dial more calls than the number of available agents in a group. The predictive dialing algorithm performs real-time pacing calculations based on continuously sampled values for the following parameters:

- Statistics:
 - Average talk time (for both outbound and inbound calls)
 - Average not ready time
 - Average wrap-up time
 - Average contact rate per campaign (percentage of answered calls over total dialed calls)
 - Number of currently queued calls (both inbound and outbound)
 - Average inbound traffic volume based on the value of the `history-length` option
- Resources:
 - Number of available agents logged in the group
 - Number of available dialing ports
- Controllable Parameters:
 - Optimized parameter (Agent Busy Factor, Overdial Rate, Average Waiting Time)
 - Goal value of the chosen optimized parameter

Outbound Contact can support an unlimited number of agent groups, each of which has its own independent dialing engine. In other words, each group can run its own outbound campaign with its own pacing based on real-time, campaign-specific statistics. By default, Outbound Contact treats all agent groups with which it works as blended groups, immediately adjusting pacing if both inbound and outbound calls are routed to the same group.

Optimization Parameters

In Predictive dialing mode, Outbound Contact offers *optimization parameters*. These parameters directly affect the performance of dialing algorithms in Predictive dialing mode. These parameters include:

- Agent Busy Factor.
- Overdial Rate.
- Average Waiting Time.

You specify these parameters as part of the campaign configuration process within Configuration Manager, and then change them in runtime, using OCM.

Predictive with Seizing

In the Predictive with seizing dialing mode, a call is dialed automatically, based on a prediction of agent availability, and the agent is “seized” (engaged) before the called party answers. There is no delay time after the customer is connected. Predictive with seizing is an Active Switching Matrix (ASM) mode.

Predictive Dialing Modes with Agent Feedback

To improve dialing efficiency in Predictive modes (for example, to increase the Busy Factor for a given value of the Abandon Rate), OCS supports better optimization by accepting estimated call-completion time notifications from agents through the ReadyTime event. In this event, the agent desktop provides OCS with preliminary information on the time remaining for an agent to complete call processing.

As a result of these notifications, OCS evaluates whether an agent is trusted or distrusted.

A *trusted agent* is one with a calculated trust factor that is less than the Overdial Rate optimization parameter for that campaign. In other words, the agent is available to handle another call when OCS expected the agent to be available.

A *distrusted agent* is one with a trust factor that is greater than the Overdial Rate for that same campaign.

The *trust factor* is the percentage of false notifications in comparison to all ReadyTime events received. A notification is considered false when an agent is not ready within the tolerance set in the time-to-ready-tolerance option (see [page 208](#)) after OCS receives the ReadyTime event. This tolerance is the allowed accuracy in the agent's estimation of when that agent will complete call processing and become Ready.

OCS and the predictive algorithm rely on the accuracy of this information to determine when the agent will become Ready.

Notes:

- All agents are distrusted when a campaign first starts.
- The `predictive_algorithm` option (see [page 200](#)) must be set to `advanced_small_group` in order for the time estimate (when the agent will become Ready) delivered to OCS from the agent desktop to be considered by the predictive algorithm.
- Time to going Ready estimates are only taken into account if the `Overdial Rate` is used as the optimization parameter.

Predictive Dialing Modes for Small Groups

Outbound Contact provides you with two predictive algorithms for dialing outbound calls during a campaign that are specifically designed to handle small groups of agents.

- **Small group algorithm**—This algorithm waits until all dialed calls are completed before dialing new calls.
- **Advanced small group algorithm**—This algorithm accounts for all inbound calls and also allows calls to be initiated, even if one or more calls remain in the dialing stage, rather than waiting until all dialed calls are completed.

You specify the small group algorithm by configuring the `predictive_algorithm` option with either the `small_group` or `advanced_small_group` value. For more information on the `predictive_algorithm` option, see [page 200](#).

Predictive Algorithm Self-diagnostic

In release 7.6.101, the predictive algorithm has been enhanced with self-diagnostic capabilities to limit performance degradation, which could result in a deviation from the optimization parameters (Busy Factor, Overdial Rate, and Average Waiting Time) associated with the loss of a dialing pace.

Four options are associated with this self-diagnostic capability: `pa-selfcheck-awt-threshold` (see [page 198](#)), `pa-selfcheck-bf-threshold` (see [page 199](#)), `pa-selfcheck-odr-threshold` (see [page 199](#)), and `pa-selfcheck-interval` (see [page 199](#)).

Diagnostic results are reported using log events that identify the expected cause of the degradation and addresses four areas:

- 12-50131: call-related factors, which include the following scenarios:
 - Unexpected call-related agents' activity, which can be caused by:
 - Agent state `PA_StatAgentBusyRingOrDial` that is not caused by `Outbound`, `OutboundOther`, or `Inbound` call types.
 - Agent goes to the `Not Ready` state from the `Ready` state but is not checked out.

- Agents log out from the Ready state, but does not use Smart LogOut.
- Low Hit Ratio.
- Transferring outbound calls to another campaign.
- Receiving outbound calls transferred from another campaign.
- Engaging call duration influence.

A sample log event of this type might be:

```
12:35:49.844 Std 50131 Campaign Group 'Alpha
Campaign@AlphaAgentGroup', Busy Factor defined 80, actual 50, call-
related reason: Hit Ratio is low
```

- 12-50132: configuration factors, which include the following scenarios:
 - Long calls, which last more than `outbound_agent_outlier_limit` (see [page 197](#)) on agents and thus agents become Not Available.
 - A dials per second limitation on the switch or Campaign Group level
 - Violation of Overdial Rate limitation (`predictive_max_overdial_rate`, [page 204](#)) with a transition to the Progressive-in-Predictive mode.
- 12-50133: malfunctions, which include the following scenarios:
 - Abandoned calls in the presence of Ready agents.
 - Cleaning or removing outbound calls (calls frozen in either a Dialed or Queued state and removed by the Garbage Collector).
 - Not Ready agents become Busy with new outbound calls (usually caused by an inadequate telephony event sequence).
 - The Outbound dialing rate is greater or less than predicted.
- 12-50134: external conditions, which include the following scenarios:
 - Lack of dialing ports.
 - Campaign Group–related waits:
 - Lack of dialing records.
 - Lost connections to important supporting servers (for example, T-Server or Stat Server).
 - Missing connection to the Do Not Call list.

Predictive Algorithm and Engaging Call Dialing Duration

In release 7.6.101, OCS calculates the average engaging dialing call duration (defined as the time between an agent going ready and becoming ASM Engaged when the engaging call is delivered to the agent) for a given campaign group. The predictive algorithm takes this value into account when calculating dialing pacing. With this enhancement, OCS changes the dialing rate based on the optimization parameters:

- When using the Overdial Rate optimization parameter, OCS can restrict the dialing rate so that its growth will be less than 10%.
- When using Average Waiting Time or Busy Factor, OCS can increase the dialing rate.

In addition, be aware of the following:

- As part of the self-diagnostic capability (“[Predictive Algorithm Self-diagnostic](#)”), if OCS detects that the target value of the optimization parameter cannot be reached or that the dialing rate is restricted, OCS sends the STANDARD 12-50131 event, identifying the impact of the engaging call dialing duration.
- In a primary/backup configuration, OCS passes the value of the average engaging call dialing duration to the backup Predictive Algorithm.
- For the advanced small group predictive algorithm, when using the ASM dialing modes, after OCS receives the agent’s ReadyTime notification specifying when the agent will become ready for engaging calls, OCS increases the value by the average engaging call dialing duration to predict when the agent will actually become ready for new outbound calls. OCS uses this corrected ReadyTime value when it compares the value to the value when the agent actually becomes ready to determine the agent’s trust factor.

Progressive Dialing Mode

Progressive dialing mode dials calls from a calling list when an agent is actually available. Progressive mode is recommended for low-volume, high-value campaigns. The number of calls dialed depends on the number of Ready agents. The next dialing attempt is triggered by either of the following factors:

- An Agent Ready event received from T-Server
- A non-positive call progress result received from the dialer

Progressive with Seizing

In the Progressive with seizing dialing mode, a call is dialed automatically when an agent is already on the line and ready to take the call. *Progressive with seizing* means Progressive dialing in ASM mode.

In both Progressive with seizing and Predictive with seizing modes, the agent should be on the line before the customer answers; however, there is a distinct difference between these two dialing modes:

- In Progressive with seizing, the agent is already reserved for the call when it is dialed.
- In Predictive with seizing, the agent is *predicted* to be available when the dialer places the call.

Preview Dialing Mode

In Preview dialing mode, an agent requests one or several records from OCS, previews each record, and decides whether to dial a call. The agent interacts with the records by using the desktop application that communicates (via T-

Server) with OCS. The OCS-desktop communication protocol enables the desktop application to perform the following tasks:

- Request and receive a record for preview.
- Update certain record fields.
- Schedule campaign or personal callbacks.
- Receive a scheduled record as an unsolicited event from Outbound Contact.
- Reject, cancel, or mark a record as Do Not Call.

Preview mode is recommended for low-volume, high-value applications for which individual ownership of accounts is the highest priority.

Preview dialing mode supports treatments based on call results.

Outbound Contact supports simultaneous participation by agents in multiple preview campaigns, including one Predictive/Progressive-mode campaign based on the following behavior:

- Outbound Contact Server distributes Campaign Status Notification messages for every campaign with which an agent is associated.
- If the agent participates in multiple preview campaigns, the record request for a specific campaign may be specified explicitly in the GSW_CAMPAIGN_NAME attribute of the PreviewRecordRequest. If not specified, Outbound Contact Server will select a record from any of the campaigns in a round-robin fashion. In this scenario, the GSW_CAMPAIGN_NAME attribute should have empty string value, or a NULL string value.

Note: In order to take effect for the round-robin algorithm, an agent must be configured for the single group that is assigned to multiple campaigns.

- If an agent wants to retrieve preview records from multiple campaigns, and the agent_preview_mode_start option is set with a value of yes, the PreviewDialingModeStart and PreviewDialingModeOver campaign requests should be submitted from the desktop for every campaign.

Note: In release 7.6.101, a new option, preview_release_nocontact_action (see [page 219](#)), instructs OCS on what action to apply to an agent's DN when the agent releases an outbound call that was placed manually in the Preview dialing mode but could not be established. For this option to take effect, the attached data of this manually placed call must contain the GSW_RECORD_HANDLE attribute with the record handle, which OCS had passed previously to the agent desktop.

Push Preview

Push Preview dialing mode uses Interaction Server to “push” records to agents. The amount of records “pushed” depends on the value of the Max Queue Size parameter. See “Genesys Multimedia” on [page 69](#) for more information about this dialing mode.

Power GVP

Power GVP dialing mode uses Genesys Voice Platform (GVP) to dial outbound calls, to detect call results, and to further process successfully connected calls. The amount of records issued by OCS for dialing depends on the value of the Max Queue Size parameter. This dialing mode can be very effective when running “agent-less” campaigns, because it enables you to use custom-created VXML scripts to automate call processing and allow for self-service of the contacted outbound customers. See “Genesys Voice Platform” on [page 71](#) for more information.

Typical Data Flow Scenarios

The following describes typical dialing scenarios for Predictive mode (or Progressive mode) and Preview mode.

Predictive Mode (or Progressive Mode)

The following is a typical data flow scenario for Predictive mode or Progressive mode:

1. When an outbound campaign is started, OCS places the call.
2. If the call is answered by a “live” voice, it is connected to an agent. User data attached to the call is delivered to the agent’s desktop.
3. The agent updates the user data and the call result. The agent then either processes the call or, if requested by the customer, reschedules the call for a later time as a personal or campaign callback.

[Figure 5](#) illustrates the data flow for a typical Predictive mode or Progressive mode call. In this instance, the switch has Call Progress Detection (CPD) capability, and T-Server requests the switch to dial the customer number. Alternatively, you could configure the system with the CPD Server, which uses a Dialogic board to dial the call. In either case, the agent is already logged in to the system.

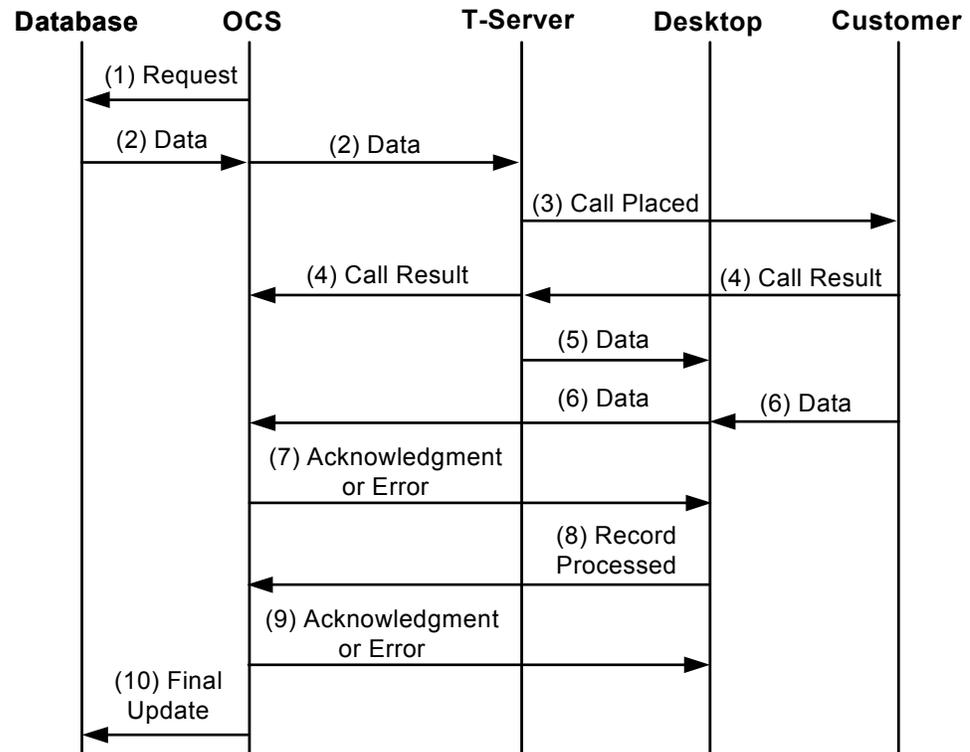


Figure 5: Predictive Mode Data Flow

1. OCS sends a request to the database to retrieve a record.
2. A record is sent back to OCS, which forwards it to T-Server along with a request to initiate a call.
3. T-Server initiates the call.
4. T-Server, or another device, interprets the call and determines that the call should be forwarded to an agent. The call result information goes back to OCS.
5. At the same time, T-Server transfers the call and customer-specific information to an agent. The agent and the customer are now connected.
6. The customer provides data to the agent, who updates the record. This information might include a rescheduled call date and time, a do not call back request, or other data. The agent sends the updated record to OCS.
7. After receiving the request, OCS sends an acknowledgment or error message back to the agent.

Note: The agent can update the record as many times as necessary. With each update, OCS stores the data to its internal buffer and responds with an acknowledgment or error message.

8. When the agent and customer have finished, and the call ends, the agent sends the final event to OCS that the record is completed.

9. OCS responds to the agent desktop with either an acknowledgement that the transaction is complete or with an error message.
10. At the same time, the final update goes to the database.

Preview Mode

The following is a typical data flow scenario for Preview mode:

1. The agent requests that Preview mode begin.
2. The agent requests a preview record.
3. The agent either rejects the record or makes the call.
 - If the agent rejects the record, it is returned to OCS. The agent then has two choices:
 - Request the end of Preview dialing mode and log out.
 - Return to [Step 2](#).
 - If the agent makes the call and if the customer requests no further calls for this campaign or no more calls ever, the agent requests OCS to mark the record as `RecordCancel` or `DoNotCall`. The agent then has two choices:
 - Return to [Step 2](#).
 - Request the end of Preview dialing mode and log out.
 - If the call reaches the customer, the agent updates the call results and custom fields. Next, the agent can terminate the call, sending the final call transaction back to OCS, or the customer can ask to reschedule the call. The agent then receives the rescheduled record. The agent then has two choices:
 - Return to [Step 2](#).
 - Request the end of Preview dialing mode and log out.
 - If the call does not reach the customer, the agent can call an alternate (chained) record.
 - If there are additional records in the chain, the agent requests a chained preview record and returns the beginning of this [Step 3](#).
 - If there are no additional records in the chain, the agent updates the call results and custom fields, sending the final call transaction back to OCS. The agent then has two choices:
 - Return to [Step 2](#).
 - Request the end of Preview dialing mode and log out.

The data flow for Preview mode starts differently from that of the data flow for Predictive mode or Progressive mode, but is identical once the agent is connected to the customer. [Figure 6](#) illustrates the data flow for a typical Preview mode call. The agent is already logged in to the system.

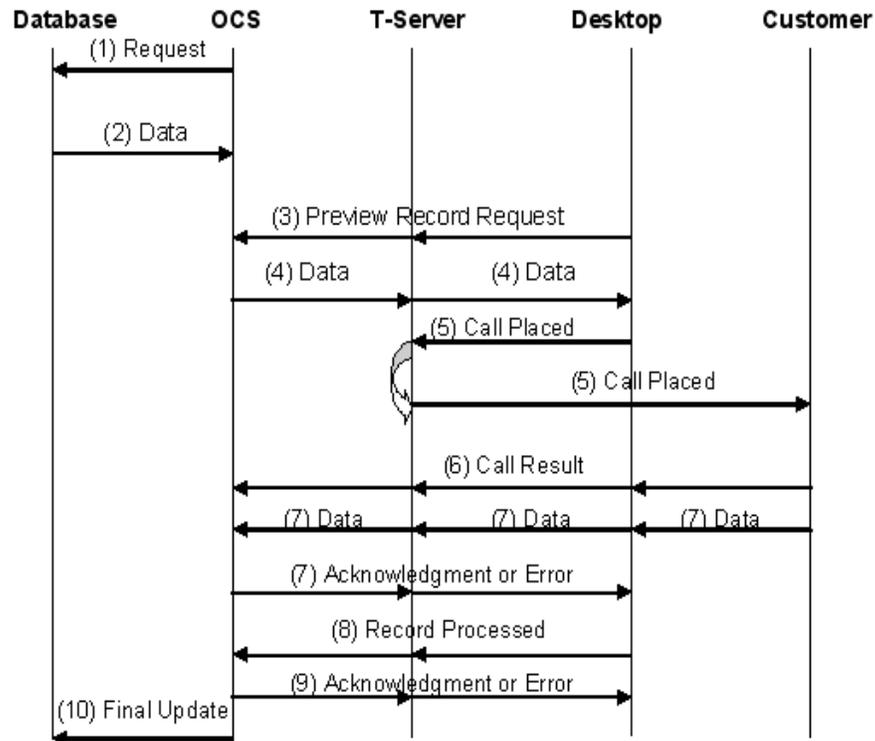


Figure 6: Preview Mode Data Flow

1. The agent reports to OCS that he or she is ready to begin work in Preview mode.
2. OCS sends back an acknowledgment or error message.
3. The database sends a record or records to OCS, which forwards the records to the agent. These records might include previously scheduled calls.
4. The agent signals T-Server to initiate a call. T-Server initiates the call.
5. T-Server determines that the call is connected and signals the agent. The agent determines the status of the connection (fax, answering machine, modem, or customer). If the call is connected to a customer, the agent proceeds with the call.
6. The customer provides data to the agent, who updates the record. This information might include a rescheduled call date and time, a Do Not Call request, or other data. The agent sends the updated record to OCS.
7. OCS either sends an acknowledgment or error message back to the agent.

Note: The agent can update the record as many times as necessary. With each update, OCS stores the data to its internal buffer and responds with an acknowledgment or error message (Steps 6 through 8).

8. When the agent and customer have finished, and the call is terminated, the agent sends the final event to OCS that the record is completed.

9. OCS sends the agent either an acknowledgment that the transaction is complete or an error message.
10. At the same time, OCS sends the final update to the database.

Multiple Sites, Users, and Tenants

Multi-Sites

Outbound Contact Server supports multi-site operation. *Multi-site operation* means that you can run several campaigns independently in different locations using only one Outbound Contact Server, or you can run one campaign from different sites at the same time. A *site* is a location with a contact center and an agent group.

OCS also supports environments in which agent groups or place groups are distributed across multiple sites. In this scenario, dialing is performed by one CPD Server or T-Server. OCS relies on ISCC call distribution to deliver successful calls to agents in multiple sites. If the value of the `transfer_to_unknown_dn` option is set to `true` or `yes`, OCS correctly processes the route of successful outbound calls or transfer calls between agents on different switches. See [page 209](#) for more information about this option.

Note: The `use-data-from` option must be configured with the value `consult-user-data` in the `extrouter` section of all T-Servers used with OCS. This value enables OCS to correctly process transferred calls between agents/DNs on different switches. When this value is set, `AttributeUserData` and `AttributeConnID` values are identified from the consultation call before the transfer or conference is completed. After the transfer or conference is completed, the `EventPartyChanged` message is generated, and then the `AttributeUserData` and `AttributeConnID` values can be taken from the original call.

In multi-site scenarios, OCS generates statistical user events only on the `Communication DN` that is configured under the same `Switch` object as the `Voice Transfer Destination DN`.

OCS makes multi-site operation possible because it connects to the T-Server at each site and tracks the campaign data that is assigned to each agent group at each site.

One example of a multi-site campaign is as follows: A customer has three sites with agents at each site. One campaign is assigned to three agent groups and runs concurrently at all three sites.

Multi-site does not *necessarily* mean that a campaign is started at one site from which calls are distributed to agents in one of three sites; however, with a centralized CPD Server, it is possible to run a campaign from the central location and connect to agents at outlying sites.

Multiple Users

Outbound Contact Server can support multiple instances of Outbound Contact Manager that run concurrently.

Multi-tenant Environment

A *tenant* is typically a contact center (single-site or multi-site). In a multi-tenant site, the administrator can grant permissions to other users to view their own tenant and run their own campaigns. Outbound Contact 7.6 supports multiple tenants. Note, however, that Outbound Contact Manager can work with only one tenant at a time.

Outbound Contact Manager supports the Environment tenant, which can be used by administrators of multi-tenant sites or by a user with permission granted by an administrator. When multiple tenants are set up, an administrator can select any tenant, including the Environment tenant, from the `Select Tenant` dialog box. The `Select Tenant` dialog box displays the tenants that are available to each user, based on that user's permissions.

The Environment tenant is created during the installation of the Configuration Layer. Although the Environment tenant is on the same level as all other tenants in the directory, it provides the administrator of a multi-tenant site with the following:

- A single location for all the configuration objects that are shared by sub-tenants (for example, `Applications`, `Application Templates`, and so on).
- Preset templates in some folders (for example, the `Formats` folder includes a preset format).
- Privacy through restricted access to all users except the administrator.

The elements of the Environment tenant simplify the process of adding new tenants.

Centralized Configuration and Shared HMP Resources

In release 7.6.101, Outbound Contact supports a centralized configuration and sharing of HMP resources in multi-tenant deployment. This functionality can be used for HMP deployment in the ASM mode and the Transfer mode due to the rapid ISCC call routing between SIP Servers.

This functionality includes the ability to:

- Have a centralized configuration of HMP in a multi-tenant environment.
- Share HMP resources among multiple Tenants.
- Isolate HMP configuration from Tenant access.

- Configure a capacity-based resource allocation (This configuration involves dedicating one CPD Proxy Server for each Tenant or any subset of Outbound Campaigns in a Tenant, as described in “[Managing Dialing Resources.](#)”)
- Configure a demand-based resource allocation. (This configuration is based on one CPD Server shared among all Tenants.)

Configuration Requirements:

- All configuration of HMP must be accomplished under Environment/SIP switch and is not accessible by Tenants.
- The Tenant configuration contains only Outbound/agent-specific configuration.

Figure 7 provides a sample architecture of this configuration environment.

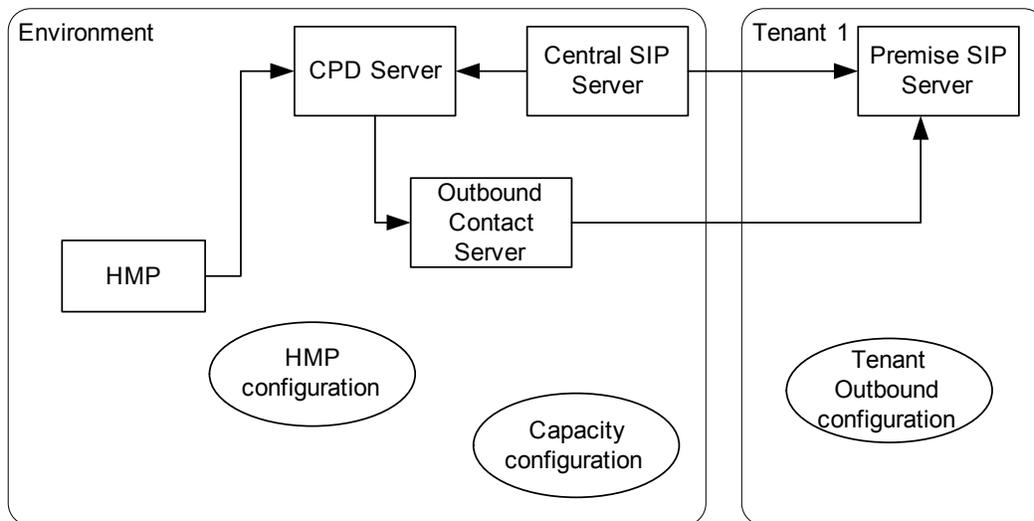


Figure 7: Sample Architecture

Note: Figure 7 does not show component connections. Be aware that CPD Proxy Server, which is used by the Tenant and connects OCS with CPD Server, is configured under Environment. The Tenant is not able to change its configuration.

Managing Dialing Resources

To restrict the number of dialing resources available for each Tenant or for any subset of Outbound Campaigns in a Tenant:

- Configure CPD Proxy Server that controls the usage of dialing resources:
 - One for each Tenant that is used by all Campaign Groups for that Tenant, or
 - Multiple CPD Proxy Servers, one for each subset of Outbound Campaigns for the Tenant. For example, CPD Proxy Server 1 may have a maximum of 30 channels to handle Campaign A and B. CPD Proxy Server 2 might have a maximum of 50 channels to handle Campaigns C, D, and E.

- For each CPD Proxy Server, configure the `max-dialing-channels` option (see [page 230](#)) and the `max-engaging-channels` option (see [page 230](#)), which set the maximum number of dialing and engaging channels for that CPD Proxy Server.

When OCS starts a Campaign, it requests and receives the maximum number available for these respective channels from CPD Proxy Server, as configured in these options.

[Figure 8](#) illustrates how restricted dialing resources might be configured for two or more Tenants.

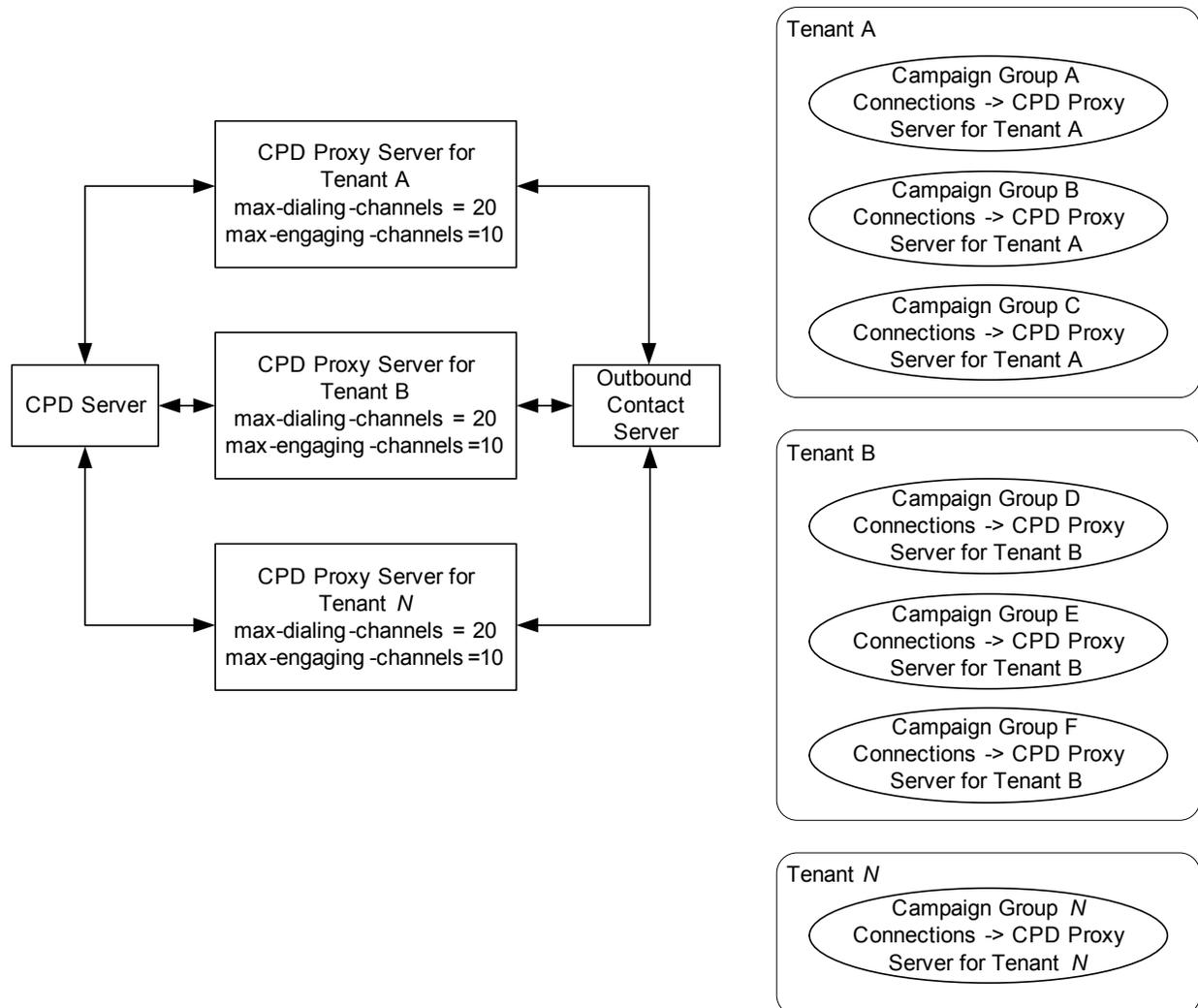


Figure 8: Dialing Resources for Tenant Campaigns

Dialing and Distribution of Engaging Calls

When OCS is running a Campaign for a particular Tenant, it sends requests to make transfer calls (for HMP Transfer mode) or make engaging calls (for HMP ASM mode) to the Route Point under Environment/SIP switch, rather than to the Voice Transfer Destination (VTD) on the Tenant SIP switch associated with a specific Campaign Group. A routing strategy (loaded on the Route Point)/URS routes these calls to the Voice Transfer Destination under Tenant/ SIP switch.

This two step process is required because CPD Server cannot manage calls across multiple switches. By using this method, CPD Server works with the Environment/SIP switch only and OCS works with the premise SIP Servers only.

In order to accomplish this:

- For every Voice Transfer Destination on Tenant (premise) SIP switch, configure a corresponding Voice Transfer Destination on Environment SIP switch.
- Configure at least one VoIP Service DN for each Tenant to handle engaging calls.
- Create a routing strategy for each Environment/SIP Switch Route Point to route calls to the associated Route Point (VTD) on the Tenant switch.
- Configure the `vtd-override` option (see [page 209](#)) to specify the dialing number that OCS sends to CPD Server and that it will use as the destination number where a transfer call (HMP Transfer mode) or an engaging call (HMP ASM mode) is delivered.

Two Tenant Configuration Example

[Figure 9](#) provides an example of a two Tenant configuration for handling engaging call distribution in HMP ASM mode.

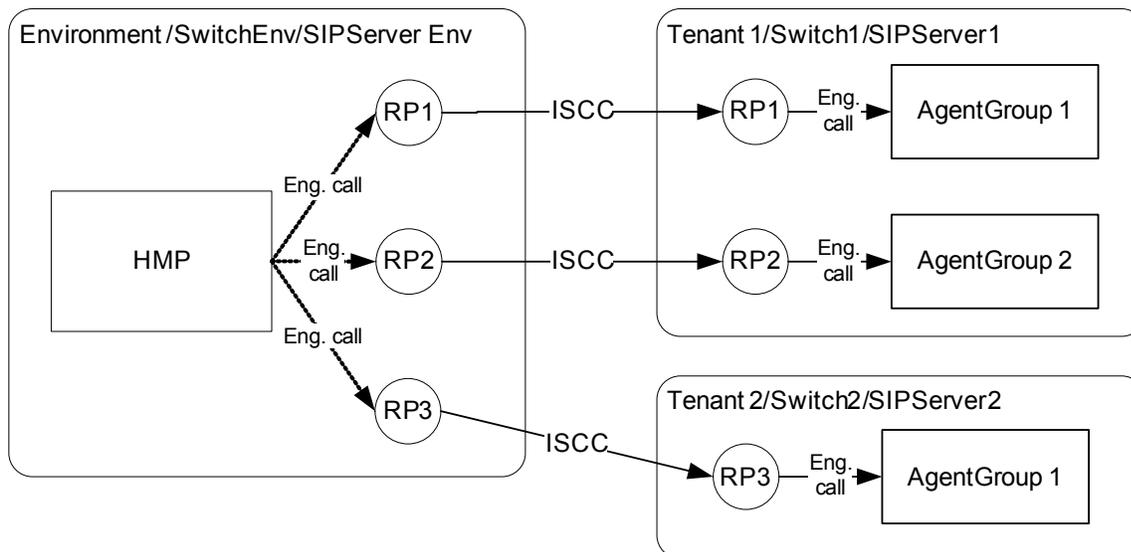


Figure 9: Engaging Call Dialing and Distribution Diagram

In this configuration:

- Tenant1 includes the following:
 - Switch1, SIPServer1, two Campaign Groups (CampaignGroup1 and CampaignGroup2), and two Agent Groups.
 - Two route points, as Voice Transfer Destinations (VTD).
 - One external route point for the switch used by that Tenant (not shown in [Figure 9](#)).

- Tenant2 includes the following:
 - Tenant2 has Switch2, SIP Server2, one Campaign Group (CampaignGroup3), and one agent group.
 - One route point as the VTD.
 - One external route point (not shown in [Figure 9](#)).
- The Environment SIP switch DNs includes the following:
 - Three route points. Two route points are the central VTDs for the two Campaign Groups for Tenant1. The third route point is the central VTD for the Campaign Group for Tenant2.
 - Two VoIP Service DNs for transferring engaging calls to premise SIP Servers.

Other Supporting Solutions

This section describes other Genesys applications that enable and support Outbound Contact 7.6. They include the following solutions:

- “Framework” on [page 67](#)
- “Genesys Multimedia” on [page 69](#)
- “Genesys Voice Platform” on [page 71](#)
- “Reporting” on [page 72](#)

Framework

Outbound Contact 7.6 is built on Framework 7.6, which includes DB Server, Configuration Server, the Management Layer, T-Server, and Stat Server.

DB Server

Outbound Contact relies on the DB Server for access to data in the calling list database tables, any Do Not Call list, and any other additional lists stored in the database.

Configuration Server

Outbound Contact 7.6 is configured through the Configuration Layer of Framework. More specifically, you use Configuration Manager to configure the components (applications and configuration objects) that enable Outbound Contact. OCS reads the configurations from the Configuration Server in order to perform its operations. Outbound Contact supports dynamic reconfiguration — that is, you can make changes to Outbound objects (such as Calling List, Table Access, and Campaign objects) in Configuration Manager or Outbound Wizard without stopping and restarting Outbound Contact. Messages notifying

the user of changes are displayed in Outbound Contact Manager. For information about configuring Outbound objects, see Chapter 7 on [page 129](#).

Management Layer

The Management Layer of Framework includes Local Control Agent (LCA), Message Server, Log Database, Solution Control Server (SCS), and Solution Control Interface (SCI). LCA is used to start and stop applications. Message Server provides centralized processing and storage of every application's maintenance events. Log Database stores events as log records, so that they are available for further centralized processing. SCS is the central processing center of the Management Layer. SCI displays the status of all installed Genesys solutions and provides information about each active alarm condition.

T-Server

T-Server is the key element of Genesys computer-telephony integration (CTI) because it handles call traffic. Each T-Server is linked to a switch, which it monitors. T-Server is also a “messenger” that enables communication among Outbound Contact components. For details, see the “Communications Protocol” chapter in the *Outbound Contact 7.6 Reference Manual*.

Network T-Server

Outbound Contact supports Network T-Servers in deployments that do not include CPD Server. To enable this functionality in Predictive dialing mode:

- The Service Number DN type, in addition to any applicable DNs of type ACD Queue and Route Point in Configuration Manager must be identified on the appropriate place group or agent group.
- The Campaign object must specify the same Service Number DN as the Voice Transfer Destination within the place group or agent group that is specified on the Group tab.

Note: Outbound Contact Server does not support the load-balancing capabilities of the Network T-Server. Outbound Contact Server should not be configured to connect to multiple Network T-Servers that are associated with the same switch.

Stat Server

Stat Server provides the data source for the CCPulse+ application. It also provides agent state information to Outbound Contact Server so that it can dial effectively.

Optional Solution Integration

In addition to the Framework components, Outbound can work with the following Genesys solutions:

- “Genesys Multimedia” on [page 69](#)
- “Genesys Voice Platform” on [page 71](#)
- “Reporting” on [page 72](#)

Genesys Multimedia

Outbound Contact calling list and campaign management are now integrated with the Customer Information Management (CIM) platform. This feature extends the Outbound Contact calling list and campaign management to multimedia channels, and it improves agent efficiency by pushing preview records to agents without waiting for an agent request. Therefore, it enables the prioritization of outbound interactions with other interaction types for blending purposes. This dialing method can also be referred to as “proactive routing” or “push preview”. [Figure 10](#) illustrates how Outbound Contact integrates with the CIM platform.

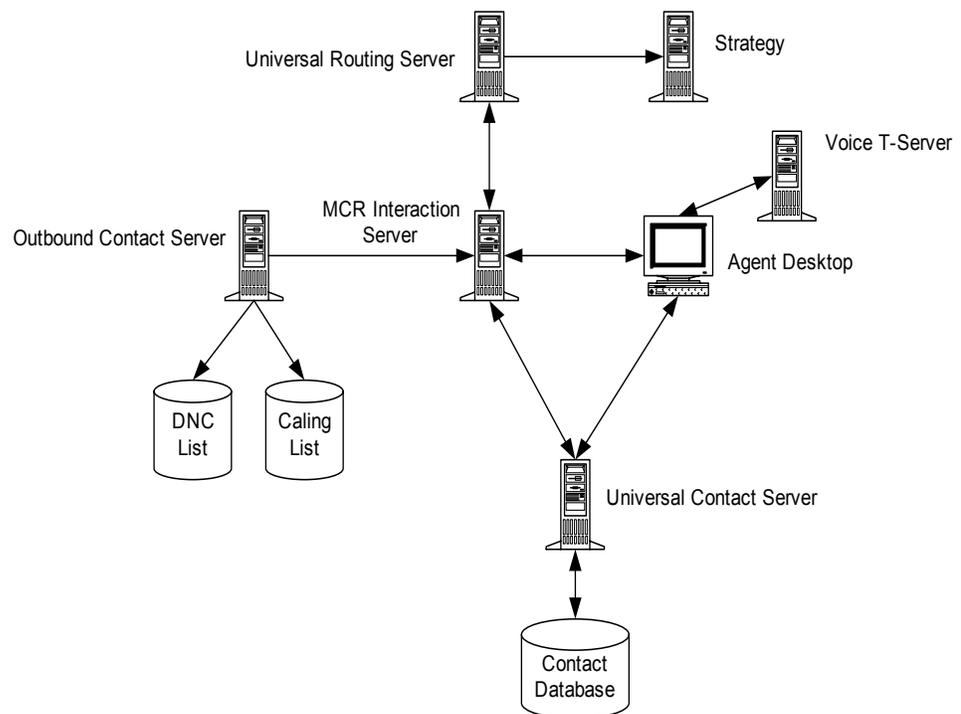


Figure 10: CIM Integration with Outbound Contact

The basic process for completing a proactive interaction is as follows:

1. OCS submits a preview interaction request to Interaction Server.
2. Interaction Server requests that Universal Routing Server execute a strategy to determine which agent to send the interaction to based on skill abilities. The agent must be logged in to Interaction Server and can still process other interactions during this process. The communication between the agent desktop and OCS is through Interaction Server in this scenario.
3. The agent processes the preview record appropriately, transfers the call to another agent, or places the call back into the queue.
4. Special strategy blocks enable the routing strategy to process the preview call interaction automatically without agent involvement.

Notes: Refer to the Universal Routing Server documentation for more information about configuring strategies for proactive interaction routing.

Refer to “Advanced Tab” on [page 167](#) for more information about configuring a proactive routing (or push preview) campaign.

ESP Port

In the Push Preview dialing mode, Interaction Server must be specified in the Connections tab of the CampaignGroup object to establish a client-server relationship between OCS (as the client) and Interaction Server (as the server). However in order for OCS to process requests and responses from Interaction Server, OCS must be a server for Interaction Server and receive these responses on a special ESP-type port rather than its default listening port.

Create this additional port PortID, called ESP, on the Server Info tab of the OCS Application object. Use this ESP PortID instead of the default PortID, when configuring a connection to the OCS Application object on the Server Info tab of the Interaction Server Application object. In effect, this makes OCS a server for Interaction Server and Interaction Server a client for OCS.

Note: This ESP PortID will be available as a connection in the Interaction Server Application object only after you configure PortID in the OCS Application object.

Interaction Media Type

Interactions submitted to Interaction Server must contain a certain media type. By default, OCS creates interactions with the `outboundpreview` media type. However, OCS can assign other media types to interactions from particular calling list or to interactions created for the entire campaign. Refer to the `interaction-media-type` option on [page 213](#) for more information.

Notes: Refer to the `direct-personal-callback` option in “Campaign Group-Level Options for OCS” on [page 188](#) when configuring this solution. Refer to the “Proactive Interaction Support” section in the *Outbound Contact 7.6 Reference Manual* for more information about Proactive Interactions with Outbound Contact.

Genesys Voice Platform

Outbound Contact can integrate with Genesys Voice Platform (GVP) in order to perform Power GVP dialing mode campaigns. OCS uses the Outbound Notification Manager (OBN) application as a connector to GVP to request that GVP dial records. The OBN Manager GVP application should be created in Configuration Manager to provide its host and port information to OCS.

This application must be specified on the `Connections` tab of the Campaign Group configuration object in order to enable GVP integration. This configuration will enable basic connection capabilities.

If full connection abilities, including Advanced Disconnect Detection Protocol (ADDP) is required, then this application should also be present on the `Connections` tab of the OCS application, where the ADDP connection protocol can be specified.

Note: See “Campaign Group Object” on [page 165](#) for more information about how to configure the Campaign Group configuration object for the Power GVP dialing mode.

When configured to enable connections, OBN opens a predefined port (for listening purposes) and then accepts requests from OCS in a client-server fashion.

Dialing Algorithm

In a GVP-assisted campaign, dialed outbound calls are dialed from GVP ports, and they can be completely processed and released by GVP. GVP issues information about call processing (such as call results and modified user data) to OBN Manager, which relays this information to OCS. OCS processes this information accordingly, applies any necessary treatments, and updates the records.

Do Not Call Records

OCS issues an `EventOBNRecordStopProc` message to OBN when it receives a `DoNotCall` request and determines that records are currently being processed by OBN. OBN immediately attempts to stop processing the specified record.

Notes: Refer to the `dialer-ttl` and `dialer-num-attempts` options in “Campaign Group-Level Options for OCS” on [page 188](#) when configuring this solution.

Refer to the 7.6 GVP documentation for more information about using Outbound Contact with the OBN application.

Calculating the Number of Records

The procedure that OCS uses to calculate the number of records (or chains) to retrieve from the database when a campaign is loaded is similar for both Push Preview and Power GVP modes, but differs from traditional Predictive, Progressive, or Preview modes. When a campaign is loaded, OCS selects records for retrieval from the database based on the value of the `MaxQueueSize` parameter for the Campaign Group. If more than one calling list is used in the campaign, the number of records retrieved from each calling list is determined by the specified list weight.

OCS then submits the records to Interaction Server or OBN Manager using the following criteria:

- The total number of interactions or dialing requests submitted is equal to the `MaxQueueSize` value for the Campaign Group.
- OCS retrieves records from the calling list table in the database to replenish its buffer when the number of calling list records in the OCS buffer is below half of the specified `MaxQueueSize` value for the Campaign Group.

Reporting

The Genesys Reporting solution contains tools for collecting historical and real time data, and for viewing and analyzing contact center performance. In Outbound Contact 7.6, the calculation of some real-time metrics is provided by the OCC Extension. All data required for the OCC Extension is directly submitted by OCS through the OCS DataStream protocol. For more information about the Genesys Reporting solution and the templates provided with Outbound Contact 7.6, see the *Reporting Technical Reference Guide for the Genesys 7.2* release.



Chapter

3

Deployment Planning

This chapter provides an overview of the deployment process for Outbound Contact 7.6, and includes tools for deployment planning. It contains the following sections:

- [About the Deployment Process, page 73](#)
- [How to Use This Chapter, page 74](#)
- [System Requirements, page 75](#)
- [Worksheet Definitions, page 81](#)
- [Outbound Deployment Planning Worksheet, page 88](#)
- [Other Resources, page 95](#)

Note: The Outbound Contact 7.6 installation uses information that was set up during Framework 7.6 configuration and installation. You can install Outbound Contact 7.6 only after Framework 7.6 is installed. For more information, see “Outbound Object-Creation Sequence” on [page 130](#).

About the Deployment Process

The deployment process involves the configuration and installation of the applications and components that are needed for a functional setup of Outbound Contact 7.6.

Before deploying Outbound Contact, review the “System Requirements” on [page 75](#), as well as the following documents, which contain information about licensing requirements, supported platforms, and sizing specifications:

- *Genesys 7 Licensing Requirements*
- *Genesys 7 Supported Operating Systems and Databases*
- *Genesys 7 Supported Media Interfaces*

Also, use the “Worksheet Definitions” on [page 81](#) to gather information for the configuration and installation of Outbound Contact 7.6. The Outbound Contact deployment process involves the following components:

- Outbound Contact Server (OCS)
- Outbound Contact Manager (OCM)
- CPD (Call Progress Detection) Server (optional)
- CPD Proxy Server (optional)

When installing, test each component before you continue to the next.

Make sure that you install all Framework components, including Configuration Server, Configuration Manager, T-Server, the Management Layer, DB Server, and Stat Server.

For information about configuring and installing Framework products, see the Framework documentation.

If necessary, install Dialogic boards and software for call progress detection. For more information about installing Dialogic boards, see “Introduction to Dialogic Boards” on [page 301](#).

For additional information about formats, calling lists, campaigns, and how to start or stop a campaign, see *Outbound Contact Manager Help*.

How to Use This Chapter

Before beginning Outbound Contact 7.6 configuration and installation, review the “System Requirements” on [page 75](#), and then complete the “Worksheet Definitions” beginning on [page 81](#).

The worksheet provides space for your notes, and multiple boxes (cells) provide room to write additional values, if needed. If you need to provide additional information, you can make copies of the worksheet

This chapter’s structure is based on the configuration sequence found in the Outbound Configuration Wizard. Outbound properties for Configuration Manager are also included.

After completing the installation, keep the worksheet as a reference. In the future, if you need help from Genesys Technical Support, you can fax the worksheet to a support engineer in order to provide the complete system configuration.

System Requirements

This section describes some of the system sizing requirements for the installation of Outbound Contact 7.6. It contains the following sections:

- “Environmental Sizing” on [page 75](#)
- “Database Sizing” on [page 77](#)
- “Network Traffic” on [page 77](#)

In addition, the following documents on the Technical Support website provide detailed information about the operating systems and databases supported by Outbound Contact 7.6:

- *Genesys 7 Supported Operating Systems and Databases*
- *Genesys 7 Supported Media Interfaces*

Environmental Sizing

The information provided in this subsection helps you create the most effective environment for running Outbound Contact in your contact center.

[Table 4](#) shows the recommended sizing requirements for various contact centers.

Table 4: Outbound Contact Environmental Sizing for Components

Outbound Contact Component	CPU	Memory	Network	Transactions per Second
Outbound Contact Manager	Pentium III, 400 MHz (recommended)	128 MB (Windows 2000 or Windows XP)	10 mbps (minimum)	Not applicable
Outbound Contact Server	Pentium III, 400 MHz (recommended)	512 MB (minimum)	10 mbps (minimum)	0.5–1 transactions per agent per second

Table 4: Outbound Contact Environmental Sizing for Components (Continued)

Outbound Contact Component	CPU	Memory	Network	Transactions per Second
CPD Server Supported interfaces: <ul style="list-style-type: none"> • LSI • Line-side (E1/T1) • PRI • HMP The CPD Server and the Dialogic cards and drivers it controls must be installed on the same machine.	Single or dual processor, 1GHz	512 MB Minimum	10 mbps (minimum)	0.5–1 transactions per agent per second
Environmental recommendation for 240 Ports	Dual processor Pentium III, 600 MHz	256 MB	100 mbps	0.5–1 transactions per agent per second
Number of Agents				
25–100	Pentium III, 400 MHz	128 MB	10 mbps (minimum)	0.5–1 transactions per agent per second
100–200	Pentium III, 400 MHz	256 MB	10 mbps (minimum)	0.5–1 transactions per agent per second
200–600	Pentium III, 400 MHz (minimum) + 100 MHz for every 200 agents	256 MB	10 mbps (minimum)	0.5–1 transactions per agent per second
600–1000	Single/dual processor, 1 GHz	512 MB	100 mbps	0.5–1 transactions per agent per second
1000–2000	Dual processor, 1GHz	512 MB (minimum)	100 mbps	0.5–1 transactions per agent per second
2000–4000	Dual processor, 1.5 GHz	512 MB (minimum)	100 mbps	0.5–1 transactions per agent per second

Note: The list of Dialogic boards might be extended based on their support by the CPD Server. Refer to the [Genesys 7 Supported Media Interfaces](#) for the current list of supported boards.

Database Sizing

Outbound Contact Server supports IBM's DB2 database, in addition to the previously supported database management systems (Oracle, Microsoft SQL Server, Informix, and Sybase).

The sizing of your database can affect the performance of the Outbound solution. The term *sizing* pertains to how the database is tuned, the available memory, and the number of processors. The term *tuning* pertains to the indexing of the calling list. The higher the number of transactions that the database processes, the more the database performance is affected, unless it is properly sized.

When sizing your database, consider the factors shown in [Table 5](#).

Table 5: Database Sizing

Format	Estimated Size for Each
Record	1 KB
Transaction	1 KB
Database	100 MB per 100,000 records per campaign

If the size of one record is equal to the size of one transaction (1 KB), and if the size of the calling list is 100,000 records, the estimated size of the database is 100 MB. See the *Outbound Contact 7.6 Reference Manual* for more information about database tuning.

Network Traffic

[Table 6](#) provides basic data about network traffic produced by Outbound specific activities among various Framework and Outbound components. This information can help you determine the optimal component location on the network.

Table 6: Network Traffic Among Framework and Outbound Components

Primary Data Types	Average Message Length	Messages Per Transaction	Elements Determining Total Message	Traffic Total Traffic Volume
OCS <-> DB Server				
Record from Calling List	0.25 KB + total length of Field Names + average Record Data length	1	Number of Records requested per Select = <Number of Agents in Campaign Group> * <Optimal Buffer Size Coefficient> - Minimum Buffer Size Coefficient>	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
Update of Record Attributes	0.5 KB	1 if OCS is not configured to save intermediate results, otherwise, 1 per treatment	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
OCS <-> CPD Server				
Dialing Request	0.25 KB + User Data	1 per Dial Attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
Agent Seize Request (ASM mode only)	0.5 KB	1 per AgentReady TEvent	Conversation Duration	Total Number of successful Contacts

Table 6: Network Traffic Among Framework and Outbound Components (Continued)

Primary Data Types	Average Message Length	Messages Per Transaction	Elements Determining Total Message	TrafficTotal Traffic Volume
Call Progress Result	0.25 KB	1 per Dial Attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
OCS <-> Agent Desktop				
Record	0.25 KB + User Data	1 per Answered Call or Preview Record Request	Number of Records processing Desktop sessions	Total Number of successful Contacts, in Predictive or Progressive mode, <Number Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>, in Preview mode
Desktop Protocol Requests	0.25 KB	Typically 2	Number of Records processing Desktop sessions	Total Number of successful Contacts in Predictive or Progressive mode, <Number Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>, in Preview mode

Table 6: Network Traffic Among Framework and Outbound Components (Continued)

Primary Data Types	Average Message Length	Messages Per Transaction	Elements Determining Total Message	TrafficTotal Traffic Volume
OCS <-> T-Server				
Requests (no CPD Server)	0.25 KB + User Data	1 per Dial Attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
TEvents	0.25 KB + User Data	5 for simple call-distribution scenario	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
CPD <->T-Server				
Dialing Request	0.25 KB + User Data	1 per Dial Attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
Transfer Request	0.25 KB	1 per Dial Attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>

Table 6: Network Traffic Among Framework and Outbound Components (Continued)

Primary Data Types	Average Message Length	Messages Per Transaction	Elements Determining Total Message	TrafficTotal Traffic Volume
Agent Seize Request (ASM mode only)	0.5 KB + User Data	1 per AgentReady TEvent	Conversation Duration	
TEvents	0.25 KB + User Data	10 for simple call-distribution scenario, 1 for unsuccessful dial attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>

Worksheet Definitions

For more information about the following items, see “Other Resources” on [page 95](#).

Logging in to Configuration Manager

- User name—Enter the user ID authorized to log in to Configuration Server.
- User password—Enter the password for the user ID authorized to log in to Configuration Server.
- Application—Enter the name of the Configuration Manager Application object.
- Host—Enter the host name of the computer on which the Configuration Server is installed.
- Port—Enter the port that the Configuration Server uses for client connections.

License Manager

- Path to License Manager—Enter the path to the License Manager. License Manager must be available for licensed application.

Outbound Solution Object

- Name—Enter a name for the Outbound solution object.
- Solution Control Server—Enter an existing Solution Control Server.

Tenant

- Name(s)—If this a multi-tenant environment, enter the names of the tenant to be used for Outbound Contact 7.6.

Switches

As part of the Framework 7.6 configuration and installation, you will have already assigned agent names, agent logins, and DNs (see “DNs” on [page 89](#)) to switches.

In most systems, the telephone directly notifies the switch when the telephone set (*teleset*) status changes—for example, when agents begin or end a call. By default, Outbound Contact registers teleset states internally. Older PBX software does not enable the teleset to notify the switch directly when its status changes. If the contact center’s PBX software does not enable direct notification, you must customize the contact center’s teleset state disposition. Use configuration settings that instruct Outbound Contact to send Framework’s T-Server a notice for each teleset status change. For more information, see Chapter 8 on [page 171](#).

The following refer to the capabilities of a switch:

- Name(s)—A switch set up during Framework configuration. Other switches can include numbers and types of all telephony devices (DNs) to be monitored and controlled through the CTI (computer-telephony integration) link. Enter the switch name(s) to be used for Outbound Contact 7.6. If new switches are needed, they must be added through Framework 7.6.
- CPD capability—Does the switch have call progress detection (CPD) capabilities? If the switch does not provide call progress detection, and you wish to use CPD Server as a part of Outbound Contact 7.6 for the contact center, collect the following information about the Dialogic boards:
- Call transferring—Does the switch have this capability?
 - Call conferencing—Does the switch have this capability?
 - Call forwarding—Does the switch have this capability?
 - Do Not Disturb—Does the switch have this capability?

Special DNs

Communication DN

Outbound Contact 7.6 reports on outbound activity by using a DN that is set up as a Communication DN.

- Number—Enter the name or number of the Communication DN.
- Type—Always enter “Communication DN.”

Overflow DN

Outbound Contact 7.6 monitors calls that cannot be handled by available agents, it does this through a DN set up as an Overflow DN.

- Existing DN name—Enter the name or number of the overflow DN.

Applications

Each application name must be unique, and it can contain alphanumeric characters and underscores. The properties for most applications are the same; therefore, definitions are given only once for the “Applications” section of the worksheet.

- T-server name(s)—Enter the name of the T-Server.
- Stat Server name(s)—Enter the name of the Stat Server.
- DB Server name(s)—Enter the name of the DB Server.
- OCS name—Enter the name of the Outbound Contact Server.
- CPD Server name(s)—Enter the name of the CPD Server.
- OCM name—Enter the name of the Outbound Contact Manager.
- Reporting—See the Reporting documentation.

Tenants

- Tenant name(s)—If this is a multi-tenant environment, select the name of the tenant.

Server Info

- Host—Select the host computer on which your application will be running.
- Communication port—Enter the port number that the application’s clients will use to establish connections to the named server.
- Back up Server—Select the back up server to be contacted if connection to the primary server fails.

Options

- Option names—Options are changed according to the user’s needs. For detailed information about options, see Chapter 8, “Outbound Contact Configuration Options,” on [page 171](#).

Database Access Point(s)

- Name—Enter the name of the Database Access Point (DAP) object.

Server Info

- DB Server name—Select the name of an existing DB Server.
- DB Server host—Select the host computer on which the DB Server will be running.

Tenants

- Tenant name(s)—If this is a multi-tenant environment, select the name of the tenant.

DB Info

- DBMS name—Select the name of the host computer on which the database resides.
- DBMS type—Select the type of database.
- Database name—Enter the name of the database.
- User name for login to DB—Enter the user name for accessing the database.
- Password for login to DB—Enter the password for access the database.

User-Defined Fields

A calling list must contain Genesys mandatory fields, and it can also contain user-defined fields. For more information about mandatory fields, see “Field Object” on [page 137](#) and “Format Object” on [page 141](#).

The user must create additional fields, containing business information that is used for sorting and chaining records—for example, Last_Name.

- Name—Enter the name of the user-defined field—for example, cust_id.
- Data type—Enter the type of data, for example, the data type for cust_id would be int, and must always be numeric.

- Length—Enter the number of characters needed for field contents—for example, `cust_id` can be limited to five numeric characters.
- Default value (optional)—Enter the value that will be assigned to the field unless it is changed.

Formats

A *format* contains a collection of Genesys mandatory fields and user-defined fields. It defines the layout of a calling list. More than one format can be created and named for the specific needs of particular calling lists.

Identify the number of formats that you need, assign names to them, and identify the user-defined fields required for each.

Note: Plan and create your formats and all custom fields carefully. You cannot modify existing fields or add new fields after the calling list table is created in OCM.

- Name—Enter the name of format.
- User-defined field names—Enter the names of the user-defined fields to each format.

Table Access

- Name—Select the name of the Table Access object.
- Table type—Select “Calling List.”
- DB access point name—Select the name of the database access point through which the table can be accessed.
- Format name—Enter the name of the format applied to this table.
- Database table name—Enter the name as specified in the database.

Dialing Filters

Dialing filters select records from a calling list for dialing, based on specified criteria. They can be created in Outbound Contact Wizard as an object of a calling list, or in Configuration Manager within the `Filters` directory. Dialing filters are stored in the `Filters` directory in Configuration Manager.

For more information, see “Filter Object” on [page 147](#).

- Name—Enter the name of the dialing filter.
- Criteria SQL statement—Enter the SQL statements that give the criteria for the filter.
- Order by SQL statement—Enter the field on which the list will be sorted.

Treatments

Decide on treatments to use for unsuccessful call results. For more details and examples, see Chapter 10 on [page 275](#).

- Name—Enter the name of the treatment.
- Call result—Enter the result of dialing a calling list record.
- Apply to record—Enter the action to be applied to a calling list record, based on the call result.
- Apply to call (very limited use)—Enter the final outcome of attempts to dial a record.
- Destination DN (if “Apply to call”)—Enter the DN to which a treatment will forward a call.
- Number in sequence—In a treatment sequence, each treatment contains a unique number that determines the order in which it will be applied to the same call result, on calls from the same calling list.
- Cycle attempt (only for redial)—Enter the maximum number of consecutive times that the treatment will be performed on the record.
- Interval—Enter the time interval, in minutes, that the application will wait between the first dialing attempt and the first treatment attempt, or between consecutive attempts.
- Increment—Enter the number of minutes that the application will add to the interval (see the previous item) after the first treatment attempt, and after each consecutive attempt.
- Date/Time—Enter the date/time when another treatment attempt will be performed.

Calling Lists

Calling lists contain dialing records. Decide where you will store the calling lists. They can be located either in the Genesys Configuration Database or in a separate database. The size of the calling lists and the ease of maintenance are the deciding factors when identifying the appropriate location. Very large calling lists should be maintained in a database other than the Genesys Configuration Database.

- Name—Enter the name of the new calling list.
- Table Access Point name—Enter the name of the Table Access object to which the calling list refers.
- Dialing filter name (optional)—Enter the name of default dialing filter to apply to the calling list.
- Script property—The Script property in the campaign, in the calling list, and in the Campaign Group defines the Script object, which contains all of the attributes that are required by Agent Scripting.

Treatments

- Treatment names (optional)—Identify or create treatments that will be applied to the records on the calling list if calls are unsuccessful.

Campaigns

Campaigns are collections of callings lists and agent or place groups. Agent skills that may be considered during the processing of customer interactions include language or marketing knowledge.

- Name—Enter the name of the campaign.
- Calling list name(s)—Enter the names of the calling lists to be used by each campaign.
- List weight (if more than one list)—Enter the percentage of call records to be retrieved from a calling list for a campaign. For more information, see *Outbound Contact Manager Help*.

Campaign Group

- Group name(s)—Enter the names of the agent or place groups assigned to each campaign.
- Group type—Enter the type (agent or place) of each group assigned to each campaign.
- Dialing mode—Decide on a dialing mode to use as the default for the agent groups in a campaign. The dialing modes are *Progressive*, *Predictive*, *Preview*, *Push Preview*, and *Power GVP*.
- Voice Transfer Destination (“Origination DN” in previous releases)—Enter the queue or Routing Point to which a call is transferred after a “live” answer.
- Optimization method—Sets the default dialing optimization method for the Campaign Group and applies only to Predictive dialing mode.
- Target value—Enter the percentage value of the optimization method.
- Buffer size coefficient minimum—Enter the minimum number of chains per active agent that OCS can keep on hand for dialing.
- Buffer size coefficient optimal—Enter the optimal number of chains per active agent that OCS can keep on hand for dialing.
- Number of CPD ports—Enter the number of dialing ports that can be used for dialing on behalf of a Campaign Group. If you are using ASM mode, at least one port is required for each agent for the engaging calls, in addition to ports for outbound dialing.

- CPD Server name (if more than one)—Enter the name of the CPD Server to use for this Campaign Group.
- Script property—The Script property in the campaign, calling list, and Campaign Group defines the Script object, which contains all of the attributes that are required by Agent Scripting.

Reporting (Optional)

- Real-time reporting—If you install real-time reporting (CCPulse+), see also the *Reporting 7.5 Deployment Guide* and the *Reporting 7.5 CCPulse+ Administrator's Guide*.

Note: You can also use CCPulse+ to view historical reports.

- CCPulse+ name—Enter the name of the CCPulse+ to be used.
- Stat Server name—Enter the name of the Stat Server to be used with CCPulse+.
- Historical reporting—If you install historical reporting (ICON and/or CCPulse+), see the *Reporting 7.5 Deployment Guide* and/or the *Interaction Concentrator 7.5 Deployment Guide* (or later versions).

Outbound Deployment Planning Worksheet

This planning worksheet provides a single place in which to record the information that is required to configure and install Outbound Contact 7.6. The cells on the worksheet provide room to write additional values. After it is completed, the planning worksheet expedites the installation and configuration process. It serves as a “look-up” sheet for critical information that you will need in order to complete the process. The information about the items in the “[Sample Planning Worksheet](#)” is important to have on hand.

Sample Planning Worksheet

[Table 7](#) is a sample Planning Worksheet in which to record information that you need to have on hand during the configuration process.

Table 7: Planning Worksheet

	Name	Item	Item	Item	Item
Logging In to Configuration Manager					
1.	User name				
2.	User password				

Table 7: Planning Worksheet (Continued)

	Name	Item	Item	Item	Item
3.	Application				
4.	Host				
5.	Port				
License Manager					
6.	Path to License Manager				
Outbound Solution Object					
7.	Name				
Tenant					
8.	Names				
Switches					
8.	Name(s)				
9.	Type of switch				
10.	Internal or External CPD capability				
11.	T-Server connected to each switch (one-to-one relationship)				
12.	Special DNs—for example, Communication DN and Overflow DN				
DNs					
13.	ACD positions				
14.	Extensions				
15.	Call processing Ports (CPP)				
16.	ACD Queues				

Table 7: Planning Worksheet (Continued)

	Name	Item	Item	Item	Item
17.	Routing Points				
18.	Virtual Queues				
19.	Communication DNs				
Applications					
T-Server(s)					
20.	T-Server name(s)				
21.	Host				
22.	Port				
23.	Back-up				
24.	Designated switch (one-to-one relationship)				
Stat Server(s)					
25.	Stat Server name(s)				
26.	Host				
27.	Port				
28.	Back-up server				
DB Server					
29.	DB Server name(s)				
30.	Host				
31.	Port				
32.	Back-up server				
33.	Options (see page 84.)				
34.	DBMS type				

Table 7: Planning Worksheet (Continued)

	Name	Item	Item	Item	Item
Outbound Contact Server (OCS)					
35.	OCS name				
36.	Host				
37.	Communication port				
38.	Back-up server				
39.	Name(s) of T-Server(s) to which OCS connects				
41.	Name of Message Server to which OCS connects (optional)				
CPD Server					
42.	CPD Server name(s)				
43.	Host				
44.	Communication Port				
45.	Back-up server for CPD Server				
46.	Name of T-Server to which CPD Server connects				
47.	Type of Dialogic board(s)				
48.	DTI Ports (DNs for Dialogic board). (See “DNs” on page 89 .)				
Outbound Contact Manager (OCM)					
49.	OCM name (application)				
50.	Name of OCS to which OCM connects				

Table 7: Planning Worksheet (Continued)

	Name	Item	Item	Item	Item
Objects					
Database Access Point(s)					
51.	Name				
52.	DB Server name (See page 90.)				
53.	DB Server host (See page 90.)				
54.	DB Server communication port (See page 90.)				
55.	DBMS name				
56.	DBMS type (See page 90.)				
57.	Database name				
58.	User name for login to DB				
59.	Password for login to DB				
60.	Case Conversion				
User-Defined Fields					
61.	Name				
62.	Data type				
63.	Length				
64.	Default value (optional)				
Formats					
65.	Name				
66.	User-defined field names (See above.)				

Table 7: Planning Worksheet (Continued)

	Name	Item	Item	Item	Item
Table Access					
67.	Name				
68.	Table type				
69.	DB Access Point name (See page 92.)				
70.	Format name (See page 92.)				
71.	Database table name				
Dialing Filters					
72.	Name(s)				
73.	Criteria SQL statement				
74.	Order by SQL statement				
Treatments					
75.	Name				
76.	Call result				
77.	Apply to record				
78.	Apply to call				
79.	Destination DN (if “Apply to call”)				
80.	Number in sequence				
81.	Cycle attempt (only for redial)				
82.	Interval				
83.	Increment				
84.	Date/Time				
85.	Range				

Table 7: Planning Worksheet (Continued)

	Name	Item	Item	Item	Item
Calling Lists					
86.	Name				
87.	Table Access Point name				
88.	Dialing filter name (optional)				
89.	Script property (optional)				
90.	Treatment names (optional) (See “Treatments” on page 86.)				
Campaigns					
91.	Name				
92.	Calling list name(s)				
93.	List weight (if more than one list)				
Campaign Group					
94.	Group name(s)				
95.	Group type				
96.	Dialing mode				
97.	Voice Transfer Destination (“Origination DN” in previous releases)				
98.	Optimization method				
99.	Target value				
100.	Buffer size coefficient minimum				
101.	Buffer size coefficient optimal				
102.	Number of CPD ports				
103.	CPD Server name (if more than one) (optional)				

Table 7: Planning Worksheet (Continued)

	Name	Item	Item	Item	Item
104.	Script property (optional)				
105.	Stat Server name				
106.	OBN Manager name (optional component)				
107.	Interaction Server (optional component)				
Reporting (Optional)					
108.	Real-time reporting; if yes, see Reporting documentation.				
109.	Historical reporting; if yes, see Reporting documentation.				

Other Resources

You may want to use the following additional resources for reference.

- *Framework 7.6 Configuration Manager Help*—This Help system contains details about setting up application and component objects, and performing other important configuration tasks.
- *Framework 7.6*—You can obtain some Outbound Deployment Planning Worksheet information from Framework 7.6. For example, Tenants and Switch objects usually are created in the Framework 7.6 Wizard, but sometimes are created in the Configuration Manager. Outbound Contact uses some Framework 7.6 Application objects that are created in the Framework 7.6 Wizard or Configuration Manager—for example, the Stat Server and DB Server. For some objects, you only need to identify their names in Framework 7.6 and write those names on the worksheet.
- *Outbound Contact 7.6 Reference Manual*—This document explains the constants and communication protocols for Outbound Contact.
- Wizard Advisories for Outbound Contact, Framework, and Reporting, also contain useful information, and are located on each specific solution CD. All other documents are provided on the documentation library software CD that is specific to Outbound Contact as well as to other Genesys software products.

Note: Refer to the appropriate GVP and Interaction Server documentation if you are implementing Power GVP or Push Preview dialing modes.



Chapter

4

Outbound Solution Wizard

This chapter explains how to use the Outbound Solution Wizard, also known as the Outbound Contact Configuration Wizard. This wizard creates a standard configuration of the Outbound Contact components (Outbound Contact Server, Outbound Contact Manager, and Call Progress Detection Server). The wizard creates all mandatory options with their default values. You can easily redefine these default values based on the specific needs of your contact center.

The Wizard also provides a method for setting up the Dialogic board channels (ports) for CPD Server.

Notes:

- Use this Wizard for standard configurations only, rather than for complex configurations (for example, in an environment with two Dialogic boards for the same CPD Server or when configuring two or more DNs on a switch with the same dtiB number).
- The Outbound Contact Configuration Wizard was not updated for release 7.6. Use the Configuration Wizard for release 7.5, packaged with 7.6.

This chapter contains the following topics:

- [Before You Begin, page 98](#)
- [Creating an Outbound Solution, page 98](#)

Before You Begin

First, complete the Framework installation and configuration. Be sure to refer to the “Worksheet Definitions” on [page 81](#). New changes for the Outbound Configuration Wizard include:

- Introduces new component definitions in the Solution object for the GVP OBN Manager and Interaction Server applications.
- Supports the CampaignGroup object. The CampaignGroupInfo object is no longer supported.
- Dynamically adds new components in the Solution object.
- Supports the HMP configuration in the CPD Server Wizard.

Note: Only one instance of CPD Server using HMP software can be executed on a host machine.

Creating an Outbound Solution

As mentioned, the Outbound Solution Wizard enables you to create an Outbound solution. The wizard is accessible through the Genesys Wizard Manager.

Procedure: Using the Outbound Solution Wizard to create a solution

Start of procedure

1. Insert the Genesys 7.6 Outbound CD.
2. In the root directory, double-click `setup.exe` to install the Outbound Contact Configuration Wizard.
3. Open the Genesys Wizard Manager.
4. On the left pane of the Genesys Wizard window, select `Outbound Contact`. The Genesys Wizard Manager displays existing solutions, if any, and a prompt to deploy a new Outbound Contact Solution.
5. Create an Outbound Contact Solution or reconfigure an existing one:

- To create a new Outbound Contact Solution, click **Outbound Contact** on the right pane of the Genesys Wizard Manager page.
The Outbound Solution Wizard launches and leads you through the process of creating a new Outbound Contact Solution. Skip the remaining steps below.
- To reconfigure an existing Outbound Contact Solution object, click the object name on the right pane of the Genesys Wizard Manager page.
The **Properties** dialog box opens for the Outbound Contact Solution object. Proceed to [Step 6](#).

Note: Complete [Steps 6](#) through [10](#) only if you are reconfiguring an existing Outbound Contact Solution object.

6. Click the **Components** tab and select a specific component.
7. Click **Properties**.
8. Click **More**.
The **Properties** dialog box opens for the component that you selected in Step 7.
9. Change the configurations, as needed.
For full explanations of the options in this dialog box, see Chapter 8, “Outbound Contact Configuration Options,” on [page 171](#). Also refer to the information in your “Sample Planning Worksheet” on [page 88](#).
10. Click **Apply**.

End of procedure

Recommended Configuration for CPD Server

The Wizard will not allow you to create an incomplete configuration. If you abort the configuration, the Wizard removes the incomplete configuration.

Resources Configuration Activity

The Wizard implements a list of supported board types for selection. As more than one board may be installed, the Wizard allows selection of a few boards for configuration, instead of one-by-one configuration.

When configuring a virtual board, the Wizard assigns a DN to every channel of the board. The Wizard assigns the DNs in sequence, one by one.

[Figure 11](#) illustrates the recommended configuration process for the CPD Server Application object.

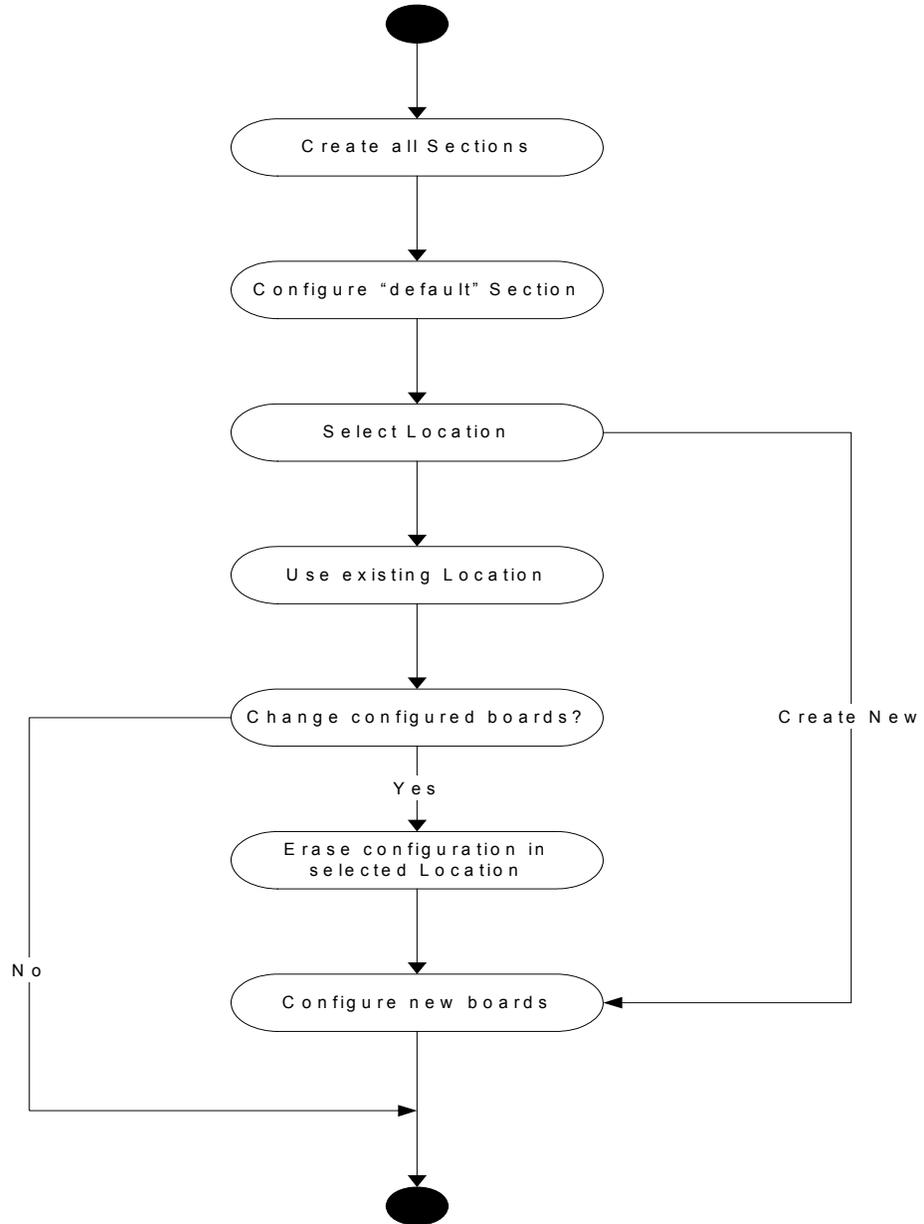


Figure 11: Recommended Configuration for CPD Server Application Object

Notes: Do not mix different board technologies.

Do not use different protocols (such as ISDN and Melcas) in one box.

The CPD Server Installation Wizard will not recognize that the Dialogic drivers had been already installed if its version is different from the version of the drivers that are packaged on the Genesys CPD Server CD.

The CPD Server Installation Wizard will not create the Dialogic DN configuration if you do not create a CPD Server application.

CPD Server supports only the Dialogic drivers (for Service Release 6) that are provided on the CPD Server CD.

Procedure:

Deleting a previously configured Dialogic board

If you are creating a new configuration, you must first delete the previously configured Dialogic boards.

Start of procedure

To delete a previously configured board:

1. When the Wizard displays a list of configured boards, select the boards you want to delete.
2. If a board is associated with a CPD Server application, then the Wizard will warn you and ask for a confirmation.

If the Wizard receives a confirmation, it clears the value of the location option in all applications that match the board name.

End of procedure

CPD Server Application Sections and Options

For information about the sections referenced in [Figure 11](#), and their corresponding options, see “CPD Server Options” on [page 221](#).



Chapter

5

Manually Configuring and Installing Outbound Applications

This chapter describes how to manually configure and install Outbound Contact 7.6. It contains the following sections:

- [Overview, page 103](#)
- [Configuration, page 104](#)
- [Installing on Windows, page 116](#)
- [Installing on UNIX, page 122](#)

Overview

Genesys strongly recommends using the Outbound Contact 7.5 Wizard to configure and install this solution (See “Creating an Outbound Solution” on [page 98](#).) If you decide to manually install Outbound Contact 7.6, refer to this chapter during the installation process.

This chapter provides instructions for a manual, first-time configuration and installation of the Outbound Contact components, which include Outbound Contact Server (OCS), Outbound Contact Manager (OCM), CPD (Call Progress Detection) Server, and Outbound solution objects. This chapter also describes an Outbound-specific aspect of Stat Server.

Use the completed “Worksheet Definitions” on [page 81](#) in this guide, as well as the other relevant chapters in this guide, to configure and install Outbound Contact applications (components) and objects.

Note: Genesys does not recommend installing its components via a Microsoft Remote Desktop connection. You should perform the installation locally.

The overall process of configuring and installing Outbound Contact components involves the following steps:

Table 8: Task Summary: Configuring and Installing Outbound Contact Components

Objective	Related Procedures and Actions
1. Configure application objects in Configuration Manager	<ol style="list-style-type: none"> 1. Configure and install all Framework 7.6 components, which include Configuration Server, Configuration Manager, T-Server, the Management Layer, DB Server, and Stat Server. 2. Start Configuration Server and Configuration Manager. 3. Configure OCS as described on page 106. 4. Configure CPD Server as described on page 109. 5. Configure OCM as described on page 108.
2. Install Outbound Contact components.	<ol style="list-style-type: none"> 1. Install OCS as described on Windows (page 116) or UNIX (see page 122). 2. Install CPD Server as described on page 117. 3. Install OCM as described on page 120.
3. Configure and install real-time and historical reporting.	Refer to page 121 .

Configuration

Before you create an Application object, make sure that an application template exists. The template provides most of the application's configuration options and default values.

To locate an existing template, open the Environment folder and then the Application Templates folder. If the template is absent, import one from the Templates folder on the Outbound Contact Center CD.

Procedure: Importing a template

Start of procedure

1. Select the Application Templates folder.
2. From the File menu, select File > Import Application Template.
3. Navigate to the appropriate template and select Open.
4. When the template is open, select OK to save it in Configuration Server.

End of procedure

Configuration Advisory

Application objects represent software components in Configuration Manager. This chapter describes four Outbound Contact application objects:

- Outbound Contact Server (OCS)
- Outbound Contact Manager (OCM)
- CPD Server (optional)
- CPD Proxy Server (optional)

Outbound Contact also requires the following Reporting applications:

- Stat Server—Determines what agents are assigned to which Agent or Place Groups, identifies the current Agent State, and for reporting purposes.
- CCPulse+—Calculates real-time and historical Outbound-specific statistics.
- ICON—Calculates historical Outbound statistics.

The person who will run or change an Outbound campaign requires access permissions that include Read access privileges to all campaign-related configuration objects. Click Permissions on the Security tab of each configuration object to view the Access Groups that have permission to read it.

Client-Side Port Security Configuration

To increase security, you can define a fixed port for the connection between an Outbound Contact component and another server that is behind a firewall. The client-side port definition feature allows a server application to control the number of client connections, preventing the server from an excessive number of malicious requests to the same server-side port.

For configuration instructions, see the “Client-Side Port Definition” chapter of the *Genesys 7.6 Security Deployment Guide*.

Table 9 identifies which Outbound Contact-specific components support this configuration.

Table 9: Component Support of Client-Side Port Security

Server Clients	Configuration Server/ Configuration Server Proxy	T-Server
OCS	Yes	Yes
CPD Server	Yes	Yes
CPD Proxy Server	Yes	Not Applicable

Connections to Configuration Server

During the application installation, new command-line arguments are added to connect to Configuration Server using the port designated during installation, which are then used during application startup. The arguments include:

`-transport-address` and `-transport-port`.

The command-line format for starting a connection to Configuration Server would be:

```
cm_server.exe -host <host_name> -port <port_number> -transport-
address <IP address> -transport-port <port number> -app
<application_name>
```

After installation, these arguments appear in three places:

- Configuration Server Application object > Start Info tab
- (Windows operating system) `startServer.bat` file; (UNIX operating systems) `run.sh`
- In the Registry when the application (OCS, CPD Server, or CPD Proxy Server) is started as a Service

Note: To support reconnecting to Configuration Server, you must still create or update the existing connection to Configuration Server in the OCS application object's `Connections` tab, following the standard procedure for configuring connections to other servers. For specific instructions associated with client-side port connections, see the *Genesys 7.6 Security Deployment Guide*.

Outbound Contact Server

Outbound Contact Server (OCS) is the main component of Outbound Contact.

Procedure: Configuring OCS

Start of procedure

1. In the Configuration Manager main window, open the Environment folder and then select the Applications folder.
2. From the File menu, select New Application.
3. Select the template for the release of the application that you will be using.
4. On the General tab of the Application Properties dialog box, enter a name for the OCS application.
5. Click on the Server Info tab, enter the host name of the computer on which this application will be installed, and enter the port that the application will use for client connections.

If you plan to use another server as a backup, in the event that the primary server fails, enter the name of the backup server and adjust the value of the Reconnect Timeout option.

6. On the Connections tab, select the Add button, and then add a T-Server application. Optionally, you can also add a Message Server application.

The only servers that OCS searches for in the Connections tab of its application at startup are T-Server and Message Server (optional). Connection to other servers that are required to run an outbound campaign (such as CPD Server, Stat Server, and Interaction Server) can be specified on the Connections tab of a Campaign Group object.

Notes:

- If you are configuring OCS to support TLS: see the *Genesys 7.6 Security Deployment Guide* for configuration instructions; see “Transport Layer Security Connections” on [page 346](#) for information on which Outbound Contact components support TLS connections for this 7.6 release.
- If you are configuring a connection to Interaction Server, create a port called ESP. Use this ESP PortID instead of the default PortID, when configuring a connection to the OCS Application object on the Server Info tab of the Interaction Server Application object. This makes OCS a server for Interaction Server and Interaction Server a client for OCS.
- If you are configuring TLS between OCS and DB Server, add a Database Access Point (DAP) to DB Server on the Connections tab of the OCS Application object.
- If you are configuring TLS between OCS and CPD Server/CPD Proxy Server, add a connection on the Connections tab of the OCS Application object to CPD Server/CPD Proxy Server respectively.

7. Click on the **Start Info** tab, and then define the **Working Directory** and **Command-Line** properties - for example:

Working Directory: C:\GCTI\Outbound Contact Server

Command Line: cm_server.exe

Command Line Arguments: -host <host_name> -port <port_number> -app <application_name>

Note: If you are implementing the client-side port security feature, specify the additional arguments described in “Client-Side Port Security Configuration” on [page 105](#).

8. Click on the **Options** tab, and then change the values of the configuration options according to your configuration.

For detailed information about OCS options, see the “Outbound Contact Server Options” on [page 178](#).

End of procedure

Outbound Contact Manager

Outbound Contact Manager (OCM) is the graphical user interface (GUI) that contact center managers can use to control and manage outbound campaigns.

Procedure: Configuring OCM

Start of procedure

1. In the Configuration Manager main window, open the **Environment** folder and then select the **Applications** folder.
2. From the **File** menu, select **New Application**.
3. Choose the template for the release of the application that you will be using.
4. On the **General** tab of the **Properties** dialog box, enter a name for the OCM application.
5. Click on the **Connections** tab, and then add the OCS to which this application will connect.
6. Click on the **Options** tab, and then define the OCM options in a section folder called **OCManager**.

For detailed information about the options for OCM, including the new **inactivity-timeout** option, see “Outbound Contact Manager Options” on [page 172](#).

For more information on any of the security features, including some configuration information, see the *Genesys 7.6 Security Deployment Guide*.

Note: If you are using the Active Switching Matrix (ASM) mode, see [page 174](#) for more information about how to enable it.

End of procedure

CPD Server

Outbound Contact 7.6 requires hardware that recognizes call results, a capability known as call progress detection (CPD). Outbound Contact works with a CPD device provided by the switch vendor, or with CPD hardware from Dialogic.

If the switch does not have call progress detection capability, you must install switch-extending equipment (a Dialogic board) in order to perform this function. Install the GlobalCall Dialogic package before installing the CPD Server.

Note:

- Starting with release 7.5, you can also install the Dialogic Host Media processing (HMP) software.
- Only one instance of CPD Server using HMP software can be executed on a host machine.

Before configuring CPD Server, have on hand the “Worksheet Definitions” on [page 81](#). Refer also to “CPD Proxy Server” on [page 110](#) and “Dialogic Board Setup” on [page 302](#).

Procedure: Configuring CPD Server

Start of procedure

1. In the Configuration Manager main window, open the Environment folder and then select the Applications folder.
2. From the File menu, select New Application.
3. Select the template for the release of the application you will be using.
4. On the General tab of the Properties dialog box, enter a name for CPD Server.

5. Click on the **Server Info** tab, and then enter the host name of the computer on which this application will be installed, and enter the port that the application will use for client connections.

If you plan to use another server as a backup in the event that the primary server fails, and if a Dialogic board is installed, enter the name of the backup server and adjust the value of the **Reconnect Timeout** option.

Note: If you are configuring CPD Server to support TLS, see the *Genesys 7.6 Security Deployment Guide* for configuration instructions; see “Transport Layer Security Connections” on [page 346](#) for information on which Outbound Contact components support TLS connections for this 7.6 release.

6. Click on the **Connections** tab, and then add the T-Server and the Message Server to which this application will connect.
7. Click on the **Start Info** tab, and then define the **Working Directory** and **Command Line** properties - for example:

```
Working Directory: C:\GCTI\cpd_server
Command Line: cpdserver.exe
Command Line Arguments:
-host <host_name> -port <port_number> -app <application_name>
```

Note: If you are implementing the client-side port security feature, specify the additional arguments described in “Client-Side Port Security Configuration” on [page 105](#).

8. Click on the **Options** tab, and then change the values of the configuration options according to your configuration.

For detailed information about the options for CPD Server, “CPD Server Options” on [page 221](#).

End of procedure

CPD Proxy Server

CPD Proxy Server is the core load-distribution component of CPD Server. The main task of this optional component is to distribute client requests among various CPD Servers, in order to balance the call load and optimize the use of hardware resources within the system.

You must configure CPD Proxy Server before you install it.

Procedure: Configuring CPD Proxy Server

Start of procedure

1. In the Configuration Manager main window, open the Environment folder and then select the Applications folder.
2. From the File menu, select New Application.
3. Select the CPD_Proxy template for the release of the application you will be using.
4. On the General tab of the Properties dialog box, enter a name for the CPD Proxy Server.
5. Click on the Server Info tab, and then enter the host name of the computer on which this application will be installed, and enter the port that the application will use for client connections.

If you plan to use another server as backup, in the event that the primary server fails, enter the name of the backup server and adjust the value of the Reconnect Timeout option. See “Connection and Reconnection” on [page 337](#) for more information.

Note: If you are configuring CPD Proxy Server for TLS, see the *Genesys 7.6 Security Deployment Guide* for configuration instructions; see “Transport Layer Security Connections” on [page 346](#) for information on which Outbound Contact components support TLS connections for this 7.6 release.

6. Click on the Connections tab, and then add the CPD Server(s) and the Message Server to which CPD Proxy Server will connect.
7. Click on the Start Info tab, and then define the Working Directory and Command-Line properties. For example:

```
Working Directory: C:\GCTI\cpd_proxy  
Command Line: cpdproxy.exe  
Command Line Arguments:  
-port <port_number> -host <host_name> -app <application_name>
```

Note: If you are implementing the client-side port security feature, specify the additional arguments described in “Client-Side Port Security Configuration” on [page 105](#).

8. Click on the Options tab, and then define the values of the log configuration options.

For detailed information about these options, see Chapter 9 on [page 263](#).

Note: If you have a multi-tenant environment and want to share HMP resources, you can also configure options to restrict dialing and engaging channels. For more information, see “Centralized Configuration and Shared HMP Resources” on [page 63](#).

End of procedure

DM3 Boards with CPA Functionality

If you are using ASM mode, and if you are using the DM3 families of boards with CPA functionality that CPD Server supports, you must install the GlobalCall Dialogic package before you install CPD Server. These families include the following:

- DM/V1200-4E1 (number of ports = 120)
- DM/V600-2E1 (number of ports = 60)
- DM/V960-4T1 (number of ports = 96)
- DM/V480-2T1 (number of ports = 48)

Outbound-Specific Statistics for Stat Server

In addition to determining what agents are assigned to which Agent or Place Groups and identifying the current Agent State, Stat Server requires Outbound statistic definitions in order to monitor the Outbound activities of Campaigns, Calling Lists, Campaign Groups, ACD Queues, and agents.

Procedure: **Importing Outbound-specific statistics into the Stat Server object**

Start of procedure

1. In the Configuration Manager main window, open the Environment folder, and then open the Applications folder.
2. On the right pane, right-click the Stat Server object, and select Properties from the shortcut menu.
3. In the Properties dialog box, click the Options tab.
4. Locate and import StatProfile.cfg from the Stat Server template (Stat_Server_760.apd) located in the Templates folder of the Real-Time Metrics Engine 7.6 CD. For more outbound-specific metrics, see “[New Statistics as of Release 7.5](#)” and the *Reporting Technical Reference Guide for the Genesys 7.2 Release*.

Note: Stat Server is usually configured using the Framework 7.6 Configuration Wizard or in Configuration Manager. In release 7.6, you can also configure it using the Outbound Contact Wizard.

End of procedure

New Real-Time Statistics as of Release 7.6.1

In release 7.6.1, two outbound-specific real-time statistics were added: `CurrentTrustFactor` and `CurrentFeedbackAccuracy`. This section provides information on them.

Note: These statistics require Stat Server version 7.6.1 or higher with OCC Extension 7.6.1 or higher.

CurrentTrustFactor

Category: `JavaCategory`

JavaSubCategory: `OCCStatExtension.jar:CurrentTrustFactor`

Objects: `Agent`, `Place`

This metric, with values ranging from 0% to 100%, defines the trust factor for a specific agent. For more information about how this factor is calculated and when it is used, see the `time-to-ready-tolerance` option (see [page 208](#)).

This statistic is calculated based on the following formula:

$$A_{\text{indiv}} = (1 - \text{trust factor}) * 100 = N_{\text{correct notifications}} / N_{\text{total notifications}} * 100\%$$

CurrentFeedbackAccuracy

Category: `JavaCategory`

JavaSubCategory: `OCCStatExtension.jar:CurrentFeedbackAccuracy`

Objects: `CampaignGroup`

This metric, with values ranging from 0% to 100%, defines the current accuracy of the agent's ready time feedback for a session.

This statistic is calculated based on the following formula:

$$A_{\text{sess}} = (1 - \text{Total Number of False Notifications} / \text{Total Number of Notifications}) * 100\%$$

New Statistics as of Release 7.5

In release 7.5, three outbound-specific statistics were added: `CurrentAgentAssignment`, `CurrentNumberAgentsAssigned`, and `CurrentCampaignGroupDBID`. This section provides information on them, as they

are not documented in the *Reporting Technical Reference Guide for Genesys 7.2 Release*.

CurrentAgentAssignment

Category: JavaCategory

JavaSubCategory: OCCStatExtension.jar:CurrentAgentAssignment

Objects: Agent, Place

The metric value identifies the current agent assignment to the outbound CampaignGroup. Possible values include:

- Inbound—Agent is only assigned to inbound calls and is not assigned to any outbound CampaignGroup.
- <CampaignGroup name>—The configuration object name for the CampaignGroup.

CurrentNumberAgentsAssigned

Category: JavaCategory

JavaSubCategory: OCCStatExtension.jar:CurrentNumberAgentsAssigned

Objects: CampaignGroup

This metric value is the number of agents assigned to a particular CampaignGroup.

CurrentCampaignGroupDBID

Category: JavaCategory

JavaSubCategory: OCCStatExtension.jar:CurrentCampaignGroupDBID

Objects: Agent, Place

This metric value identifies the current agent assignment to an outbound CampaignGroup.

Possible values for this statistic include:

- 0—This value means that the agent is not assigned to any outbound CampaignGroup.
- <CampaignGroup DBID>—This value is the DBID of CampaignGroup configuration object.

The Outbound Solution Object

You can start Outbound Contact through Solution Control Interface (SCI), a Framework application. SCI uses the Outbound Solution object to start and stop the Outbound Contact components.

In the Configuration Manager main window, select the Solutions folder, and determine if the Outbound Solution object is in the list. If it is not, you must import it from the product CD and then configure it.

Procedure: Importing and configuring the Outbound Solution object

Start of procedure

1. Right-click the `Solutions` folder and select `Import Solution` from the shortcut menu.
2. Select the `OCSolution_761.sd` file (Outbound Contact) from the `Template` folder on the product CD, and then click `OK` to open the Outbound Solution object's `Properties` dialog box.

Note: This file was not updated for the 7.6 release.

3. On the `General` tab of the `Properties` dialog box:
 - In the `Name` field, enter a name.
 - In the `Assign to Tenant` field, select a tenant.
 - In the `Solution Control Server`, select a server.
4. Click the `Components` tab and then add the applications that Outbound Contact needs in order to run (see [Table 10](#)).
5. Click `OK`.

End of procedure

[Table 10](#) shows the applications that you could add to the `Components` tab for the Outbound Solution Object. The table heading definitions are as follows:

- **Application**—The name of the application that Outbound Contact needs in order to run.
- **Optional**—The requirement status for the application: `False` means that the application is mandatory in order for Outbound Contact to be able to run; `True` means that the application is optional, and that it is not mandatory for Outbound Contact to be able to run.
- **Priority**—The order in which the application starts, relative to the other applications.

Table 10: Outbound Solution Object - Components Tab

Application	Optional	Priority
T-Server	False	1
Interaction Server	True	2
DB Server	False	2
Stat Server	False	2

Table 10: Outbound Solution Object - Components Tab (Continued)

Application	Optional	Priority
Data Sourcer	True	2
ETL Proxy	True	2
Outbound Contact Server	False	3
Message Server	True	4
CPD Server	True	4
Outbound Contact Manager	True	5

Installing on Windows

The Genesys 7.6 Outbound CD contains the installation packages for the OCS and OCM applications. The CPD Server installation package is located on the Genesys 7.6 Outbound CPD Server CD.

The setup files for these components are located in the following folders:

- OCM: \\solution_specific\outbound_contact_mgr\windows
- OCS: \\solution_specific\outbound_contact_server\windows
- CPD Server: \\solution_specific\cpd_server\windows

If you downloaded Outbound Contact from an FTP site, the installation package is contained in a ZIP file and you must extract it using the WinZip utility. After you extract the files, the setup files for the applications will be in the Windows folder.

Procedure:

Installing OCS on Microsoft Windows 2000, or 2003

Note: The OCS Application object must already be configured before you begin the installation.

Start of procedure

1. From the product CD, open the following folder:
solution_specific\outbound_contact_server\windows and run setup.exe

Note: If you are installing a new version of the same release, you will need to select Install new instance of the application as the Setup Type.

2. If you are setting up client-side port configuration for the initial connection to Configuration Server, select the `Use Client Side Port` check box and then specify the following parameters:
 - `Port`—Enter the port number for the client as pre-configured on your firewall. (This is not the Listening port of the OCS application.)
 - `IP Address`—Enter the IP Address of the machine where you are installing and running the OCS application.

Note: After selecting this option, the installation process will add the necessary command line arguments (`-transport-address` and `-transport-port`) for connecting to Configuration Server at the application startup.

3. Enter the host name, port, username and password of the Configuration Server.
4. Select the application object that you created in Configuration Manager.
5. Select the license options:
 - `License Manager`—Enter port and name for the license server.
 - `License File`—Use the `Browse` button to locate the license file.
6. To select the destination directory, either click `Next` to accept the default (displayed) or click `Browse` to locate another directory.
7. Click `Install` to start the installation.

On Windows operating systems, all servers are installed as services. Therefore, during installation, you will not be asked whether you want to install OCS as a Windows service. See “Using Windows Services” on [page 121](#), for more information.
8. Click `Finish` to complete the installation.

End of procedure

Procedure: Installing CPD Server on Microsoft Windows 2000, or 2003

CPD Server is an optional application.

Notes: It is not advisable to mix board technologies.

- Do not use different protocols (such as ISDN and Melcas) in one box.
- The CPD Server Installation Wizard may not recognize that the Dialogic drivers had been already installed if its version is different from the version of the drivers that are packaged on the Genesys CPD Server CD.

- CPD Server supports only the Dialogic drivers (for Service Release 6) that are provided on the CPD Server CD.
-

Start of procedure

1. From the product CD, open the following folder:
solution_specific\cpd_server\windows and run setup.exe
2. As the Maintenance Setup Type, select either Install new instance of the application or Maintenance of the existing installation.
3. Select Call Progress Detection Server as the component to install.
4. If you are setting up client-side port configuration for the initial connection to Configuration Server, select the Use Client Side Port check box and then specify the following parameters:
 - Port—Enter the port number for the client as pre-configured on your firewall. (This is not the Listening port of the CPD Server application.)
 - IP Address—Enter the IP Address of the machine where you are installing and running the CPD Server application.

Note: After selecting this option, the installation process will add the necessary command line arguments (-transport-address and -transport-port) for connecting to Configuration Server at the application startup.

5. Enter the host name, port, username, and password of Configuration Server.
6. Select the application object that you created in the Configuration Manager.
7. Select the license options:
 - License Manager: Enter port and name for the license server.
 - License File: Use the Browse button to locate the license file.
8. To select the destination directory, either click Next to accept the default (displayed) or click Browse to locate another directory.
9. Click Install to start the installation.

On Windows operating systems, all servers are installed as services. Therefore, you will not be asked whether you want to install CPD Server as a Windows service. For more information, see “Using Windows Services” on [page 121](#).
10. Click Finish to complete the installation.

End of procedure

Procedure: Installing CPD Proxy Server on Microsoft Windows 2000, or 2003

CPD Proxy Server is an optional application. CPD Proxy installation does not require Dialogic hardware to be installed on the target machine.

Start of procedure

1. From the product CD, open the following folder:
solution_specific\cpd_server\windows
2. As the Maintenance Setup Type, select either `Install new instance of the application` or `Maintenance of the existing installation`.
3. Select `Call Progress Detection Proxy` as the component to install.
4. If you are setting up client-side port configuration for the initial connection to Configuration Server, select the `Use Client Side Port` check box and then specify the following parameters:
 - `Port`—Enter the port number for the client as pre-configured on your firewall. (This is not the Listening port of the CPD Proxy Server application.)
 - `IP Address`—Enter the IP Address of the machine where you are installing and running the CPD Proxy Server application.

Note: After selecting this option, the installation process will add the necessary command line arguments (`-transport-address` and `-transport-port`) for connecting to Configuration Server at the application startup.

5. Enter the host name, port, username, and password of the Configuration Server.
6. Select the application object that you created in the Configuration Manager.
7. To select the destination directory, either click `Next` to accept the default (displayed) or click `Browse` to locate another directory.
8. Click `Install` to start the installation.
On Windows operating systems, all servers are installed as services. Therefore, during installation, you will not be asked whether you want to install CPD Proxy Server as a Windows service. See “Using Windows Services” on [page 121](#) for more information.
9. Click `Finish` to complete the installation.

End of procedure

Procedure: Installing OCM on Microsoft Windows 2000, 2003, Vista, or XP

Start of procedure

1. From the product CD, open the following folder:
solution_specific\outbound_contact_mgr\windows
2. Locate and double-click setup.exe to start the installation.
3. On the Welcome dialog box, click Next when you are prompted to continue with the setup program.

At this point, the Install Shield performs a check for the presence of Microsoft Data Access Components 2.8 or higher.

Note: If the Microsoft Data Access Components are not present, the following message appears: Microsoft Data Access Components (MDAC), version 2.8 or higher, must be installed. Do the following:

- Click OK. The following message appears: The installation procedure will now terminate.
- Click OK.
- In a web browser, go to <http://www.microsoft.com>, browse to the Downloads page, and find and install MDAC 2.8.
- When the setup program is finished, reboot the system if InstallShield prompts you to restart Windows.
- Start the OCM installation procedure again from [Step 1](#).

After you click Next, the Security Banner Configuration dialog box appears.

4. On the Security Banner Configuration dialog box, choose whether you want to configure a Security Banner for this application. Refer to the *Genesys 7.6 Security Deployment Guide* for detailed information about the security banner.

Do one of the following:

- If you do not want to configure a Security Banner for this instance of OCM, clear the Enable Security Banner check box if it is selected, then click Next.

- If you want to configure a Security Banner for this application:
 - i. Select `Enable Security Banner`.
 - ii. Follow the instructions in the procedure “Installing and configuring the Security Banner” in the *Genesys 7.6 Security Deployment Guide*. When you are finished that procedure, return here and finish this procedure.
- 5. When the `Choose Destination Location` dialog box appears, to select the destination directory, either click `Next` to accept the default (displayed) or click `Browse` to locate another directory.
- 6. Click `Install` to proceed with the installation.
- 7. Click `Finish` to complete the installation.
- 8. When the setup program is finished, reboot the system if `InstallShield` prompts you to restart Windows.

End of procedure

Real-Time and Historical Reporting

The *Reporting Technical Reference Guide* describes the Reporting templates.

For information about importing templates, refer to the following resources:

- *Reporting 7.5 CCPulse+ Help*, “Using the Import/Export Utility”
- *Reporting 7.2 Data Modeling Assistant Help*, “Importing and Exporting Templates”

For information about actions the user should take if the CCPulse+ Import/Export Utility is disabled, refer to the *Reporting 7.5 CCPulse+ Administrator's Guide*.

Using Windows Services

An application that is set up as a Windows Service starts automatically when the computer is started and runs in the background, without a console window.

Procedure:

Stopping or modifying the startup type for an application running as a Windows Service

Start of procedure

1. On the Windows taskbar, click `Start` and then select `Control Panel > Administrative Tools > Services`.
2. Double-click the application to open its `Property` dialog box window.

3. Under **Service Status**, click the appropriate button to change the operational status of the service.
4. From the **Startup** type drop-down list, select the desired startup type.
5. Click **Apply**.

End of procedure

Installing on UNIX

The only Outbound Contact component that can be installed on a UNIX operating system is Outbound Contact Server.

Procedure: Installing OCS on UNIX

Start of procedure

1. On the Outbound Contact 7.6 CD, locate the directory for your UNIX vendor:
`solution_specific/outbound_contact_server/<UNIX directory>`
2. Copy the directory into a temporary directory.
3. In the temporary directory, locate the `install.sh` shell script.

Note: All files require permission to execute.

4. Run the script by executing the following command: `sh install.sh`
5. Type the host name of the computer on which Outbound Configuration Server will be installed, or press **Enter** to accept the default.
6. When/if prompted, enter the `host`, `network port`, `user name`, and `password` of Configuration Server.
7. When prompted, specify whether you want to use the **Client Side Port** option. Then specify the following parameters:
 - **Port**—Enter any free port number. (This is not the Listening port of the OCS application.)
 - **IP Address**—Enter the IP Address of the machine where you are installing and running the OCS application. (The installation script will propose an IP Address for you to use.)

Note: After selecting this option, the installation process will add the necessary command line arguments (-transport-address and -transport-port) for connecting to Configuration Server at the application startup.

8. From the list of applications configured for this host, select a specific OCS application.
9. Select the destination directory into which OCS will be installed.
10. When prompted, enter either 32 or 64 to specify the version that will be used.
11. Enter the full path to the license file.

After the installation process is complete, a message appears, indicating that the installation was successful.

End of procedure



Chapter

6

Silent Setup

This chapter describes the purpose and configuration of Silent Setup.

It contains the following sections:

- [Introduction, page 125](#)
- [Creating the Response File, page 125](#)
- [Running the Silent Installation, page 127](#)
- [About the Silent Setup Log File, page 127](#)

Introduction

InstallShield Silent allows for an automated electronic software distribution, also known as a *Silent Setup*. InstallShield Silent only works on Windows operating systems. With InstallShield Silent, you do not have to monitor the setup or provide input via dialog boxes. Once this information is stored in a *response file*, an InstallShield Silent setup runs on its own, without any intervention by the end-user. An installation procedure for a server application differs slightly from an installation procedure for a GUI application. Both, however, require that you create a response file with the necessary parameters and then use it for the actual installation. Outbound Contact Manager supports Silent Setup installation.

Creating the Response File

To select setup options and automatically record the InstallShield Silent response file, run your setup with the following command line:

```
setup -r
```

Your responses to the dialog boxes are recorded and used to create a response file. By default, the response file is named `Setup.iss`, and is stored in the Windows directory of your computer. To specify a different directory or file

name for the response file, add `/f1"[full_path to iss file]<FileName>"` to the setup command. Include the double quotes and do not put a space between `/f1` and the path—for example:

```
setup -r /f1"C:\GCTI\silent_response_files\mySetup.iss"
```

Note: In the optional argument, the `/f1` portion uses the numeral one (1), not the letter l.

Subsequently, use the response file any time you need to install an application with the configured parameters.

Sample Response File (setup.iss)

```
[InstallShield Silent]
Version=v7.00
File=Response File
[File Transfer]
OverwrittenReadOnly=NoToAll
[ {C660F232-38A4-45AF-AE08-A332091BDC91} -DlgOrder]
Dlg0={C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdWelcome-0
Count=4
Dlg1={C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdAskPath-0
Dlg2={C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdReadyToInstall-0
Dlg3={C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdFinish-0
[ {C660F232-38A4-45AF-AE08-A332091BDC91} -gctiGdWelcome-0]
Direction=1
[ {C660F232-38A4-45AF-AE08-A332091BDC91} -gctiGdAskPath-0]
Direction=1
Path=C:\Program Files\GCTI\Outbound Contact Manager
[ {C660F232-38A4-45AF-AE08-A332091BDC91} -gctiGdReadyToInstall-0]
Direction=1
[ {C660F232-38A4-45AF-AE08-A332091BDC91} -gctiGdFinish-0]
Reboot=0
[ {45805BA8-94DF-4C49-A49E-9CC2179FDB8D} -DlgOrder]
Count=0
```

The response file contains saved information about the number of dialog boxes displayed, the order in which the dialog boxes were displayed, the values of any data entered or selected by the end user, and which button the user clicked to close the dialog box.

Running the Silent Installation

Launch the InstallShield Silent Installation with this command line:

```
Setup.exe -s /f1"<full path to Setup.iss>" /f2"<full path to setup log file>"
```

Where:

- *<full path to Setup.iss>*

The full path to the Setup.iss file put within double quotation marks. For example: c:\windows\setup.iss.

By default, Setup.exe looks for a response file called Setup.iss in the same directory as Setup.exe.

- *<full path to setup log file>*

The full path to the setup log file put within double quotation marks. For example: c:\windows\setup.log

By default, setup.log generated in the same directory as the response file being used.

A silent installation program does not display a dialog if an error occurs. The status information for the silent installation is recorded (by default) in a file called setup.log.

Note: Do not enter a space between the f1 or f2 parameter and its value in double quotation marks.

The log file generated as a result of the Silent Setup procedure is described in the following section.

About the Silent Setup Log File

InstallShield Silent prints installation results into a setup.log file. The default name for the silent setup log file is Setup.log, and its default location is the same folder as Setup.iss. You can specify a different name and location for your setup log file using the f2 switch when launching Setup.exe. The Setup.log file contains three sections:

- In the first section, the first entry, [InstallShield Silent], identifies the version of InstallShield Silent used in the silent setup. The second entry identifies the file as a log file.
- Entries in the second section, [Application], identify the installed application's name and version and the company name.
- The third section, [ResponseResult], contains the result code indicating whether the silent setup has succeeded. [Table 11](#) describes the integer return values that is assigned to the ResultCode key name.

Table 11: Silent Setup Result Codes

Result Code	Description
0	Success
1	General error
2	Invalid mode
3	Required data not found in the Setup.iss file
4	Not enough memory
5	File does not exist
6	Cannot write to the response file
7	Unable to write to the uninstallation log file
8	Invalid path to the InstallShield Silent response file
9	Not a valid list type (string or number)
10	Data type is invalid
11	Unknown error during setup
12	Dialog boxes are out of order.
51	Cannot create the specified folder
52	Cannot access the specified file or folder
53	Invalid option selected

Sample Setup Log File

An example of a Setup.log file is as follows:

```
[InstallShield Silent]
Version=v7.00.000
File=Log File
[Application]
Name=Genesys Outbound Contact Manager
Version=7.6
Company=GCTI
Lang=0009
[ResponseResult]
ResultCode=0
```



Chapter

7

Manually Defining Outbound Configuration Objects

This chapter explains how to create and configure each of the Outbound-related objects in Configuration Manager. It contains the following sections:

- [Overview, page 129](#)
- [Outbound-Specific Configuration of Framework Objects, page 131](#)
- [Table Access Object, page 135](#)
- [Field Object, page 137](#)
- [Format Object, page 141](#)
- [Calling List Object, page 143](#)
- [Filter Object, page 147](#)
- [Time Zones, page 153](#)
- [Treatment Object, page 154](#)
- [Campaign Object, page 162](#)
- [Campaign Group Object, page 165](#)

Overview

After you configure and install the component applications for Outbound Contact, you configure additional objects in Configuration Manger, in order to support and run campaigns.

The following Framework objects should already exist before you create the Outbound-specific objects: Tenants, Persons, and telephony configuration objects (Switches, Agent Logins, DNS), Places, Place Groups and/or Agent Groups.

Outbound Object-Creation Sequence

Genesys recommends that you create the Outbound-specific objects in the following order:

1. **Fields.** Create user-defined fields (if necessary) before you create the **Format** object that will contain them.
2. **Format.** Create a **Format** before you create the **Table Access Point** object to which it will be applied.
3. **Table Access Point.** Create the **Table Access Point** before your create the **Calling List** object to which it will be applied.
4. **Filters.**
5. **Treatments.**
6. **Calling Lists.**
7. **Campaigns.**
8. **Campaign Groups.**

Note: You might need to configure Outbound-related options for certain objects (such as **Field**, **Calling List**, **Campaign**, **Switch**, and **DN**) in the **Annex** tab of the object's **Properties** dialog box. However, the **Annex** tab is not displayed by default in the **Properties** dialog box. For information about displaying the **Annex** tab, see the “**Annex Tab**” in *Configuration Manager Help*.

Permissions in Campaign-Related Objects

In order for users to run or change an Outbound campaign, they must be assigned to an **Access Group** object that has special access privileges to all campaign-related configuration objects. **Special** access is the default value.

Procedure: Verifying or changing permissions for an Access Group object

Start of procedure

1. Open the **Properties** dialog box for each campaign-related object.
2. Select the **Security** tab.
3. Click **Permissions** and make the necessary changes.

For more information about setting permissions, see *Framework 7.6 Configuration Manager Help*.

End of procedure

Common Features of Configuration Objects

Properties Dialog Boxes	You can configure Outbound Contact configuration objects as you would configure other objects in Configuration Manager.
Annex Tab	Configuration objects, unlike Application objects, do not have an Options tab. The Outbound options are defined on the Annex tab. To make the options accessible to all Outbound Contact applications, create a section named either <code>default</code> or <code>OCServer</code> . To make the options accessible to a particular Outbound Contact application, the section name should be exactly the same as the application name.
<hr/>	
Note: Genesys recommends that you define all OCS options only in the section folder named <code>OCServer</code> .	
<hr/>	
For information on how to create sections and define options, see <i>Framework 7.6 Configuration Manager Help</i> .	
Tenant field	The Tenant field is automatically populated by the system in a multi-tenant environment. This field is absent in a single-tenant environment.
Apply Button	Click <code>Apply</code> to save the changes in a Properties dialog box.
OK Button	Click <code>OK</code> to save the changes and to close a Properties dialog box.
Cancel Button	Click <code>Cancel</code> to close a Properties dialog box without saving the changes.

Outbound-Specific Configuration of Framework Objects

The following Framework objects require additional configurations for Outbound Contact:

- Special DNs
- Place Groups or Agent Groups
- Places

This section discusses the configuration of each of these objects in turn.

Special DNs

The DNs that require Outbound-specific configurations include Communication DNs and Overflow DNs.

Communication DN

Outbound Contact 7.6 reports on Outbound activity through a DN set up as a Communication DN. This type of DN enables communication between Outbound Contact Server (OCS) and Stat Server (which determines what agents are assigned to which Agent or Place Groups, identifies the current Agent State, and provides the statistics for Outbound real-time and historical reporting). This DN type also enables communication between OCS and other parties, using a Communication DN API. It is a *virtual DN*, meaning that it does not exist in a switch. The name of this DN type can be either text or numeric.

Procedure: Creating a Communication DN

Start of procedure

1. Open the `Switch` object and select the `DNs` folder.
2. From the `File` menu, select `New > DN`.
3. On the `General` tab of the `DN Properties`, define the fields as follows:
 - `Name`
 - Required; default value is `[DN]`. Specifies the name of the DN. The name that you enter must be unique within the tenant and it must not match any actual directory number in the switch.
 - `Type`
 - Required; default value is `[Unknown DN Type]`. Specifies the type of DN. Select the `Communication DN` type from the drop-down menu.
4. On the `Annex` tab, create a default section.
5. In the default section, create an `outbound_contact_server` option (page 221) by entering the `Option Name` and `Option Value` in the `Edit Option` dialog boxes.
6. Click `OK` or `Apply`.

Note: The `Advanced`, `Access Numbers`, and `Remote-Resources` tabs are not used by Outbound Contact.

End of procedure

Overflow DN

A predictive campaign sometimes overflows and, as a result, has outbound calls waiting in the queue. Some contact centers define (by using Virtual DN or routing strategy) business rules to send these outbound calls to another queue. This other queue is commonly known as an overflow queue. There are two types of overflow DNs:

- `ACD Queue or Routing Point`; used to mark the record as dropped.
- `Extension or Position`; used to send `RequestReleaseCall` to T-Server.

Procedure:

Designating an Overflow DN

To designate an existing DN as an Overflow DN, you must configure an `overflow_dn` option on the Annex tab of a particular DN object.

Start of procedure

1. Select `Switches > DNs > <specific DN>`.
2. Create a section named `default` on the Annex tab.
3. Create the option `overflow_dn` with a value of `true` on the Annex tab.
4. Create a `Place` and insert a shortcut to the overflow DN.

End of procedure

Agent and Place Group Objects

Agents, Places, and Agent/Place Groups are configured in Framework; however, Agent Groups and Place Groups still need to be configured specifically for Outbound Contact. The following sections pertain to these Outbound-specific configurations.

Agent or Place Group Object—Advanced Tab Fields

An Agent/Place Group object needs at least one DN (directory number) associated with it in an Origination DN list (see “[Origination DNs](#)”). An ACD (automatic call distribution) queue is a required DN for an Agent/Place Group. Other DN(s) in the list could be VQ (virtual queue) or Routing Point.

Outbound Contact Server (OCS) monitors queues to determine how to pace outbound calls and to determine which group an agent logs into for a particular campaign. OCS monitors the telephony events `EventQueued`, `EventDiverted`, and `EventAbandoned` to determine the number of calls that are waiting in the queue. Stat Server notifies OCS about agent logins, that provides information about which queue or group an agent exists.

Origination DNs

Configuration Manager: Agent/Place Group object, Advanced tab, Origination DNs

The primary role of an Origination DN is for OCS to monitor it for EventQueued and EventDiverted so that calls can be properly tracked as they are dialed and moved to agents (or Abandoned). For this reason, if a Route Point is used, it may be necessary to use a Virtual Queue also if the Route Point on the T-Server does not support the correct events.

The origination DNs can be of the following types:

- ACD Queue
- Routing Point
- Virtual Queue

Any DN of these types will be registered in the relevant T-Server on start up or when added to the Origination DN (if OCS is already started). OCS will not allow a campaign to be loaded unless the Origination DNs for a Campaign Group are monitored.

Agents log into an ACD queue that has a DN number. OCS recognizes that DN as an identifier for an Agent/Place Group and might use that DN as the point of origin for Outbound calls. OCS might use an alternate DN (for instance, a Routing Point) as the point of origin for Outbound calls.

Note: Do not share DNs in the Origination DNs List among Agent/Place Groups. Assign each Agent/Place Group to a unique Origination DN. The pacing of outbound calls in the Predictive dialing mode can cause unpredictable results if DNs are shared.

Procedure: Adding DN(s) to the Original DNs list

Start of procedure

1. Click Add .
2. Browse in the Swi tches folder for the DN(s) to add.
3. Select (highlight) the DN(s).
4. Click OK in the Browse dialog box.
5. Click Apply in the Propert ies dialog box.

End of procedure

Place Object

Telesets are assigned to Place objects. A Place might contain more than one DN. Prepare an actual layout of the numbering plan to configure the Places and assign DNs to them.

OCS works only with DNs that are assigned to places. Genesys recommends that you do not assign more than two telephony DNs (extension and position) to one place and that you do not assign telephony DNs from several switches to one place.

Table Access Object

A Table Access object defines the relationships among calling list(s), formats, and the database. This object points to a database table of a specified format by providing a Database Access Point.

Note: You cannot delete a Table Access object as long as it is associated with at least one calling list.

Procedure: Creating a new Table Access object

Start of procedure

1. Select the Table Access directory.
2. From the File menu, select New > Table Access.
3. On the General tab of the Table Access Properties dialog box, define the fields as described below.
4. Click OK or Apply.

End of procedure

Table Access Object—General Tab Fields

Name

Required: default value is [Table Access]. Specifies the name of the Table Access object. The name that you enter must be unique within the tenant.

Note: You can define the Table Access names for calling lists but the Table Access object for the Do Not Call table has a gsw_donotcall_list fixed name.

Table Type

Required: default is [Unknown Table Type]. Specifies the type of Table Access in the database. Select either Calling List or Log Table for Do Not Call List.

Note: After you define and save the table type for a Table Access object, you cannot change it.

Description

Optional: default value is [Blank]. A brief description of the Table Access object.

DB Access Point

Required: default value is [None]. Specifies the Database Access Point through which the table is accessed. Enter a value by locating an existing Database Access Point object.

Format

Required: default value is [None]. Specifies the name of the format to be applied to the table. Enter a value by locating an existing Format object.

Note: After you define and save the format, you cannot change it. The Do Not Call table has a fixed structure, and therefore, it does not require format or field configurations.

Database Table

Required: default value is [Blank]. Specifies the name of the table in the database.

Update In

Not used by Outbound Contact 7.6.

Cachable

Not used by Outbound Contact 7.6.

State Enabled

Required: by default, this checkbox is selected. Indicates whether a check box that indicates a customer interaction can be directed to this target. For a more complete description of this check box, see *Framework 7.6 Configuration Manager Help*.

Field Object

The `Field` object defines a field in a Calling List database table. *Fields* are single pieces of data (for example, a phone number) within a record.

There are two types of fields in a calling list:

- Genesys mandatory fields—These fields must exist in all calling list tables. See “Identifying Mandatory Fields” in the “Formats” topic in the *Outbound Contact Manager Help* file. This page contains a list of mandatory fields and associated data types, and a short description for each field.
- User-defined fields—These custom fields contain business-related data.

Procedure:**Creating a new Field object****Start of procedure**

1. On the left pane, select the `Fields` folder.
2. From the `File` menu, select `New > Field`.
3. On the `General` tab of the `Properties` dialog box, define the fields as described below.
4. Click the `Annex` tab and define option(s) in the `default` section.
5. Click `OK` or `Apply`.

End of procedure**Field Object—General Tab Fields****Name**

Required; default is `[Field]`. The field name is the name of the column in the database table. This value must be unique within the tenant. Depending on the database management system (DBMS), the field name in this object has to conform to the same rules as the field’s name in the database table.

Tenant

Automatically populated by the system.

Data Type

Required; default is [Unknown Data Type]. You must select a value other than default for this object. The type of data stored in this field corresponds to a data type supported by the relational database management system. [Table 12](#) provides information on data type values. [Table 13](#) provides information on DATETIME formats.

Table 12: Campaign Data Type Values

Data Type Value	Description
char	Character string with a fixed length
datetime	Date and time ^a
float	Real number
int	Integer
varchar	String of variable length
[Unknown Data Type]	Default value. You must change this default value and replace it with another value from this table.

- a. Data for the DATETIME field type is presented in the specific format of the calling list when it is populated. This format is database dependent.

Table 13: DATETIME formats

DBMS	Data type for date/time user field	Required Format	Example
MSSQL	DATETIME	YYYY.MM.DD hh:mm:ss	2003.04.15 11:32:56
Sybase	DATETIME	YYYY.MM.DD hh:mm:ss	2003.04.15 11:32:56
Oracle	DATE	MM/DD/YYYY HH24:MI:SS	04/15/2003 23:32:56

Table 13: DATETIME formats (Continued)

DBMS	Data type for date/time user field	Required Format	Example
Informix	DATETIME YEAR TO SECOND	YYYY-MM-DD hh:mm:ss	2003-04-15 12:32:56
DB2	TIMESTAMP	yyyy-mm-dd- hh.mm.ss.nnnnnn	2003-04-15- 12.32.56.123456

Description

Optional; default is [Blank]. A brief description of the field.

Length

Required for char and varchar data types only; not used for any other data types. Default is [0]. The length of the field in the database.

Field Type

Required; default is [Unknown Field Type]. You must select a different value than the default for this object. Outbound business-specific information is stored in this field. [Table 14](#) provides information on field type values.

Table 14: Field Type Values

Field Type Value	Description
Agent	Login ID of the last agent who handled an outbound call associated with this record.
Application	Unique Application identifier (DBID).
Call Time	Time of the actual dialing attempt.
Campaign	Campaign database identification number (DBID) with which this record is associated.
Chain	ID of records that are linked in a chain. All records associated with one customer account have the same chainID.
Contact Info	Contact telephone number (home, work, cell), FAX number, or e-mail address. Contact Info in 7.1 was Phone Number in 6.5.1.
Contact Info Type	Type of contact information, such as telephone, FAX, or e-mail address. Contact Info Type in 7.1 was Phone Type in 6.5.1.
Dialing Result	Result of a dialed call.

Table 14: Field Type Values (Continued)

Field Type Value	Description
From	Earliest time after midnight to dial a call.
Group	Unique Agent Group or Place Group identifier (DBID).
Number in Chain	Priority assigned to a given record in the chain. The smallest number is processed first.
Number of Attempts	Number of dialing attempts.
Record ID	Unique ID number for the current record.
Record Status	Status of the record.
Record Type	Type of record, such as General, Scheduled, Personal CallBack, NoCall
Scheduled Time	Time at which scheduled call should be dialed
Switch ID	Unique Switch identifier (DBID).
Time Zone	Time zone database identification number (DBID) of the record.
To	Latest time after midnight to dial a call.
Treatments History	History of applied treatments for the given chain (see the <code>treatment_sched_threshold</code> option, page 213).
User-Defined Field	An optional field that contains custom business data.
[Unknown Field Type]	Default value. You must replace this value with another value from this table.

Default

Optional; default is [Blank]. The default value for the field. All formats that include the field will use this default value. The value should be consistent with the data type of the field. For example, if the data type is integer, the default value should be an integer value only. When OCM imports records from an ASCII file in which a field is missing or has no value, OCM populates the field with this default value—if the checkbox `nullable` is *not* checked. If the field is nullable, OCM will accept a blank value. See also “Populating Calling Lists Overview” in *Outbound Contact Manager 7.6 Help*.

Primary Key

Optional; default is unchecked. The checkbox indicates whether the field is a primary key in a database table. In Outbound Contact, the only primary key fields are `chain_id` and `chain_n`. For more information about these fields, see *Outbound Contact Manager 7.6 Help*.

Note: In the 6.5 Calling List table, `phone` and `phone_type` were primary keys. With release 7.1, `chain_id` and `chain_n` replaced `phone` and `phone_type`, respectively, as primary keys to accommodate different persons with the same combination of `contact_info` (formerly `phone`) and `contact_info_type` (formerly `phone_type`) in one Calling List.

Unique

Optional; default is unchecked. The checkbox indicates whether the field value is unique within the table.

Nullable

Optional; default is unchecked. The checkbox indicates whether the field value can be set to NULL.

State Enabled

Required; default is checked. Unchecking this checkbox disables the entire format object. Do not change the default.

Editing Fields in the Field Object

`Default` and `Description` are the only fields in the Field object that you can edit after you save the object. To modify the `Default` and `Description` of a field, double-click or right-click the Field object and select `Properties` to open the dialog box where these are configured. A field cannot be deleted as long as it is associated with at least one format. Field objects are closely related to `Format`, `Table Access`, and `Calling List` objects. Refer to the “Calling List Objects” and “Format Objects” topics in this chapter for more information.

Note: For information about options that can be specified in the `Annex` tab of a field, please refer to Chapter 8, “Field-Level Options for OCS” on [page 211](#).

Format Object

Format objects contain fields that form a structure for a database table. Outbound Contact provides two default Format objects: `Default_Outbound_6` (for backward compatibility) and `Default_Outbound_70`. By default, both of these objects contain Genesys mandatory fields only.

Procedure: Creating a new Format object

Start of procedure

1. On the left pane, select the `Formats` folder.
2. From the `File` menu, select `New > Format`.
3. On the `General` tab, define the fields.
4. Click `OK` or `Apply`.

End of procedure

Format Object—General Tab Fields

Name

Required; default is `[Format]`. The name must be unique within the tenant. Once specified, it cannot be changed.

Tenant

Automatically populated by the system.

Description

Optional; default is `[Blank]`. A brief description of the named format.

State Enabled

Required; default is checked. A check box that indicates a customer interaction can be directed to this target. A more complete description can be found in *Framework 7.6 Configuration Manager Help*.

Format Object—Annex Tab Fields

Not used at this time.

Procedure: Populating Format with Fields

A newly created `Format` object is empty and must be populated with shortcuts to fields (all mandatory and perhaps some custom fields). The most secure way to get all mandatory fields without losing any or acquiring unwanted custom fields is to copy an entire set of shortcuts from an existing default format.

Start of procedure

1. Right-click on Format object and select `New > Shortcut to Field`.
2. From the Browse dialog box, locate the Environment directory and double click on it.
3. Locate the Formats directory and double click.
4. Locate an existing, default Format (version 6 or 7.x) and double click.
5. Select all fields and click OK.
Your newly created format is now populated with shortcuts to all the mandatory fields.
6. To customize this format, add user-defined field(s): Right-click on Format object and select `New > Field`.
7. Define the field(s) following the procedures in the section “Creating a new Field object” on [page 137](#).

Notes: Do not remove mandatory fields.

You cannot delete a format if it is associated with a Table Access object or Filter object. You cannot modify existing fields after you associate the format with a Table Access object.

End of procedure

Calling List Object

Calling lists are tables containing customer contact information, including phone numbers to be called during an Outbound campaign. Calling Lists are also configuration objects in CME. Define a Calling List object after you have created the Format and Table Access objects. If you need user-defined fields in your Calling List, create those fields and add them to the Format object before you create the Table Access object. Once a format is associated with a Table Access object, you cannot add or delete fields in that format. You can create Filter and Treatment objects before, while, or after you define the Calling List object and add or remove these objects at any time.

Notes: Only calling lists based on a 7.1 or 7.2 format can be migrated to Outbound Contact 7.6. OCS release 7.1 supports calling lists based on the 6.5.2 to 7.1 formats. OCM 7.1 also allows the importation of 6.5.2 calling lists into the 7.1 format.

Calling lists that are associated with formats that do not contain the `switch_id`, `group_id`, and `treatments` fields (such as those from version 7.0 or earlier, or that contain the fields `phone` and `phone_type` instead of `contact_info` and `contact_info_type` respectively) must be

migrated to Outbound Contact Solution 7.1 first, then migrated to release 7.6. See the *Genesys 7 Migration Guide* for more details.

New Calling List Object

Genesys recommends that you create the Calling List object *before* the Calling List table exists in the relational database. This approach enables OCM to create the Calling List table according to the properties of the Calling List configuration object. If the table does not exist yet, OCM displays this message
The table [table name] does not exist. Create it?

Click **Yes** to create the calling list table.

If the Calling List table already exists in the database, then the properties of the Calling List object must exactly match the structure of the table (as defined by its Format and Table Access objects) in the database.

Procedure: Creating a new Calling List object

Start of procedure

1. Select the Calling List directory in the left pane.
2. Select **New > Calling List** from the **File** menu.
3. Define the field values in each **Properties** dialog box, including the **General** tab, **Treatment** tab (see [page 146](#)), and **Annex** tab ([page 146](#)).
4. Click **Apply** or **OK**.

End of procedure

Calling List Object—General Tab Fields

Name

Required; default is [Calling List]. The name of the calling list. This value must be unique within the tenant.

Tenant

Automatically populated by the system.

Description

Optional; default is [Blank]. A brief description of the calling list.

Table Access

Required; default is [None]. The Table Access object to which the calling list refers. The Table Access object defines the format of the Calling List and identifies the DB Access Point used to access the calling list table. Use the Browse button to locate an existing value.

Log Table Access

Default is [None]. Not used at this time.

Filter

Optional; default is [None]. The filter to be applied to this calling list. A filter defines which call records within the calling list table will be dialed by the campaign.

Note: The Filter field becomes enabled only when the Table Access field is populated.

Calling Time From

Default is [8:00:00 AM]. Not used at the list level at this time.

Calling Time To

Default is [6:00:00 PM]. Not used at the list level at this time.

Script

The Script Property in the Campaign, Calling List, and Campaign Group defines the Script Object, which contains all of the attributes that are required by Agent Scripting. For more information, see the section, “Attaching Script Information to OCS User Events and Telephony Events,” in the *Outbound Contact 7.6 Reference Manual*.

Maximum Attempts

Required; default is [10]. The maximum number of attempts to call a single record in this calling list during one campaign. You cannot set this value to zero.

Note: This parameter is taken into account by Outbound Contact Server when applying treatments only. If the record is being processed again as a Personal or Campaign Callback, then this parameter is not used by OCS.

State Enabled

Required; default is checked. A check box indicating that a customer interaction can be directed to this target. You can find a more complete description in *Framework 7.6 Configuration Manager Help*.

Calling List Object—Treatments Tab Fields

You can add an existing treatment to the calling list by clicking the Add button and selecting an available treatment. You can delete an applied treatment by selecting a displayed treatment in this dialog box and clicking Delete. Click Apply to save the changes. This tab in the Calling List Properties dialog box displays the following information for applied treatments.

Name

Name of applied treatment.

Call Result

Call result associated with the applied treatment.

Description

Description of the treatment. See “Treatment Object” on [page 154](#) for more information about setting up treatments for unsuccessful calls.

Calling List Object—Annex Tab

Use this tab to define Outbound Calling List-related options. For information how to use the Annex tab, see “Common Features of Configuration Objects” on [page 131](#).

Changing the Structure of a Calling List

The database administrator can make changes directly to the Calling List table using the database management system (DBMS) tools; however, OCM will no longer be able to access this table. Genesys recommends that you create a new Calling List object, which will match the new physical structural of the table, as described on [page 144](#).

Fine Tuning a Calling List

When OCM creates a physical table for the Calling List, OCM also creates appropriate indexes on the table; however, if the structures of the dialing filters require additional indexes, the customer needs to create them. The customer also needs to perform tune-up procedures, such as updating index statistics and

maintaining transaction logs. To assign a List Weight to a calling list, see “List Weight” on [page 163](#).

Filter Object

Filters specify the criteria for data selection from a database table. Outbound filters are applied to Calling Lists. See the Filter field under “Calling List Object” on [page 145](#).

Procedure: Creating a new Filter object:

Start of procedure

1. Select the `Filters` folder in the left pane.
2. From the `File` menu, select `New > Filter`.
3. Define the fields in the `General` tab.
4. Define options in the `Annex` tab.
5. Click `OK` or `Apply`.

End of procedure

Filter Object—General Tab Fields

Name

Required; default is `[Filter]`. The name of the filter. This value must be unique within the tenant.

Tenant

Automatically populated by the system.

Description

Optional; default is `[Blank]`. A brief description of the filter.

Format

Required; default is `[None]`. The format to which this filter is applied. Once it is specified, it cannot be changed. You assign a Filter object to a Calling List object with the same format. Use the `Browse` button to locate an existing value.

State Enabled

Required; default is checked. A check box that indicates that a customer interaction can be directed to this target. A more complete description is in *Framework 7.6 Configuration Manager Help*.

Filter Object—Annex Tab Fields

Two options on the Annex tab define a Dialing Filter: `criteria` and `order_by`. Create a section called `default` on the Filter object's Annex tab; then add the options `criteria` (see [“Configuring the criteria option”](#)) and `order_by`. (see [“Configuring the order_by option to sort records”](#)).

Procedure:

Configuring the criteria option

The `criteria` option defines the `where` clause of a SQL statement. It defines the restricting conditions for the records to be dialed by a campaign. The syntax for values in the `criteria` option is SQL syntax.

Notes:

- The Outbound Contact Wizard was not updated for release 7.6.
- The `criteria` option is called `WHERE` in the Outbound Contact 7.5 Configuration Wizard.

Start of procedure

1. In the `[filter name] Properties` dialog box, select the Annex tab.
2. Create a new section called `default`, if one does not exist.
3. Double-click `default`.
4. Click `Create New Section/Option` icon.
5. In the `Edit Option` dialog box, enter `criteria` in the `Option Name` field.
6. Add a SQL statement in the `Option Value` field in the `Edit Option` dialog box.

For example, to restrict the dialing records to contact only platinum credit card holders, type `card_type='platinum'` in the `Option Value` field.

Note: When using Genesys mandatory fields in SQL statements, the value must be in enum format. Refer to “Genesys Enumeration Tables” in the “Communication Protocols” chapter of the *Outbound Contact 7.6 Reference Manual*. (When creating viewing filters in OCM, this only applies on the Expert Mode tab.)

End of procedure

Procedure: Configuring the order_by option to sort records

The order_by option defines the sort order of the records that meet the restrictions defined in the criteria option.

Start of procedure

1. Open the default section.
2. Right-click and select New from the pop-up menu.
3. Enter order_by in the Option Name field in the Edit Option dialog box.
4. In the Option Value field, type the name of the field by which you want to sort.

For example, to order records by telephone number, enter phone in the Option Value field.

Note: If you use a filter on a large calling list with more than 1,000 records, Genesys recommends that the Administrator create an index using DBMS tools. This dramatically improves data-retrieval performance.

End of procedure

Defining a Dialing Filter that Exceeds 255 Characters

To define a dialing filter that exceeds the 255-character limit, divide the long string into several shorter strings. Use configuration options with the same name and add sequential numbers at the end of the option's name. OCM builds a dialing filter by concatenating the values of these options.

Sample Configuration:

In the example ahead, the values of these configuration options

- criteria
- criteria1

- criteria2

are the first, second, and third parts, respectively, of the dialing filter's WHERE clause.

In the example ahead, the values of these configuration options

- order_by
- order_by1
- order_by2

are the first, second, and third parts, respectively, of the dialing filter ORDER BY clause.

Note: When parts of the filter are concatenated, no extra spaces are added. As a rule, when configuring the options, you should add the space, either at the end of a line (see example) or at the beginning of the next line. Without <space>, the following configuration would create an invalid filter.

Example 1

```
criteria = phone like '415%' AND tz_dbid IN (116, 118, <space>
criteria1 = 122) AND customer_priority IN (10, 9, 4, <space>
criteria2 = 3, 2, 18) AND customer_type = 1 <space>
order_by = phone_type ASC, tz_dbid DESC, <space>
order_by1 = customer_priority ASC, customer_policy_n DESC, <space>
order_by2 = customer_id DESC
```

Resulting Filter 1 The options configured as shown above result in the following dialing filter:

```
WHERE phone like '415%' AND tz_dbid IN (116, 118, 122) AND
customer_priority IN (10, 9, 4, 3, 2, 18) AND customer_type = 1 ORDER
BY phone_type ASC, tz_dbid DESC, customer_priority ASC,
customer_policy_n DESC, customer_id DESC
```

Filters that Break a Chain of Records

You can write a filter so that it breaks a chain of records into two logical chains: one chain that satisfies the filtering expression and a second chain that does not. For example:

List:

```
Record 1:phone = '111', phone_type = 1, chain_id = 1, chain_n = 0
Record 2:phone = '222', phone_type = 2, chain_id = 1, chain_n = 1
Record 3:phone = '333', phone_type = 1, chain_id = 1, chain_n = 2
Record 4:phone = '444', phone_type = 3, chain_id = 1, chain_n = 3
```

Example: The following filter

```
where phone_type = 1
```

will break the given chain into two logical chains:

- Logical chain 1 includes records 1 and 3, which satisfy the filter condition.
- Logical chain 2 includes records 2 and 4, which do not satisfy the filter condition.

You should avoid filtering conditions such as this, if possible.

Record Cancel for Broken Chain

Under particular conditions, records with the same `chain_id` are not all cancelled by a cancel by phone request (RequestRecordCancel with `GSW_PHONE` attribute).

This behavior occurs when four conditions co-exist:

- The RequestRecordCancel has the `All Chain` attribute, which means to update the whole record chain, not just the single record, but
- a filter applied to the calling list breaks a single chain into two logical chains while
- the campaign (to which the calling list belongs) is loaded or running, and
- a phone number specified in the `GSW_PHONE` attribute is filtered out.

The records that are *not* filtered out are also not cancelled even though the chain attribute is `All Chain`.

Take, for example, these conditions applied to the list that follows:

- Filter: `where phone_type = 1`
- RequestRecordCancel: `Phone = '222'`
- ChainAttr = `'AllChain'`

List:

```
Record 1: phone = '111', phone_type = 1, chain_id = 1, chain_n = 0
Record 2: phone = '222', phone_type = 2, chain_id = 1, chain_n = 1
Record 3: phone = '333', phone_type = 1, chain_id = 1, chain_n = 2
Record 4: phone = '444', phone_type = 3, chain_id = 1, chain_n = 3
```

Records 1 and 3 meet the filter condition where `phone_type = 1`. Records 1 and 3 comprise logical chain 1. These two records (with `chain_n = 0` and `chain_n = 2`) are retrieved from the database and dialed.

Record 2 (with `chain_n = 1`) and record 4 (with `chain_n = 3`) comprise the second logical chain. Record 2 is subject to the RequestRecordCancel where `Phone = '222'`. Since the RequestRecordCancel has the `All Chain` attribute (`ChainAttr = 'All Chain'`), both records 2 and 4 are cancelled.

Full Chain Update

The full chain update feature applies to configurations in which chains of records are separated by the dialing filter, and therefore, are partially processed by OCS. After OCS finishes processing this type of chain, by default it marks the records that were filtered out by the dialing filter (such as Record 2 in the example below) as `record_status = Ready`.

Ordinarily, if a dialing filter is changed and the chain processing is resumed, such an update will cause repetitive dialing of other records that belong to the same chain. This could lead to contacting the same customer again within that dialing period. Using the full chain update feature prevents this unwanted behavior of OCS.

The following provides an example of the configuration when a chain of records is separated by the dialing filter:

Chain:

- Record 1: Phone = 4155551212, phone type = Home Phone, Chain ID = 1, Chain N = 0
- Record 2: Phone = 6505551212, phone type = Direct Business Phone, Chain ID = 1, Chain N = 1

Dialing filter applied:

`criteria = 'phone_type = 1'`

Outbound Contact provides the option `update_all_records` to enable control over how OCS updates the status of records after the chain processing has been completed, in the following way:

- If the value for the `update_all_records` option is set to `True`: OCS updates all records in the chain, regardless of the dialing filter applied. All records outside the parameters of the dialing filter are updated with the same status that the chain receives after OCS has finished processing it.
- If the value for this option is set to `False` (default): Records that were filtered out by the dialing filter are marked as `record_status = Ready`.

Note: This option can be configured both on the Application- and individual Calling List-levels. The Calling List-level option takes precedence over the Application-level.

When in use, Full Chain Update ensures that all records in the chain are updated with the same status as the chain itself, regardless of the chain's currently applied dialing filter, which might separate the chain by filtering some records out. For example, if the record in the chain has been cancelled with the flag 'AllChain', then all records, regardless of the dialing filter, will be marked as `Cancelled`.

Time Zones

Outbound Contact 7.6 uses time zones in call records to determine the contact's time zone. OCM populates the `tz_dbid` field with the international three-letter abbreviation for the time zone parameter when it imports or exports a calling list. Call time, dial schedule time, and valid dial time (dial from and dial till) are based on the record's time-zone. For more information about the time zone abbreviations see *Outbound Contact Manager 7.6 Help*.

Note: If Daylight Savings Time (DST) is configured for time zones located below the equator using the `Current Year` or `Fixed Date (Local)` properties, define both the `Start Date` and `End Date` in the DST definition as the current year and make the `Start Date` later than the `End Date`.

Outbound Contact 7.6 dynamically updates time changes from winter to summer and summer to winter. The default set of Time Zones created during Configuration Server installation is located in the `Time Zones` folder under the `Environment` (for a multi-tenant environment) or under the `Resources` folder (for a single tenant).

Procedure: Creating a custom Time Zone for a Tenant

Purpose: To create a custom Time Zone for a Tenant, if needed.

Start of procedure

1. Select the `Time Zones` directory.
2. Select `New > Time Zone` from the `File` menu.
3. Define the fields in the `General` tab of the `Time Zone Properties` dialog box.
4. Define the fields in the `DayLight Savings` tab.
5. Click `OK` or `Apply`.

End of procedure

Time Zones Object—General Tab Fields

Name

Required; default is `[Time Zone]`. The name of a Time Zone object. This value must be unique within the tenant.

Tenant

Automatically populated by the system.

Description

Optional; default is [Blank]. A brief description of the Time Zone object.

Offset

Optional; default is [GMT]. Greenwich Mean Time (GMT) plus the amount of time (in hours and minutes) to add to that standard.

DST Observed

Optional; default is unchecked. A checkbox to indicate whether or not the time zone observes Daylight Savings Time (DST).

Netscape

Required; Enter the time zone as it appears in Netscape Navigator.

Microsoft Internet Explorer

Required; Enter the time zone as it appears in Microsoft Internet Explorer.

State Enabled

Required; default is checked. A check box indicating whether or not a customer interaction can be directed to this target. A more complete description can be found in *Framework 7.6 Configuration Manager Help*.

Treatment Object

Treatment objects are assigned to Calling List objects. Treatment objects define what OCS should do with a call that does not reach the intended party. A treatment, for example, could be that Outbound Contact redials a number that returns a Busy call result. If no treatments are assigned to a call result, OCS changes the record status to Updated. You can add or remove treatments from a Calling List object while a campaign is running. Note, however, that once a treatment is in progress, it cannot be interrupted. Changes made to that treatment will be applied to the *next* record that receives the call result that prompts the treatment.

Procedure: Creating and applying Treatments

Start of procedure

1. Select the Treatments directory.
2. Select New > Treatment from the File menu.
3. Define the fields in the General tab of the Treatment Properties dialog box.
4. Click OK or Apply.

End of procedure

Treatment Object—General Tab Fields

Name

Required; default is [Treatment]. Type the name of the treatment. It must be unique within the tenant.

Tenant

Automatically populated by the system.

Description

Optional; default is [Blank]. A brief description of the selected treatment.

Call Result

Required; default is [Unknown Call Result]. Select a value (the result of a dialing attempt) for this object. [Table 15](#) provides information on call result values.

Table 15: Call Result Values

Call Result Value	Description
[Unknown Call Result]	Default value. You must change this default value and replace it with another value from this table.
Abandoned	Call dropped and will not be redialed.

Table 15: Call Result Values (Continued)

Call Result Value	Description
Agent CallBack Error	OCS generates this call result when a call record is rescheduled according to a personal callback request from the desktop application, but OCS cannot find the designated agent to receive the callback when the scheduled time arrives. See the “Communication Protocols” chapter in the <i>Outbound Contact 7.6 Reference Manual</i> for details on the personal callback request.
All Trunks Busy	No free trunks on the switch for dialing a call.
Answer	Customer was reached at the dialed phone number.
Answering Machine Detected	Answering machine was detected at the dialed phone number.
Bridged	Reserved for future use.
Busy	Dialed phone number was busy.
Call Drop Error	Reserved for future use.
Cancel Record	Record has been marked with <code>Cancel</code> by the agent desktop application or a third-party application.
Cleared	Reserved for future use.
Conferenced	Reserved for future use.
Consult	Reserved for future use.
Converse-On	Reserved for future use.
Covered	Reserved for future use.
Deafened	Reserved for future use.
Dial Error	Hardware error from a Dialogic board or a call progress detection (CPD) board on the switch
Do Not Call	Record has been marked with <code>DoNotCall</code> by the agent desktop application or a third-party application.
Dropped	Call dropped by dialer after call dialed. Call dropped if/when the <code>call_wait_queue_timeout</code> option expires.
Dropped on No Answer	Reserved for future use.
Fax Detected	Fax machine was detected at the dialed phone number.
Forwarded	Reserved for future use.

Table 15: Call Result Values (Continued)

Call Result Value	Description
General Error	General error occurs when a call is not completed, possibly caused by an invalid telephone number in the record or a wrong number according to the switch.
Group CallBack Error	This call result is generated by OCS internally when a call record is rescheduled according to a campaign callback request from the desktop application, but OCS cannot find any available agent to receive the callback record. See the “Communication Protocols” chapter in <i>Outbound Contact 7.6 Reference Manual</i> for details on the campaign callback request.
Held	Reserved for future use.
No Answer	Ring without answer at destination.
No Dial Tone	Absence of dial tone based on an error returned by the Dialogic board or the call progress detection (CPD) board on the switch.
No Established Detected	Reserved for future use.
No Port Available	No port is available to place call.
No Progress	Reserved for future use.
No RingBack Tone	Reserved for future use.
NU Tone	A special Public Switched Telephone Network (PSTN) code valid only in Europe.
OK	OCS treats the call result 0K as undefined, therefore, it disregards any treatments created for this call result.
Overflowed	Reserved for future use.
Pager Detected	Pager was reached at the dialed phone number.
Pickedup	Reserved for future use.
Queue Full	Reserved for future use.
Redirected	Reserved for future use.
RemoteRelease	Reserved for future use.
Silence	Call was dialed, but there is no call progress detection (CPD).
SIT Detected	Any type of network tone.

Table 15: Call Result Values (Continued)

Call Result Value	Description
SIT IC (Intercept)	Only applies if the network supports this specific standard information tone (SIT). Check with the switch vendor for confirmation.
SIT Invalid Number	Only applies if the network supports this specific SIT. Check with the switch vendor for confirmation.
SIT NC (No Circuit)	Only applies if the network supports this specific SIT. Check with the switch vendor for confirmation.
SIT RO (Reorder)	Only applies if the network supports this specific SIT. Check with the switch vendor for confirmation.
SIT Unknown Call State	Only applies if the network supports this specific SIT. Check with the switch vendor for confirmation.
SIT VC (Vacant Code)	Only applies if the network supports this specific SIT. Check with the switch vendor for confirmation.
Stale	Call result is marked as <code>stale</code> if the following timer has expired: <code>stale_clean_timeout</code> OCS will also mark the call result as <code>stale</code> for call records that have not received a <code>RecordProcessed</code> request from the desktop application when a campaign is being unloaded.
Switch Error	No dial tone received.
System Error	Dialing software error from the Dialogic driver or CPD from the switch.
Transfer Error	Dialer has a problem transferring calls based on call action.
Transferred	Reserved for future use.
Wrong Number	Call is answered but the desired person(s) could not be reached at this number; this call result is sent by the agent desktop application and not detected by the dialer.
Wrong Party	Call is answered but by a wrong party; this call result is sent by the desktop application and not detected by the dialer.

Apply to Record

Required; default [Unknown Action]. Select a value from the drop-down list. The action to apply to a calling list record based on the call result. Applies to

all call results in the Call Results Values table except for call result Answer.

Table 16 provides information on Apply to Record values.

Table 16: Apply to Record Values (Unanswered Call Results)

Apply to Record Value	Description
Assign to Group	Used for the Agent CallBack Error call result. The call record is treated as a scheduled call of type Campaign. The record type is set as CampaignCallBack. The call record is sent to one of the desktops in the Campaign Group. The desktop must be programmed with a communication protocol to use this feature. See the “Communication Protocols” chapter in the <i>Outbound Contact 7.6 Reference Manual</i> .
Mark as Agent Error	Used for the Agent CallBack Error or Group CallBack Error call result. The record status is set to Missed CallBack. See also the predictive_callback option in this guide. Note: Although you can set this value to other negative call results in Configuration Manager, you should only use it for Agent CallBack Error or Group CallBack Error call results.
Next in chain	Used to set the total number of times that the next-in-chain treatment cycle occurs, and set the time period to wait before beginning the cycle again.
Next in chain after	Used to set the interval until the next record in chain is dialed, and until the next pass through the chain, after the last record in the chain has been dialed.
Next in chain at specified date	Used to set the date/time to dial the next record in chain.
No Treatment	No treatment will be applied.
Redial	Redial number within a specified number of minutes (Interval) for a specified number of times (Cycle Attempt).
Retry at specified date	Record will be redialed at the specified Date and Time.
Retry in	Retry once after the specified number of minutes (Interval).
Update all records in chain	No more dial attempts are made for the chain and all records in the chain are marked as Updated.
[Unknown Action]	Default value. You must change this default value and replace it with another value from this table.

Apply to Call

Optional; applicable only when call result is Answer, Answering Machine Detected, or Fax Detected; default is [Unknown Action Code]. Allows an

alternate path when a dialing attempt is answered or reaches an answering machine or fax machine. Select a value from the drop-down menu. [Table 17](#) provides information on Apply to Call values.

Table 17: Apply to Call Values (Answering Machine/Fax Results)

Apply to Call Value	Description
Connect	Call connected to the DN defined as the Destination DN.
Drop	Drop = Unknown. Call is dropped or disconnected.
Mute Transfer	Reserved for future use.
Play a Message	Reserved for future use.
Route	Reserved for future use.
Send a fax	Reserved for future use.
Send a page	Reserved for future use.
Send an e-mail	Reserved for future use.
Transfer	Call transferred to the DN defined as the Destination DN.
[Unknown Action Code]	[Unknown Action Code] = Dropped. Default value. You must change this default value and replace it with another value from this table.

Destination DN

Required for the Apply to Call actions Connect and Transfer; default is [None]. The DN to which the call will be connected or transferred. Browse for an existing DN. If a Destination DN is not supplied, OCS will ignore the treatment.

Number in sequence

Required; default is [0]. Assign the value 1 for a stand-alone treatment or for the first treatment of a treatment sequence. In a treatment sequence, each treatment contains a unique number that determines the order in which each treatment is applied to the same call result.

Interval (minutes)

Required when Apply to Record is set to Next in chain, Next in chain after, Redial, or Retry in; default is [0]. A time interval, in minutes, that OCS waits between the first dialing attempt and the first treatment attempt.

Cycle Attempt

Required to be other than 0 when Apply to Record is set to Next in chain, Next in chain after, Next in chain at specified date, Redial; default is [0]. The maximum number of consecutive attempts to execute the treatment on the record.

Increment (minutes)

Required when Apply to Record is set to Next in chain, Next in chain after, Retry in, Redial; default is [0]. Specifies the number of minutes added to the previous redial time interval.

Date

Required if the Apply to Record action is set to Next in chain at specified date or Retry at specified date; default is [current date]. The date when another treatment attempt will be performed. Select a calendar date from the drop-down list.

Time

Required if the Apply to Record action is set to Next in chain at specified date or Retry at specified date; default is [current time]. The time of day that another treatment attempt will be performed. Select a time from the drop-down list.

Range

This is reserved for future use.

State Enabled

Required; default is checked. A check box that indicates that customer interaction can be directed to this target. A more complete description can be found in the *Framework 7.6 Configuration Manager Help*.

Treatment Sequences

Note the following:

- You can define treatment sequences (sometimes called linked treatments) for the same call result by using the Number in sequence field in the Treatment Properties dialog box. The first treatment in the sequence must have a value of 1 in the Number in sequence field. The values for this field must be numbered sequentially (1,2, 3, etc.). The sequence will not work if a treatment sequence is broken, for example, numbered 1, 2, and 4.

- You can create two **Busy** treatments and specify the order (sequence) in which to apply them. For example, create one **Busy** treatment that has an action of **Redial** and the **Number in sequence** field set to 1; create a second **Busy** treatment that has an action of **Retry in** and the **Number in sequence** field set to 2; then assign both **Busy** treatments to the same **Calling List**.
- You can also use the sequence of treatments in combination with cycling through the chain. To do this, you need to place one of the treatments of the type **Next-In-Chain**, **Next-In-Chain After**, or **Next-In-Chain at Specified Date**, at the end of the sequence of treatments. Properly configuring one of these treatments to be the last in the sequence will result in the following: When the chain is completed, OCS will jump from the last record to the first record in the chain to begin the cycle again.

Campaign Object

A **Campaign** object contains information about the **Calling List(s)** and, if needed, defines campaign-level options.

Procedure: Creating a new Campaign object

Start of procedure

1. Select the **Campaigns** directory in the left pane.
2. From the **File** menu, select **New > Campaign**.
3. Define the field values in the **Properties** dialog boxes.
4. Click **Apply** or **OK**.

The following sections (“**General Tab**” and “**Calling List Tab**”) describe how to configure this object.

End of procedure

General Tab

Name

Required; default is [Campaign]. Type or choose the name of the campaign. This name must be unique within the tenant.

Tenant

Automatically populated by the system.

Description

Optional; default is [Blank]. A brief description of the campaign.

Script

Optional; default is [None]. Defines the Script object that contains all of the attributes that are required by Agent Scripting. See the section, “Attaching Script Information to OCS User Events and Telephony Events,” in the *Outbound Contact 7.6 Reference Manual* for more information.

State Enabled

Required; default is checked. A check box that indicates that customer interaction can be directed to this target. A more complete description can be found in *Framework 7.6 Configuration Manager Help*.

Calling List Tab

For the calling list in a campaign, you can do the following:

- Add a calling list or make it active or inactive (see [page 164](#)).
- Edit a calling list (see [page 164](#)).
- Delete a calling list (see [page 165](#)).

The following fields are in the Campaign Calling List Info Properties dialog box, which opens after you click the Add or Edit button or double-click on an existing Calling List.

Calling List

Required; default is [None]. The names of calling lists that will be dialed during this campaign. A campaign can have zero or more calling lists. Select from defined calling lists.

List Weight

Required; default is [10]. This property is applicable for a campaign with more than one active calling list. It is the percentage of call records to be retrieved from a calling list for a campaign. Specify what percentage of that volume will be drawn from each calling list. See the “Understanding Weights” topic in the *Outbound Contact Manager 7.6 Help*.

Note: The List Weight field is the Share field in the Calling List tab.

Active

Required; default is checked. A check box that indicates if the selected Calling list is involved in this campaign. The check box is used to dynamically activate or deactivate the calling list in a running campaign.

Procedure:
Adding a Calling list to a campaign or making it active or inactive**Start of procedure**

1. Click Add. The Campaign Calling List Info Properties dialog box opens.
2. Locate and select an existing calling list.
3. Assign a List Weight.
4. Make the list active (default) or inactive.
5. Click OK.
6. Click Apply to save all changes

End of procedure

Procedure:
Editing a Calling list attached to a campaign**Start of procedure**

1. Click Edit.
2. Change the List Weight
3. Make it active or inactive.
4. Change the Calling list by selecting another Calling list.
5. Click OK.
6. Click Apply to save all changes.

End of procedure

Procedure:
Deleting a Calling list from a campaign**Start of procedure**

1. Select the calling list name
2. Click De lete.
3. Click App Ly to save all changes.

End of procedure**Annex Tab**

Use this tab to define Outbound Campaign-related options. For information how to use the Annex tab, see “Common Features of Configuration Objects” on [page 131](#). An option defined in this tab fine-tunes the system on the individual campaign level.

Campaign Group Object

A Campaign Group is the main configuration object in Outbound Contact. It can be found as a subfolder within the Campaign object in Configuration Manager. The Campaign Group is defined as a Campaign (a set of calling lists) that is assigned to work resources such as an Agent Group or a Place Group.

The following sections describe how to configure a Campaign Group:

Procedure:
Creating a new Campaign Group object**Start of procedure**

1. Select the Campaigns folder in the left pane.
2. Select a Campaign.
3. Select the Campaign Group folder.
4. From the File menu, select New > Campaign Group.
5. Define the field values in the Properties dialog boxes.
6. Click App Ly or OK.

The following sections (“[General Tab](#)”, “[Advanced Tab](#)”, “[Buffer Size Coefficient](#)”, “[Connection Tab](#)”, and “[Annex Tab](#)”) describe how to configure this object.

End of procedure

General Tab

Name

Required; The format is [Campaign@CampaignGroup]. This name must be unique within the tenant.

Tenant

Required; Automatically populated by the system.

Campaign

Required; The name of the campaign that will form the Name field above. Automatically populated by the system.

Group

Required; The name of the group that will form the Name field above.

Note: If using OCS version 7.2.x, 7.5.x, 7.6.0, or 7.6.100 and are running the same Outbound Campaign against multiple agent groups, when an agent schedules a Personal Callback or a Personal Rescheduled, OCS might fail to deliver a Personal Callback or Personal Rescheduled record to the designated agent. As a workaround, Genesys recommends that you either use Campaign Callbacks or to associate one campaign with a single agent group.

If you are using OCS version 7.6.101, this issue is corrected with the addition of the `callback-observe-group` option (see [page 186](#)).

Group Type

Required; The type of group (agent or place). Automatically populated by the system.

Description

Optional; default is [Blank]. A brief description of the campaign.

State Enabled

Required; default is checked. A check box that indicates that customer interaction can be directed to this target. A more complete description can be found in *Framework 7.6 Configuration Manager Help*.

Advanced Tab

The Campaign Group's parameters can be found on the Advanced tab of the Campaign Group object. See [Figure 12](#) as an example.

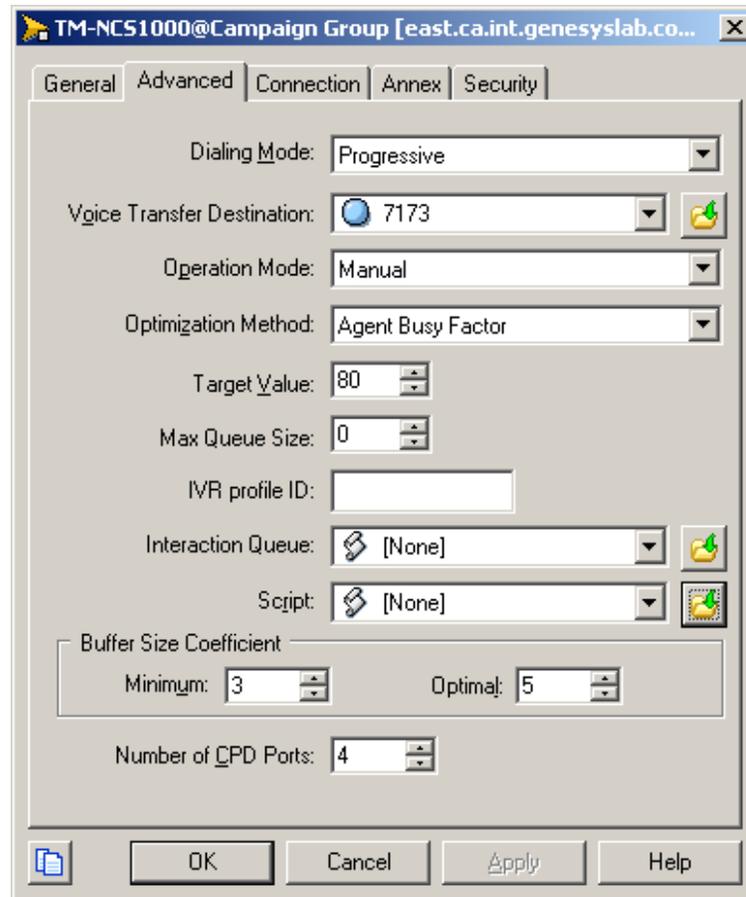


Figure 12: Campaign Group Advanced Tab

The following lists the different parameters that can be configured:

Dialing Mode

Required; default is [Predictive]. Any of the modes that are described on “Dialing Modes” on [page 51](#).

Voice Transfer Destination

Required; default is [None]. Identifies where calls are to be delivered for handling. In addition to the Voice Transfer Destination DN, any ACD Queue, Virtual Queue, Routing Point, or Service Number DN that may be part of a call flow involving this group of agents or places must be specified as an Origination DN in the Advanced tab of the Agent Group or Place Group objects in Configuration Manager. OCS needs to monitor these DNs to identify “foreign” inbound or outbound calls that are delivered to agents but were not issued by OCS on behalf of the Campaign Group, or if the ACD Queue DN is configured as an “overflow” DN.

Note: You must avoid situations when the same DN is configured as an Origination DN for more than one Agent Group or Place Group that is part of a predictive or progressive dialing mode campaign because it may cause incorrect results with the dialing algorithm.

Operation Mode

Required; default is [Manual]. Not used at this time.

Optimization Method and Target Value

Required in Predictive mode; default is [Agent Busy Factor] for Optimization Method and default is [80] for Target Value. Work together to determine how busy the campaign will be. These parameters are not applicable to Push Preview and Power GVP dialing modes.

Max Queue Size

Optional; default is [0]. Determines the number of records to keep in the dialer’s queue. It is an internal counter that is used when OCS performs with Power GVP or Push Preview modes. OCS tries to always keep dialer’s buffer full with the specified Max Queue Size.

IVR Profile ID

Optional; default is [Blank]. Specifies the IVR Profile DBID that is specified in the GVP EMPS IVR Profile. The `ivr-profile-name` option uses the value specified in this field. See [page 197](#) for more information about this option.

Interaction Queue

Optional; default is [None]. Specifies a configuration object that is created in the Scripts folder in Configuration Manager by Interaction Routing Designer when developing a Business Process to process outbound Preview mode interactions. For more information, see the *Universal Routing 7.6 Business Process User's Guide*. An Interaction Queue is used in Push Preview mode only.

Script

Optional; default is [None]. Defines the Script object that contains all of the attributes that are required by Agent Scripting. See the section, “Attaching Script Information to OCS User Events and Telephony Events,” in the *Outbound Contact 7.6 Reference Manual* for more information.

Buffer Size Coefficient

Required; default is [4] for Minimum and default is [6] for Optimal. Acts as a multiplier for the number of agents that are available for a campaign. Together, the Minimum and Optimal values determine how many records OCS keeps in memory when performing traditional campaigns. Since there might be no agents for the Push Preview and Power GVP dialing modes, these parameters are used differently by OCS as a percentage of the desired Max Queue Size value. For example, you can set them as: Min: 100%, Opt: 150-200%.

Number of CPD Ports

Identifies the maximum number of interactions at any time when OCS is using CPD Server to make calls.

Connection Tab

The Connections tab enables you to specify all server connections (besides T-Server) that are required to run an outbound campaign in a certain dialing mode for a particular campaign group.

Note: This type of connection provides basic host/port connectivity only. It does not provide features such as Advanced Disconnect Detection Protocol (ADDP). Also, you can add your application to the Connections tab of the OCS Application object in order to configure any additional connection parameters.

Annex Tab

Use this tab to define Outbound Campaign-related options. For information how to use the Annex tab, see “Common Features of Configuration Objects” on [page 131](#). An option defined in this tab fine-tunes the system on the individual campaign level.



Chapter

8

Outbound Contact Configuration Options

This chapter describes each of the options that you can configure in order to ensure that Outbound Contact performs as needed in your environment. It contains the following sections:

- [Overview, page 171](#)
- [Outbound Contact Manager Options, page 172](#)
- [Outbound Contact Server Options, page 178](#)
- [CPD Server Options, page 221](#)
- [Changes from Release 7.5 to 7.6.x, page 260](#)

Overview

In Outbound Contact 7.6, you define options at the Outbound Contact Server (OCS) application level. You can also define options at the object level for Switch, DN, Agent, Place Group, Calling List, and Campaign objects. Defining the settings at the object level enables flexibility and fine-tuning for a campaign setup.

OCS first reads the configuration options in the objects. If an option is not defined at the object level, OCS checks the configuration at the application level. If the option is not specified at the application level, OCS uses the default value for that option.

Note: When you make changes to an option, the changes take effect immediately, unless otherwise noted in the option description.

Depending on the needs of the contact center configuration, the Outbound Contact Administrator can choose to:

- Use default OCS options, if the contact center has no specific requirements.
- Set options at the OCS application level, if the contact center requires overriding of OCS settings.
- Set options at the level of a specific object, if the contact center has specific needs for individual Switch, Agent, Place Group, or Campaign objects.

OCS stores configuration options in section folders on the `Options` tab and the `Annex` tab. The `Options` tab contains the section folders and options for application objects in OCM, OCS, and CPD Server. The `Annex` tab contains the section folders and options for all other objects.

This chapter lists the section folders and options according to their general function, and according to the name of the object.

Note: Logged data can be truncated to hide sensitive data in the logs by configuring either the `default-filter-type` option or any of the `log-filter-data` section options to a value other than `copy`. The truncation is represented in the log by asterisks. For more information about these options, see the *Common Framework 7.6 Configuration Options Reference Manual*, “Common Configuration Options” chapter.

Outbound Contact Manager Options

The following options are configured in the OCM `Application` object.

Annex Tab

The following options are configured on the `Annex` tab.

AutoReconnect

Type: Optional

Default Value: `false`

Valid Value(s): `true/yes`, `false/no`

Changes Take Effect: Immediately

Determines if OCM performs an automatic reconnect procedure to a given server. There are two values:

- When the value of the option is `true`, OCM does not display the reconnection dialog and immediately attempts the backup connection.

- When this option is set to `false` or it is not present, OCM displays a message box that provides you with the following choices:
 - Connect to backup (if available)
 - Reconnect to primary
 - Cancel

You can configure this option in the Annex tab of the OCM Application object. The Section name can contain the following values:

- DBServer for DB Server connections
- Config for all Configuration Server connections
- OCServer for OCS connections

Note: The Options tab cannot be used to configure this option.

Options Tab

Security Section

The following option is configured in the security section of the Options tab.

inactivity-timeout

Type: Optional

Default Value: 0 (minutes)

Valid Value(s): Any non-negative integer (0–N)

Changes Take Effect: Immediately

Specifies the amount of time, in minutes, that Outbound Contact Manager waits for activity before disabling a logged-in user who is not interacting with the application. If this option is not present or if it is set to 0, OCM will not disable the user due to an extended period of inactivity.

OCManager Section

The section folder OCManager, on the Options tab of the OCM Application object, stores the options for Outbound Contact Manager (OCM).

addp

Type: Optional

Default Value: `false`

Valid Value(s): `yes/true/on` or `no/false/off`

Changes Take Effect: Immediately

Specifies whether or not Advanced Disconnect Detection Protocol (ADDP) should be enabled between OCM and any DB Server to which OCM connects.

If set to `yes`, `true`, or `on`, ADDP is enabled.

If set to `no`, `false`, or `off`, ADDP disabled.

addp-timeout

Type: Optional

Default Value: 0 (zero seconds)

Valid Value(s): Any positive integer

Changes Take Effect: Immediately

Specifies the timeout in seconds between poll messages. If this option is set to 0 (zero), no disconnection occurs, even if there is no activity.

addp-remote-timeout

Type: Optional

Default Value: 0 (zero seconds)

Valid Value(s): Any positive integer

Changes Take Effect: Immediately

Specifies the timeout in seconds between remote poll messages. If this option is set to 0 (zero), no disconnection occurs, even if there is no activity.

addp-trace

Type: Optional

Default Value: false

Valid Value(s): off/false/no or local/on/true/yes or remote or full/both

Changes Take Effect: Immediately

Specifies the trace (log output) mode for both applications involved in ADDP messaging.

If set to off, false, or no, there is no trace in the log files.

If set to local, on, true, or yes, a trace occurs on local side only.

If set to remote, a trace occurs on the remote side only.

If set to full or both, a full trace occurs on both local and remote sides.

Note: The option settings local or full do not enable the tracing on the local (OCM) side. OCM is not a server application, and it does not have any logging.

asm

Type: Optional

Default Value: no/false

Valid Value(s): yes/true or no/false

Changes Take Effect: On restart

Enables or disables Active Switching Matrix (ASM) mode in OCM.

If set to yes or true, ASM mode is enabled in OCM. When a campaign is loaded, the user can select one of the following dialing modes: Predictive with seizing, Progressive with seizing, or Preview.

If set to `no`, `false`, or if not specified, ASM mode is disabled in OCM. When a campaign is loaded, the user can select one of the following dialing modes: Predictive, Progressive, Preview, Push Preview, or Power GVP.

Note: This setting takes effect when OCM starts. If you change this option's setting, you must restart OCM, or you must close and reopen a session.

db_timeout

Type: Optional

Default Value: 60 (seconds)

Valid Value(s): Any positive integer

Changes Take Effect: Immediately

Specifies the timeout, in seconds, for the DB Server operation. This option is particularly useful when the Modify All operation is applied to calling lists containing 15,000 or more records.

<any string that is a “Field Type” attribute>

Type: Optional

Default Value: none

Valid Value(s): Any regular expression

Changes Take Effect: Immediately

Enables you to add various configuration options for validating or restricting the values entered into fields. A regular expression is a pattern of text that consists of ordinary characters and special characters. Go to the Microsoft website and enter the search phrase “Regular Expression Syntax” for more information about regular expressions.

The values that you assign to the configuration option must be in the same format as the regular expression. The regular expression indicates the characters that are acceptable as input into the field.

For example, if you want the `contact_info` field to accept only numbers 0 through 9, commas, and pound (#) signs, you would add the following option:

```
Contact Info =^[0-9, #]+$
```

When you add a configuration option, the name that you assign to it must be identical to the name of the field type that appears in Configuration Manager that requires the validation.

For example, the field type `Contact Info` indicates that the `contact_info` field stores contact information.

For information about field types, see *Framework 7.6 Configuration Manager Online Help*.

force_unload_timeout

Type: Optional

Default Value: 5 (seconds)

Valid Value(s): Any positive integer of 5 or more

Changes Take Effect: After OCM restarts.

Specifies the timeout, in seconds, between when OCS is requested to unload a campaign or a campaign sequence, and when the UnLoading status and the Force UnLoad command become available in OCM's Graphical User Interface.

Note: This timeout cannot be shorter than 5 seconds. If this option is set to less than 5 seconds, OCM automatically increases the value to 5 seconds.

OCManager Section—Options for Record Prioritization

The following options control record-type prioritization:

- `record_priority`
- `default_general_priority`
- `default_campaignrescheduled_priority`
- `default_campaigncallback_priority`

Dynamic Modification

At start-up, OCM sets the prioritization parameters for all campaigns and sequence items that are not configured. After that, the user can change these values for each campaign individually.

When either Campaign details or Group details is selected, the dialog box appears on the Priority pane in the lower-left corner of the OCM user interface. If the user assigns an incorrect value or a 0 (zero), the dialog box displays the value in red text.

Note: OCM supports dynamic modification of the parameters for stand-alone campaigns. If you assign dynamic modifications to individual campaigns, these values apply only during the time that OCM is running. Changing the priorities in the dialog box does not change the default values for OCM at start-up. The default values are persistent in the Configuration Database.

record_priority

Type: Optional

Default Value: no/false

Valid Value(s): yes/true or no/false

Changes Take Effect: Immediately

Specifies whether Outbound Contact Manager sends priority-related parameters to Outbound Contact Server when sending Load/Start/OptimizationModeUpdate requests.

If set to `yes`, `true`, or `on`, OCM passed the priority parameters for the given Campaign Group or a sequence item to OCS.

If set to `no`, `false`, or `off`, OCM does not pass the priority parameters to OCS.

This option controls the optional Priority dialog box in the OCM user interface.

If set to `yes`, `true`, or `on`, the Priority dialog box is displayed.

If set to `no`, `false`, or `off`, the Priority dialog box is not displayed.

default_general_priority

Type: Optional

Default Value: 1; 2

Valid Value(s): Any two non-negative integers separated by a semicolon:

<an integer larger or equal to 0>; <an integer larger or equal to 0>

Changes Take Effect: Immediately

Specifies the priority of record types and the number of records to fetch for dialing.

The two numbers that make up this option's value are separated by semicolons, and they represent two parameters: `priority` and `n_records`.

The first number defines the priority of the `record_type`; the second number specifies the number of records of this type to fetch from the buffer for dialing.

- In the `priority` parameter—The value 1 is the highest priority; 0 (zero) means do not dial. The recommended values for `priority` are 0, 1, 2, or 3.
- In the `n_records` parameter—A valid value is any positive number or 0. 0 (zero) means do not dial.

OCS does not dial the record types with a 0 (zero) value for any parameter. If the user assigns an incorrect value or a 0 (zero), the dialog box displays the values in red text.

default_campaignrescheduled_priority

Type: Optional

Default Value: 1; 1

Valid Value(s): Any two non-negative integers separated by a semicolon—

<an integer larger or equal to 0>; <an integer larger or equal to 0>

Changes Take Effect: Immediately

Specifies the priority of record types and the number of records to fetch for dialing.

The two numbers that make up this option's value are separated by semicolons, and they represent two parameters: `priority` and `n_records`.

The valid values for this option are similar to the `default_general_priority` option.

default_campaigncallback_priority

Type: Optional

Default Value: 1; 1

Valid Value(s): Any two non-negative integers separated by a semicolon—
<an integer larger or equal to 0>; <an integer larger or equal to 0>

Changes Take Effect: Immediately

Specifies the priority of record types and the number of records to fetch for dialing.

The two numbers that make up this option's values are divided by semicolons, and they represent two parameters: `priority` and `n_records`.

The valid values for this option are similar to the `default_general_priority` option.

Outbound Contact Server Options

The Outbound Contact Server options are defined in various configuration objects. These option descriptions are organized according to configuration objects in the following subsections:

- “OCS Application Object Options” on [page 180](#)
- “Campaign-Level Options for OCS” on [page 186](#)
- “Campaign Group-Level Options for OCS” on [page 188](#)
- “Place Group-Level Options” on [page 210](#)
- “Field-Level Options for OCS” on [page 211](#)
- “Calling List-Level Options for OCS” on [page 212](#)
- “Switch-Level Options for OCS” on [page 216](#)
- “DN-Level Options for OCS” on [page 220](#)

Section Names

The `Options` tab or `Annex` tab of the configuration object needs to contain a section that is named in one of the following ways:

- `<OCS application object name>`, which specifies the name of the current OCS Application object.
- `default`.
- `OCServer`.

Note: Genesys recommends that you define all OCS options only in the section folder named `OCServer`.

When OCS looks for the defined value of an OCS option, it searches the sections in a prescribed order until it finds the option in one of the sections.

The prescribed search order is:

1. OCS searches the designated sections on the Annex tab of the configuration object, as follows:
 - a. <OCS application object name> section
 - b. default section
 - c. OCServer section
2. If OCS does not find the option, it follows the same procedure to search in the Options tab of its own Application object.
3. If OCS does not find the option, it uses the option's default value.

Example of an OCS Option Search

In this example, two different OCS applications (OCS1 and OCS2) work with the same switch. The options for each OCS application are defined on the Annex tab of the switch configuration object or on the Options tab of the OCS Application object.

OCS1 is searching for the `outbound_release_action` option.

1. Annex tab:
 - a. OCS1 searches for the `outbound_release_action` option in the OCS1 section.
 - b. If the option is not in the OCS1 section or if there is no section named OCS1, OCS1 searches for the option in the section named `default`.
 - c. If the option is not in the `default` section, or if there is no section named `default`, OCS1 searches for the option in the section named `OCServer`.
2. Options tab:

If OCS1 does not find the `outbound_release_action` option in any of the three sections on the Annex tab, it searches the Options tab of its own Application object, repeating the search process that it performed on the Annex tab.
3. Other:

If OCS1 does not find the `outbound_release_action` option on the Annex or Options tab, it uses the option's default value (`false`).

Note: Most Outbound Contact Server options are dynamic. This means that the application does not have to be restarted in order for option changes to take effect, unless otherwise noted in the option description.

OCS Application Object Options

check_dnc_callback

Type: Optional

Default Value: no/false

Valid Value(s): yes/true or no/false

Enables or disables a special pre-dial check of callback records against the Do Not Call (DNC) List. This option applies to the Personal Callback, Campaign Callback, and Personal Rescheduled record types. The value set for this option determines whether a scheduled call is processed or not processed, depending at which time the DNC restriction was applied.

If the option is set to *yes* or *true*, OCS identifies the record type and, after comparing the timestamps, determines whether the DNC restriction was applied *after* or *before* a customer agreed to a scheduled call from an agent:

- If *after*, OCS processes the call.
- If *before*, OCS does not process the call.

See also “[DNC Rule for Scheduled Calls](#)”.

This option works only if the `check_dnc_list` option is set to `true`. If you set `check_dnc_callback` to `true`, it may override `check_dnc_list = true` for the Personal Callback, Campaign Callback, or Personal Rescheduled records, based on the timestamp comparison.

DNC Rule for Scheduled Calls

The purpose of the Do Not Call (DNC) rule for scheduled calls is to determine whether a Personal Callback, Campaign Callback, or Personal Rescheduled record can be dialed even though the phone number or customer ID on the record is on the DNC List. The callback might be permissible, for example, if both of the following conditions are met:

- The `check_dnc_callback` *option* is set to `true`, which enables OCS to perform a pre-dial check of callback type records.
- The customer had requested a callback *before* submitting a DNC request.

The algorithm for the pre-dial check is as follows:

1. OCS checks the DNC List to determine whether the record to be dialed is on it.
2. If *yes*, OCS reads the value of the `check_dnc_callback` option:
 - If `check_dnc_callback = false`, OCS marks the record DNC. End of pre-dial check.
 - If `check_dnc_callback = true`, OCS continues the pre-dial check.
3. OCS checks the record type:
 - If the record type is not a callback, OCS marks the record DNC. End of pre-dial check.
 - If the record type is Personal Callback, Campaign Callback, or Personal Rescheduled, OCS continues the pre-dial check.

4. OCS checks the time stamp:

- If the timestamp of the original call (when the callback was scheduled) precedes the timestamp of the DNC request, OCS will dial the callback record. End of pre-dial check.
- If the timestamp of the original call does not precede the timestamp of the DNC request, OCS will not dial the callback record. End of pre-dial check.

Figure 13 shows the algorithm for the DNC rule for scheduled calls.

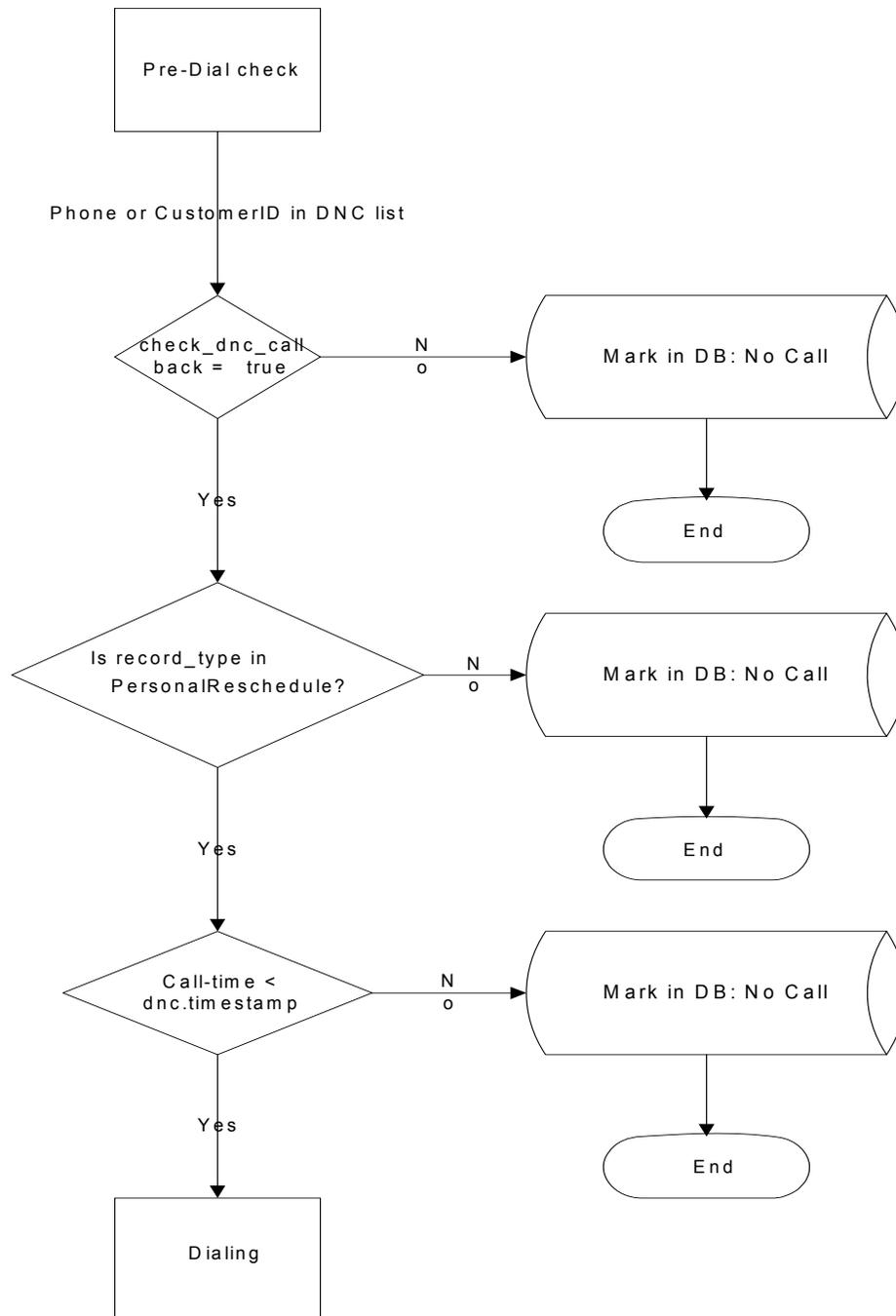


Figure 13: DNC Rule for Scheduled Calls

customer_id

Type: Optional

Default Value: None

Valid Value(s): <The name of a user-defined field in the calling list to serve as a customer identifier for Do Not Call requests>

Specifies a user-defined field in the Calling List table that will serve as a customer identifier.

When this option is not present in the Application object, or if the value of this option is the name of a field that does not exist in the Calling List table, OCS uses the phone number in order to determine which records cannot be dialed.

Note: The Field configuration object that is used as the value for the customer_id option must specify the send_attribute key-value pair listed on its Annex tab. The section name is created according to the section naming convention that is described on [page 178](#). The value of the send_attribute key-value pair must be GSW_CUSTOMER_ID. For more information, see “Attaching Record Information to Desktop and OCS User Events” in the *Outbound Contact 7.6 Reference Manual*.

inbound-agent-assignment-priority

Type: Optional

Default Value: 1

Valid Values: 1 ... n

Defines the priority of inbound call activities. It is used when determining agent reassignment. As the value increases, the priority for the specified agent also increases.

inbound-agent-assignment-min-num

Type: Optional

Default Value: 0

Valid Values: 0 ... n

Defines the minimum amount of agents to perform inbound call activities. It is used when determining agent reassignment.

When the value is set to 0, there are no restrictions for the minimum amount of agents performing inbound call activities. Agents are assigned to inbound call activities even when the lowest priority Campaign Groups are understaffed.

num-of-licenses

Type: Optional

Default Value: 0 (all available licenses)

Valid Value(s): String max or an integer from 0 to (9999 + num-sdn-licenses)

Specifies how many licenses OCS checks out initially. This option is not OCS-specific. It is specified in the `license` section. This option, along with the `license-file` option, pertains to OCS license control. When the value increases, OCS will apply the change immediately. When the value decreases, it will take effect the next time OCS is started.

license-file

Type: Required

Default Value: None

Valid Value(s): Any string

Specifies the license address. This option is not OCS-specific. It is specified in the `license` section, which is optional. This option, along with the `num-of-licenses` option, pertains to OCS license control.

The license address format can be entered in either of the following formats:

- The host name and port of the license server, as specified in the `SERVER` line of the license file, in the `port@host` format; for example, `7260@ctiserver`.
- The full path to, and the exact name of, the license file - for example, `/opt/mlink/license/license.dat`.

Note: Changes that you make to this option take effect after an application is restarted.

log_call_stats

Type: Optional

Default Value: no

Valid Value(s): `yes/true` or `no/false`

Specifies whether to create a separate logging subsystem.

- If you set this option to `yes` or `true`, OCS creates a separate logging subsystem for Audit Logging, in order to capture additional statistics on telephony events.

The separate log file is created in the same directory where the OCS application resides. OCS does not overwrite the existing data in this log or replace it with new data. The Audit Logging function *adds* data to a cumulative log. When the size of this log file reaches 10 MB, a new log file of the same type is created.

- If you set the option to `no`, `false`, or if the option is not present, OCS does not create the separate logging subsystem.

user_data_section_name

Type: Optional

Default Value: None

Valid Value(s): Any valid name for a configuration section

Enables you to attach additional information as a permanent key-value pairs to the `UserData` attribute for dialing requests, preview records, or interactions.

The value of this option identifies the name of a section that you created on the Annex tab of the following configuration objects:

- Calling List
- Campaign Group
- Campaign
- Agent Group or Place Group
- Switch
- OCS application

OCS searches these configuration objects for a section with this value. When found, OCS attaches any options that are specified within the section as key-value pairs to the `UserData` attribute for all dialing requests, preview records, or interactions that are associated with the configuration object.

The configuration object that you choose depends on the desired level of distribution:

- When you specify an option value that is the section name for a `Calling List` object, the specified data is attached only to calls for that calling list.
- When you configure this option for a `Campaign Group` object, the specified data is attached to calls for all calling lists in the Campaign Group.

You can explicitly identify the type of data to be attached by adding a specifier as a prefix to the data (that is, the option's value) for the options listed under the section name identified by the `user_data_section_name` option. When OCS finds these specifiers, it converts the data to the specified type. The 4-character specifier, though, is removed from the resulting data.

The type specifier descriptions are as follows:

- `str:`—All characters following this specifier are attached as a string. The value can consist of any characters. (Example: By specifying `str:String example 123`, the string value `String example 123` is attached.)
- `int:`—OCS converts the value that follows this specifier to an integer. The value should consist of digits (0 through 9) only and not exceed the maximum integer supported by the operating system where OCS is running. (Example: By specifying `int:2563`, the integer value 2563 is attached.)
- `bin:`—OCS converts the value that follows this specifier to a binary type. The value should consist of pairs of hexadecimal numbers separated by spaces. (Example: By specifying `bin:0A 0D 22 13 33 FF`, the binary value `0A 0D 22 13 33 FF` is attached.)

Note: If no type specifier is included in the data value, the user data pair is attached as a string.

Configuration Example

The following example clarifies the relationship between the `user_data_section_name` option and configuration object sections associated with attaching User Data.

If you do the following:

- Configure a section named `userdata list` on the Annex tab of the Calling List object.
- Within that `userdata list` section, configure:
 - an key-value pair: `name=str:premier`
 - an key-value pair: `acct=int:1234`
- Configure the `user_data_section_name` option with a value of `userdata list` in the `options` tab of the OCS application object.

When OCS starts processing a specific chain, it searches for the `userdata list` section among the configuration objects, and when it finds this section name, it attaches the two key-value pairs to the User Data for all dialing requests, preview records, and interactions associated with this Calling List object. The pair with the `acct` key is attached with the integer value of 1234. The pair with the `name` key is attached with a string value of `premier`.

How OCS Prioritizes If Different Configuration Objects Contain the Same Section

If there are different configuration objects that contain options in the same named sections with the same key and different values, OCS chooses only one of them, according to the following priorities:

- Calling List (highest priority)
- Campaign Group
- Campaign
- Agent Group or Place Group
- Switch
- OCS application (lowest priority)

If there are several configuration objects that are used in a particular campaign with options that contain different keys, OCS attaches all of these options as a list of key-value pairs in the `UserData` attribute.

If you want to indicate that a particular outbound campaign has a higher priority than other campaigns, you can attach a `campaign_priority = high` key-value pair to every call or preview record that OCS generates while running this campaign. As an example, you can perform the following steps if you want to configure a campaign group to run a campaign called `Collections90days` that uses an OCS application called `OCS Western Region`:

1. Choose a section name to store the data that you want to attach, such as `collection_options`.
2. Create a section with this name on the Annex tab of a Campaign Group configuration object. In this section, add an option specifying the key as `campaign_priority` and the value as `high`.

Note: If more than one Campaign Group is going to run this campaign, configuration objects representing all these campaign groups should have this configuration.

3. Configure the `user_data_section_name` option and set the value to `collection_options` in the `OCServer` section of the `Options` tab of the `OCS Western Region` application object.

Campaign-Level Options for OCS

You can set the Campaign level options at the Annex tab of Campaign configuration object, using `OCServer`, `default` or `<OCS Application name>` section names.

Alternatively, you can set these options in the OCS application object. Changes that you make to these options take effect immediately, unless otherwise noted in the option description.

OCS can work with many Campaigns. At the Campaign level, you can assign different values for each Campaign. When set on the `Options` tab on the application level, the value applies to all Campaigns.

OCS looks first at the Campaign-Level, and the option setting at this level overrides the value on the OCS application object `Options` tab.

callback-observe-group

Type: Optional

Default Value: `no/false`

Valid Value(s): `yes/true` or `no/false`

Changes Take Effect: Upon loading of the Campaign Group

Specifies whether OCS should select Personal Callbacks and Personal Rescheduled records from the Calling Lists based on both the Campaign DBID and the Group DBID or just the Campaign DBID. If these records are selected based on both DBIDs, then it is guaranteed that they will be processed by the same group where agent belonged when these records were initially scheduled.

- When set to `true`, OCS selects them based on the Campaign DBID and the Group DBID.
- When set to `false`, OCS selects them based on the Campaign DBID only.

Note: A new option for OCS 7.6.101.

check_dnc_list

Type: Optional

Default Value: `yes/true`

Valid Value(s): `yes/true` or `no/false`

Enables or disables a pre-dial check against the Do Not Call list for all types of records.

- If you set this option to `yes` or `true` or if the option is not defined in the configuration, OCS performs a pre-dial check against the Do Not Call (DNC) List.
- If this option is set to `no` or `false`, OCS dials without performing a pre-dial check.

Note: When set to `false`, OCS also does not check any records that are already delivered to an agent's desktop against the phone number (or `customer_id`) in the newly submitted request (by phone or `customer_id` respectively). Therefore, OCS does not issue a `RecordCancel` notification to the desktop.

force-unload-wait-db

Type: Optional

Default Value: `false`

Valid Value(s): `true/yes` or `false/no`

Changes Take Effect: Next time the Campaign Group is unloaded forcefully

Controls how OCS handles requests for a records update sent to the database when a Campaign is unloaded forcefully.

- When set to `false/no`, OCS does not wait for a database response for the records update request and terminates the connection to DB Server immediately after the last update request is sent. This ensures that the Campaign is forcefully unloaded almost immediately. However, this may cause some records to be left in the `Retrieved` state, even though OCS has requested that those records be returned to either the `Ready` state or marked as `Stale`.
- When set to `true/yes`, OCS waits for database responses for all update requests that were sent before terminating the connection to DB Server. This ensures that all records are updated properly in the database. However, this may slow down the forced unloading process and keep the Campaign Group in an `Unloading` state longer, depending on the number of calling list records in the OCS buffers. OCS holds these records in the buffers to properly mark them when unloading a Campaign Group.

Note: A new option for OCS 7.6.101.

ignore-empty-group

Type: Optional

Default Value: `false`

Valid Values: `true/yes` or `false/no`

Changes Take Effect: Immediately

Specifies how to handle record processing when no agents are logged into group.

- When the value is set to `false`, OCS functions as it did previously and retrieves callback/rescheduled records when the scheduled time approaches, regardless of agent availability, and does not return any records back to the database when a group becomes empty.
- When the value is set to `true`, OCS behaves as follows:
 - When the last agent logs out of the group, OCS returns all records retrieved for the campaign group back to the calling list with the Ready status.
 - When there are no agents logged into the group, no records of any type are retrieved for the campaign group.

Campaign Group-Level Options for OCS

You can set the Campaign Group level options at the Annex tab of Campaign Group configuration object, using `OCServer`, `default` or `<OCS Application name>` section names.

Alternatively, you can set these options in the OCS application object. Changes that you make to these options take effect immediately, unless otherwise noted in the option description.

OCS can work with many agent or place groups. At the group level, you can assign different values for each group. When set on the Options tab, the value applies to all groups.

OCS looks first at the Campaign Group-Level, and the option setting at this level overrides the value on the OCS application object Options tab.

agent-assignment

Type: Optional

Default Value: `no/false`

Valid Values: `yes/true` or `no/false`

Controls the ability of the Campaign Group to be used in agent reassignment. The value `no/false` is used for Campaign Groups that have calls distributed by the switch and not distributed by Universal Routing Server.

Note: Unlike other options in this section, this option can only be configured in the Campaign Group-Level section.

agent-assignment-priority

Type: Optional

Default Value: 1

Valid Values: 1 · n

Defines the priority of the Campaign Group when determining agent reassignment. As the value increases, the priority for the specified campaign group also increases.

Note: Unlike other options in this section, this option can only be configured in the Campaign Group-Level section.

agent-assignment-min-num

Type: Optional

Default Value: 0

Valid Values: 0 · n

Defines the minimum number of agents in the Campaign Group when determining agent reassignment.

When the value is set to 0, there are no restrictions for the minimum amount of agents in the Campaign Group. Agents are assigned to this Campaign Group even when the lowest priority Campaign Groups are understaffed.

Note: Unlike other options in this section, this option can only be configured in the Campaign Group-Level section.

agent-assignment-max-num

Type: Optional

Default Value: 0

Valid Values: 0 · n

Defines the maximum number of agents in the Campaign Group when determining agent reassignment.

When the value is set to 0, there are no restrictions for the maximum amount of agents in the Campaign Group.

Note: Unlike other options in this section, this option can only be configured in the Campaign Group-Level section.

agent_logout_preview_call_result

Type: Optional

Default Value: -1

Valid Values: -1, 0, 1, . . . n

Enables OCS to change the call result for Preview, Personal CallBack, or Campaign CallBack records that are on an agent's desktop after receiving an EventAgentLogout message from Stat Server.

When the value is -1, OCS updates the record with the previous call result.

When the value is greater than or equal to 0, OCS updates the record in the database table with the integer value of this option. In order for Outbound Contact Manager to display the call result as a string, the integer value of this option must match a call result enumeration value listed in the *Outbound Contact 7.6 Reference Manual*.

agent_preview_mode_start

Type: Optional

Default Value: no/false

Valid Value(s): yes/true, no/false

Enables agents to receive preview records or callbacks as soon as they send a PreviewDialingModeStart event. Before sending a personal or group callback, Outbound Contact checks the agent's status, to see whether his or her desktop sent PreviewDialingModeStart.

call_answer_type_recognition

Type: Optional

Default Value: no_am_detection

Valid Value(s): no_progress_detection, no_am_detection, positive_am_detection, full_positive_am_detection, accurate_am_detection, telephony_preset

Specifies whether answering machine and fax detection are enabled or disabled. This option applies only when OCS uses CPD Server. It does not apply when OCS uses PBX equipment for call progress detection.

The values are as follows:

- no_progress_detection—Disables call progress detection, and the call is transferred as soon as it is established.
- no_am_detection—Disables answering machine detection but detection of all other devices is still enabled.
- positive_am_detection—Enables standard answering machine detection (Positive Answering Machine [PAM] mode).

Note: This value only works with tape-based answering machines. It does not work with modern digital answering machines.

- `full_positive_am_detection`—Enables full positive answering machine detection (Full Positive Answering Machine [FPAM] mode).
- `accurate_am_detection`—Enables or disables detection, based on an analysis of the duration of the greeting.
- `telephony_preset`—Causes the same behavior as the `no_am_detection` value. If the user selects `telephony_preset`, this value is automatically converted to the `no_am_detection` value.

call_transfer_type

Type: Optional

Default Value: `one_step`

Valid Value(s): `one_step`, `two_step`

Specifies the transfer type that the dialer will use for the call. It does not apply when OCS uses PBX equipment for call progress detection.

The dialer (CPD Server) translates the value `one_step` as either `mute` or `single_step` depending on the switch that is being used; check your switch documentation.

The value `two_step` is commonly used to overcome some switch transfer issues such as *ring splash* on a Meridian switch. Ring splash occurs when a dialer transfers a connected call to an agent, and the caller hears a ringback before he or she hears the agent answer. For some switches, this ringback cannot be turned off, either by a command in the CTI link or by a switch setting.

As a workaround to this situation, Genesys uses a *two-step* transfer. In a two-step transfer, the switch puts the original leg of the call on hold and starts to initiate a transfer. For a moment, the caller hears silence or music depending on whether the `music on hold` feature is enabled on the trunk or queue. For the second leg of the call, the Origination DN (usually a queue), as defined in the Campaign Group, is dialed. The transfer process is complete when an agent answers the call. The `call_wait_in_queue_timeout` option on [page 192](#) is a timer and the value determines how long the call should wait (in the queue) before an agent answers. If the timer expires, the dialer drops the call, and the record is marked with the call result `Dropped`.

Note: Genesys recommends turning off the `music on hold` feature on the trunk or queue when using a two-step transfer.

call_timeguard_timeout

Type: Optional

Default Value: `0` (milliseconds)

Valid Value(s): `0...<N>` (milliseconds)

Enables a user to set a timeout for post-connect call progress detection. The call is transferred to a queue when the timeout expires, regardless of the call result or the completion of call progress detection. The timeout is calculated

from the moment that CPD Server receives an EventEstablished message. If this option is set to 0 (zero) or if it is not present, CPD Server does not break call progress detection.

This option applies only when OCS uses CPD Server. It does not apply when OCS uses PBX equipment for call progress detection.

call_wait_agent_connected_timeout

Type: Optional

Default Value: 6 (seconds)

Valid Value(s): Any positive integer

Specifies the timeout, in seconds, between call dialing and when the agent answers the call.

This timeout applies only to engaging calls in ASM mode; that is, calls that engage an agent before the customer answers. If the agent answers the call, the agent is seized for that call. The value of this option indicates how long to wait for an agent to be seized after dialing that agent.

This option applies only when OCS uses CPD Server. It does not apply when OCS uses PBX equipment for call progress detection.

call_wait_connected_timeout

Type: Optional

Default Value: 120 (seconds)

Valid Value(s): 0-7200 (seconds)

Note: Set the value between 6 and 99 when using the Aspect switch classification board. The default value of 120 causes the RequestMakePredictiveCall requests sent by OCS to fail because the switch accepts only two digit values.

- For ISDN: Specifies the timeout, in seconds, between dialing and the determination that the called party is not answering.
- For analogue and line-side DNs: Specifies timeout between the first ring and the determination that the called party is not answering.

Note: If calls are dialed through the T-Server, the value of this option is passed to the T-Server as an AttributeTimeout in the MakePredictiveCall message. The timeout value received in the request has a higher priority than T-Server's own options, and it is used to set up the duration of the No Answer interval on the switch.

call_wait_in_queue_timeout

Type: Optional

Default Value: 10 (seconds)

Valid Value(s): Any positive integer

Specifies the maximum amount of time, in seconds, that an outbound call is allowed to stay in a queue. This option applies only when OCS uses CPD Server.

Note that, after this timeout expires, the call can be released by CPD Server only when the two-step transfer is used (see the `call_transfer_type` option on [page 191](#)), and CPD Server has control over the consult leg of the transferred call.

call_wait_original_establish_timeout

Type: Optional

Default Value: 4 (seconds)

Valid Value(s): Any positive integer

Specifies the timeout, in seconds, between the end of a positive call progress detection response from Dialogic—such as Answer, Answering Machine (AM), or Cadence Break—and an `EventEstablished` from T-Server.

This option applies only when OCS uses CPD Server. It does not apply when OCS uses PBX equipment for call progress detection.

campaign-callback-distr

Type: Optional

Default Value: random

Valid Value(s): random, equal-from-zero, or equal-from-avg

Changes Take Effect: Immediately

Specifies how campaign callbacks are distributed to agents when the `predictive_callback` option is set to `false` and campaign callback notifications are distributed as `UserEvents`.

The option values that define this distribution are as follows:

- For the `random` value, OCS randomly distributes callbacks between eligible agents, as it did previously.
- For the `equal-from-zero` or `equal-from-avg` values, OCS monitors the actual number of campaign callbacks distributed to each agent in the campaign group from the moment the campaign is loaded until it is unloaded. When OCS needs to distribute new campaign callback, it selects an agent who has processed the fewest number of campaign callbacks since the campaign group was loaded. If two or more agents have processed the same minimum number, an agent is selected randomly from among them.

If an agent logs out of the group, OCS clears the agent's history, including the number of callbacks processed. When an agent logs into the group, OCS assigns the number of callbacks processed by this agent, as follows:

- If you set the value to `equal-from-zero`, OCS assigns 0 as the number of callbacks processed.

- If you set the value to `equal-from-avg`, OCS assigns the average number of callbacks processed by agents in the group. You might use this value in a scenario where an agent logs in for the first time at mid-day and want to ensure that all agents receive callback requests. Otherwise, this new agent would receive all requests until he or she reached the group average.

CPN Options **CPNType**

Type: Optional

Default Value: 0

Valid Value(s): 0 - 7

Specifies the decimal representation of the Type of Number code.

CPNPlan

Type: Optional

Default Value: 0

Valid Value(s): 0 - 15

Specifies the decimal representation of the Numbering Plan code.

CPNPresentation

Type: Optional

Default Value: 0

Valid Value(s): 0 - 3

Specifies the decimal representation of the Presentation Indicator code.

CPNScreening

Type: Optional

Default Value: 0

Valid Value(s): 0 - 3

Specifies the decimal representation of the Screening Indicator code.

CPNDigits

Type: Optional

Default Value: Empty string

Valid Value(s): String of characters, according to the formats specified in the appropriate numbering/dialing plan.

Specifies the Calling Party Number (CPN).

Note: Starting with release 7.6, this option value is also passed to OBN Manager in the Power GVP dialing mode.

For more information about the Caller ID Support feature and the CPN options, see the following resources:

- Extensions related to `TMakePredictiveCall()` in the “Extensions” section of the “Unstructured Data” chapter in the *Genesys Developer Program T-Library SDK Developer's Guide*, 7.6
- *Framework 7.6 T-Server for Alcatel A4400/OXE Deployment Guide*
- *Framework 7.6 T-Server for Avaya Communication Manager Deployment Guide*
- Q.931 ISDN user-network interface layer 3 specification for basic call control

dialer-ttl

Type: Optional

Default Value: 5

Valid Values: 3 - 1440

Specifies the Time To Live (in minutes) during which OBN Manager will attempt to pass a request to the GVP dialer (IPCS or VCS) for a dial from its internal dialing queue.

Note: This option is used with OBN Manager in Power GVP dial mode only.

dialer-num-attempts

Type: Optional

Default Value: 3

Valid Values: 1 - 25

Specifies the number of attempts that OBN Manager will attempt to pass a request to the GVP dialer (IPCS or VCS) for a dial from its internal dialing queue.

Note: This option is used with OBN Manager in Power GVP dial mode only.

dialing_rate_limit

Type: Optional

Default Value: 100

Valid Value(s): 0 - N

Specifies the maximum number of dialing requests per second. If option is set to 0 (zero), then OCS does not dial at all.

direct-personal-callback

Type: Optional

Default Value: true

Valid Values: true/yes or false/no

Controls how personal callback records of type are processed.

- When the value is set to `true`, OCS will submit the personal callback interaction directly to the agent.
- When the value is set to `false`, OCS will submit the personal callback interaction to an interaction queue assigned to the Campaign Group. This allows the Universal Routing Server strategy to distribute this interaction.

Note: This option is used with Interaction Server in Push Preview dial mode only.

divert_to_unknown_dn

Type: Optional

Default Value: `no/false`

Valid Value(s): `yes/true` or `no/false`

Specifies OCS's reaction to a `EventDiverted` with either an unknown `ThirdPartyDN` or without an agent logged in to it.

- If set to `no` or `false`, immediately upon receiving this type of `EventDiverted`, OCS updates the record with the call result `State` and the record status `Agent Error`.
- If set to `yes` or `true`, OCS does not update the record, and continues to monitor the outbound call.

Notes: If a call is diverted to a DN, on which OCS has not been registered, then the corresponding record will not be updated in a calling list upon call release. Instead, it will stay in a `Retrieved` status until the timer set by the `stale_clean_timeout` option expires.

In release 7.5 and higher, an “unknown DN” is a DN that is either excluded from any `Place` object, or is included in a `Place` object but the `Place` object does not have an associated agent. An agent is associated to a `Place` object when a campaign group that is configured with this agent is activated within OCS.

history_length

Type: Optional

Default Value: `30`

Valid Value(s): any positive integer from `30` to `300`

Specifies the point at which OCS switches from `Progressive` mode to `Predictive` mode, and begins collecting the call history for the purpose of making predictive statistics.

Outbound Contact Server always starts a campaign in `Progressive` mode to collect call flow statistics for the predictive dialing algorithm. It counts the number of completed (answered) outbound calls that it has placed, and turns on `Predictive` mode when the number exceeds the value of `history_length`.

By default, OCS switches from Progressive mode to Predictive mode when the agent completes the 30th successful outbound call.

For large agent groups (approximately 1000 agents), Genesys recommends that you set the value of `history_length` to 100 or higher, and that you also control the number of CPD ports.

These settings help maintain the target busy factor and minimize the number of abandoned calls in large agent groups.

inbound_agent_outlier_limit

Type: Optional

Default Value: 600 (seconds)

Valid Value(s): Any non-negative integer

Specifies the minimum amount of inbound call time before an agent's status changes to Not Available. If an agent is busy with an inbound call longer than the specified value (including the After Call Work state), then the predictive algorithm does not consider this agent available when calculating the number of predictive calls.

ivr-profile-name

Type: Optional

Default Value: NULL

Valid Values: 1 - n

Populated after a nine-digit value is entered in the IVR Profile field in the Advanced tab of Campaign Group configuration object. The value itself is the IVR Profile DBID that is specified in the GVP EMPS IVR Profile.

outbound_agent_outlier_limit

Type: Optional

Default Value: 600 (seconds)

Valid Values: Any non-negative integer

Specifies the minimum amount of outbound call time before an agent's status changes to Not Available. If an agent is busy with an outbound call longer than the specified value (including the After Call Work state), then the predictive algorithm does not consider this agent available when calculating the number of predictive calls.

Note: When the new 7.6.1 `predictive-longcalls-truncation` option ([page 203](#)) is configured, this `outbound_agent_outlier_limit` is not taken into account by OCS.

pa-dial-expire

Type: Optional

Default Value: 2

Valid Values: 1 - 6000

Specifies the timeout (in minutes) that the predictive algorithm uses to clean up calls that are in a `Dialed` state. If an outbound call is dialed, and no further events about this call are received by the predictive algorithm within the timeout specified, the call will not be included when predicting the next call.

pa-handle-expire

Type: Optional

Default Value: 30

Valid Values: 1 - 6000

Specifies the timeout (in minutes) that the predictive algorithm uses to clean up calls that exist on an agent's desktop. If an outbound call is dialed and is delivered to an agent, and no further events are received about this call are received by the predictive algorithm, the call will not be included when predicting the next call.

pa-handle-time-consider

Type: Optional

Default Value: 1800 (seconds)

Valid Value(s): Any positive integer

Specifies the maximum call duration for all call types when calculating the average call duration. If a call's duration (including the `After Call Work` state) is more than the specified value, then the predictive algorithm does not include this call duration when calculating the average call duration.

pa-selfcheck-awt-threshold

Type: Optional

Default Value: 10 (percent)

Valid Value(s): integer >=1

Changes Take Effect: Immediately

Specifies the percentage of the target Average Waiting Time that the predictive algorithm (PA) uses as the threshold to report a dialing performance degradation. If the difference between the current and the target Average Waiting Time is less than the percentage of the expected Average Waiting Time, the PA does not make a report. Otherwise, the PA reports the degradation only if a suspicious condition is detected for the Average Waiting Time.

For more information what a suspicious condition might be, see “Predictive Algorithm Self-diagnostic” on [page 54](#).

Note: A new option for OCS 7.6.101.

pa-selfcheck-bf-threshold

Type: Optional

Default Value: 10 (percent)

Valid Value(s): integer >=1

Changes Take Effect: Immediately

Specifies the percentage of the target Busy Factor that the PA uses as the threshold to report a dialing performance degradation. If the difference between the current and the target Busy Factor is less than the percentage of the expected Busy Factor specified in this option, the PA does not make a report. Otherwise, the PA reports the degradation only if a suspicious condition is detected for the Busy Factor.

For more information what a suspicious condition might be, see “Predictive Algorithm Self-diagnostic” on [page 54](#).

Note: A new option for OCS 7.6.101.

pa-selfcheck-interval

Type: Optional

Default Value: 20 (minutes)

Valid Value(s): integer >=2

Changes Take Effect: Immediately

Specifies the time interval, in minutes, that the PA uses to calculate the current values of the optimization parameters and to track any suspicious condition for reporting dialing performance degradation.

Note: A new option for OCS 7.6.101.

pa-selfcheck-odr-threshold

Type: Optional

Default Value: 20 (percent)

Valid Value(s): integer >=1

Changes Take Effect: Immediately

Specifies the percentage of the target Overdial Rate that the PA uses as the threshold to report about a dialing performance degradation. If the difference between the current and the target Overdial Rate is less than the percentage of the expected Overdial Rate, the PA does not make a report. Otherwise, the PA reports the degradation only if a suspicious condition is detected for the Overdial Rate.

For more information what a suspicious condition might be, see “Predictive Algorithm Self-diagnostic” on [page 54](#).

Note: A new option for OCS 7.6.101.

predictive_algorithm

Type: Optional

Default Value: `small_group`Valid Value(s): `classical`, `small_group`, `advanced_small_group`

Changes Take Effect: Immediately

Note: A new valid value, `advanced_small_group`, was added to release 7.6.1.

Controls which predictive algorithm (PA) OCS uses for dialing outbound calls when a campaign is running in the Predictive or Predictive with seizing dialing mode. The values function as follows:

- `classical`—OCS uses the `classical` predictive algorithm based on classical queuing theory, regardless of the current number of available agents and the optimization parameter that are used.
- Small group values: These two values are optimized for small groups of agents. Either of these values can be used if the `Overdial Rate` is specified as an optimization parameter and the number of available agents does not exceed the number set in the `small_group_size` option (see [page 208](#)). If the number of agents exceeds the number set in the `small_group_size` option, OCS uses the classical predictive algorithm. Also see “Predictive Dialing Modes for Small Groups” on [page 54](#).

The two small group values include:

- `small_group`—OCS uses a small group predictive algorithm, which waits until all dialed calls are completed before dialing new calls.
- `advanced_small_group`—OCS uses an advanced predictive algorithm. This option value activates the new and improved predictive algorithm for small groups of agents. The advantages of this new algorithm include:
 - It better tracks inbound calls, because it counts inbound calls that are at all stages of processing and not just those that are queued.
 - It allows outbound calls to be initiated, even if one or more calls remain in the dialing stage, rather than waiting until all dialed calls are completed.

Using the `advanced_small_group` value may result in busier agents, as the Busy Factor increases or the waiting time between calls reduces for agents for the same `Overdial Rate`.

This value can be set in conjunction with the `time-to-ready-tolerance` option (see [page 208](#)).

predictive_callback

Type: Optional

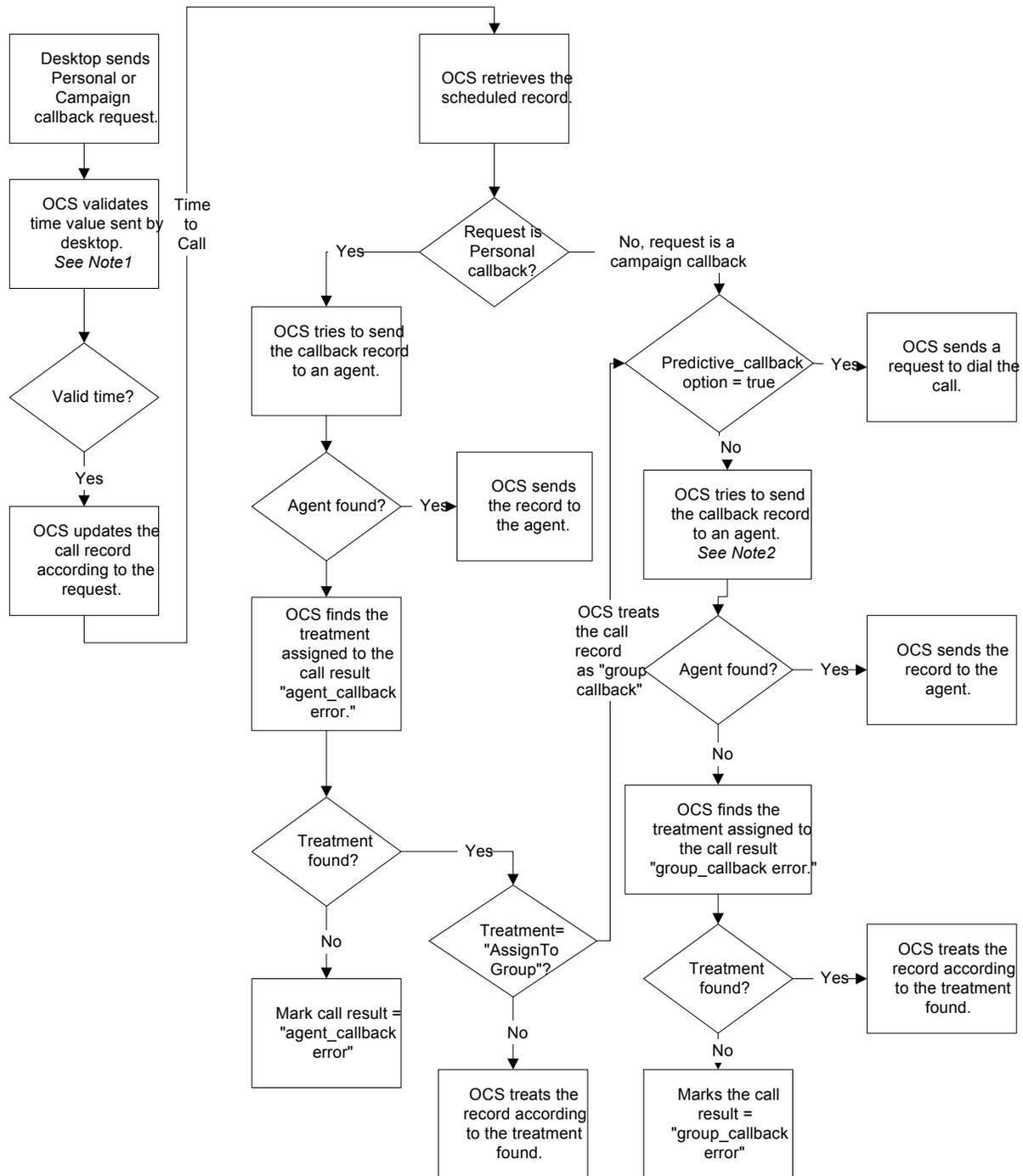
Default Value: `no/false`Valid Value(s): `yes/true` or `no/false`

Specifies how Outbound Contact Server handles a Campaign Callback.

- If this option is set to `yes` or `true` in Predictive or Progressive modes, OCS automatically dials callbacks.
- If this option is set to `yes/true` in Preview mode, OCS puts records that are scheduled as Campaign Callback in the preview records list, and delivers them to the agent's desktop upon receipt of a `PreviewRecordRequest`.

If this option is set to `no` or `false`, OCS delivers records scheduled for callback directly to the agent's desktop through a `UserEvent` regardless of the dialing mode. The agent then decides whether or not to dial this record. If the desktop application is not capable of processing preview records and this record remains on the agent's desktop, OCS marks the call result of the record as `stale` when the timer set by the `stale_clean_timeout` option expires. [Figure 14](#) illustrates how Outbound Contact Server handles a Scheduled Call during a predictive or progressive campaign.

Note: See the “Communication Protocols” chapter of the *Outbound Contact 7.6 Reference Manual* for information the events distributed when rescheduling records.



Note 1.
 OCS only checks the request time in the future relative to the system time where OCS is installed. OCS does not check to see if the request time is in the boundary of "time from" and "time till" defined on the record or in the calling list.

Note 2
 OCS randomly assigns a record to an agent.

Figure 14: Scheduled Call During a Predictive or Progressive Campaign

predictive_hot_start

Type: Optional

Default Value: `false`Valid Value(s): `yes/true` or `no/false`

Specifies how OCS uses predefined statistical data in certain circumstances.

If this option is set to `yes` or `true`, OCS uses the predefined statistical data to start predictive dialing, without first using the preliminary dialing in Progressive mode. This predefined statistical data will be taken from the following options: `predictive_hit_ratio`, `predictive_outbound_call_duration`, `predictive_inbound_rate`, and `predictive_inbound_call_duration`.

predictive_hit_ratio

Type: Optional

Default Value: 75

Valid Value(s): 1 - 100

Specifies the Starting Value for Hit Ratio, as a percentage (%).

predictive-longcalls-truncation

Type: Optional

Default Value: `false`Valid Value(s): `false/no` or `true/yes`

Changes Take Effect: Immediately

Note: This option is new to release 7.6.1.

Instructs the predictive algorithm how to handle so called “long” outbound calls, (that is, if a few outbound calls last significantly longer than the majority of the outbound calls for the given campaign group). Although these “long” calls happen rarely, they are taken in the account by the predictive algorithm when average call duration is calculated. As a result, these long calls will increase the average call duration, negatively affecting the dialing efficiency.

When this option is set to `true`, the predictive algorithm truncates the length of time associated with these calls when calculating the average call duration, which may positively effect the predictive dialing efficiency.

Notes:

- When configured, this option has a higher priority than the `outbound_agent_outlier_limit` option (see [page 197](#)).
 - This option only applies to outbound calls.
-

predictive_outbound_call_duration

Type: Optional

Default Value: 120

Valid Value(s): 1 - N

Specifies the starting value for the average outbound call duration, in seconds.

predictive_inbound_rate

Type: Optional

Default Value: 0

Valid Value(s): 0 - N

Specifies the starting value for the average number of inbound calls, per hour.

predictive_inbound_call_duration

Type: Optional

Default Value: 300

Valid Value(s): 1...N

Specifies the starting value for the average inbound call duration, in seconds.

predictive_max_overdial_rate

Type: Optional

Default Value: 0

Valid Value(s): Number between 0 and 100 in decimal format (i.e. 3.55)

Specifies the maximum allowed overdial rate for dialing in Predictive mode. If the current overdial rate of a running campaign exceeds this value, OCS switches the dialing mode from Predictive to Progressive. When the current overdial rate falls below this value, OCS switches the dialing mode from Progressive to Predictive.

This checking of the limit is performed separately from all predictive optimization parameters; that is, overdial rate, busy factor and average waiting time.

If this option is set to 0 (zero) or 100, OCS does not perform separate control of the overdial rate.

progressive_blending_reserved_agents

Type: Optional

Default Value: 0

Valid Value(s): Any non-negative integer

Enables OCS to keep a specified number of agents who are in the Progressive dialing mode available for inbound traffic or some other non-outbound activity.

Outbound Contact initiates the next outbound call when both of the following are true:

- There is at least one ready agent.
- The total number of ready or busy non-outbound agents exceeds the value of the option.

The agent is treated as busy outbound when he or she is in the `BusyOutbound`, `BusyPaper`, or `BusyRinging` state.

All other states except the `Ready` state are treated as non-outbound.

The following is an example of how this option works.

An agent group has a total of four agents:

- One agent is in the `BusyInbound` state.
- One agent is in the `BusyOutbound` state.
- Two agents are in the `Ready` state.

At this time, the `progressive_blending_reserved_agents` option is set to 2. As a result, OCS sends one outbound call.

progressive_blending_reserved_status

Type: Optional

Default Value: `all_seized_inbound`

Valid Values: `all_seized_inbound`, `ready`

Specifies how agents are reserved for outbound calls.

- If `progressive_blending_reserved_status` is set to `all_seized_inbound`, OCS reserves all agents that do not have any of the following outbound statuses: `BusyOutbound`, `BusyPaper`, `NotReady`, and `BusyRinging`. This value is similar to the `progressive_blending_reserved_agents` option functionality in OCS 7.x
- If `progressive_blending_reserved_status` is set to `ready`, OCS reserves only those agents who are in `Ready` status. This value is similar to the `progressive_blending_reserved_agents` option functionality in OCS 6.5, which kept a specified number of reserved agents who were in progressive dialing mode available for inbound traffic. In this scenario, OCS waited until more than the specified number of reserved agents were in the `Ready` status before initiating the next outbound call.

public_network_access_code

Type: Optional

Default Value: `NULL`

Valid Value(s): Any character string

Specifies the string that is added as a prefix to each phone number that OCS sends to a specific switch. The phone numbers in the call `UserData` remain unchanged. This number specifies the PSTN access code for the switch to which T-Server is connected. When an access code is added as a value, the system always places the access code in front of the phone number that is dialed. For example, if you set the value 9 into the value field, then the prefix 9 is always dialed before each phone number.

If you are using the Outbound Contact Wizard, it prompts you to enter a value for this option. To accept the default value for this option, click the `Cancel` button on the wizard screen.

You can add Dialogic dialing control parameters as a prefix to the dialed numbers from a calling list. When combined with the string defined for the `public_network_access_code` option, Dialogic dialing control symbols (prefix) determine the dialing time.

The following Dialogic symbols are available:

- `L`—Wait for the local dial tone before dialing
- `I`—Wait for the international dial tone before dialing
- `x`—Wait for the special dial tone before dialing
- `,` (comma)—Pause 2 seconds

For example, suppose that the `public_network_access_code` is defined as `L9`. In this case, the dialer will wait for a dial tone, dial 9, pause for 2 seconds, then dial the number from the calling list.

Notes: Dialing control parameters work only if the CPD Server dials the calls through the Dialogic card (`tscall=false`).

This option can be set at three levels: `Switch/Application` (which has the lowest priority), `Campaign Group` (which has a medium priority), and `Calling List` (which has the highest priority).

record_processed

Type: Optional

Default Value: `true`

Valid Value(s): `yes/true` or `no/false`

Specifies whether OCS or the agent will update the calling list record when completed.

- If `record_processed` is set to `true` or `yes`, Outbound Contact waits for a `RecordProcessed` request from the agent handling the calling list record. A `RecordProcessed` request is mandatory from the desktop application to Outbound Contact Server. This request informs OCS that the agent has finished with this call record and that OCS can update the database with the final information about the call record.

Note: If an agent changes his or her state (such as `EventAgentReady` or `EventAgentLogout`), OCS treats the agent state as `ReleaseNextCall` or `LoggedOut`. The change in agent state informs OCS that the agent has finished with this call record, and that OCS can update the database with the final information about the call record. OCS can change an internal agent state after it receives `EventReleased` from the T-Server.

- If `record_processed` is set to `false` or `no`, Outbound Contact will assume that the record is processed when the agent or customer releases the call; that is, when OCS receives a `EventReleased` message for this call, or when it receives an `EventLogout` message for the agent who handled the call.

Usually `false` is used when agents in an Outbound campaign do not have desktop phone applications and therefore cannot send the `RecordProcessed` event.

This option is used only in `Predictive` and `Progressive` dialing modes. In `Preview` dialing mode, Outbound Contact Server updates a record only after receiving a `RecordProcessed` event from a desktop, regardless of whether the `record_processed` option is set to `true` or `false`.

Note: The desktop can send multiple `UpdateCallCompletionStats` requests to Outbound Contact Server to update the record before sending the final `RecordProcessed` request. `UpdateCallCompletionStats` requests are stored in OCS memory and are not recorded into the Calling List Record database until the `RecordProcessed` request is received.

For more information, see “Updating Genesys Mandatory Fields and Custom Fields” in the *Outbound Contact 7.6 Reference Manual*.

record_save_intermediate_results

Type: Optional

Default Value: `no/false`

Valid Value(s): `yes/true` or `no/false`

Specifies whether the calling list should be updated with intermediate dialing results during the lifetime of a calling list record.

- If the value is set to `yes` or `true`, the Calling List table is updated with intermediate dial results for each calling list record after each dial attempt. OCS writes the following information to the database: call result, scheduled time, number of attempts, and other data that is pertinent for treatment redials and for calls that are rescheduled by an agent.
- If the value is set to `no` or `false` (default), OCS updates the record in the Calling List table with the final result only. Only the information about the last treatment application result is recorded for each record before the record is deleted from OCS memory.

remote_release_action

Type: Optional

Default Value: `error`

Valid Value(s): `error`, `no_contact`, `abandoned`

Specifies how OCS handles calls with the call result of `RemoteRelease`.

- If set to `error` (default), OCS processes the call as if OCS has received an `EventError`. The call result is `RemoteRelease`. The dialing rate does not change.
- If set to `no_contact`, OCS processes the call as if no contact has been made, as with call results `Busy` and `NoAnswer`. OCS decreases the Hit Ratio. The call result is `RemoteRelease`.

- If set to abandoned, OCS processes the call as if the customer has hung up. OCS increases the abandoned rate when the call result is Abandoned.

small_group_size

Type: Optional

Default Value: 7

Valid Values: Any non-negative integer (0 - n)

Note: In release 7.6.1, the maximum value limit of 50 agents was removed.

Specifies the maximum number of available agents in a group that can be treated by OCS as a small group, and therefore have a special type of predictive algorithm applied.

If the current number of available agents in the group is less than or equal to this option's value, OCS uses a predictive algorithm specially optimized for small groups of agents for campaigns that use this group. This algorithm may provide better optimization results than the general predictive algorithm in some campaigns if the number of active agents is relatively low.

Note: OCS considers this option's setting only when all of the following are true:

- The campaign is running in Predictive or Predictive with seizing dialing modes.
 - The Overdial Rate is used as optimization parameter.
 - The `predictive_algorithm` option (see [page 200](#)) is set to the `small_group` or the `advanced_small_group` value.
-

stale_clean_timeout

Type: Optional

Default Value: 30

Valid Value(s): Any positive integer

Specifies a timeout (in minutes) before OCS marks any records that remain in the buffer as `Stale`. Such records may have been sent for processing, but were not processed.

time-to-ready-tolerance

Type: Optional

Default Value: 2 sec

Valid Value(s): Any positive integer of 2 sec or more

Change Take Effect: Immediately

Note: This option is new to release 7.6.1.

Specifies the allowed variance on the time estimate for when an agent will become Ready.

OCS uses the value for this option in its calculations to determine whether an agent delivers correct (or “trusted”) estimations on when the agent will complete the processing of the given call and become Ready. The calculations are based on information provided by the agent desktop to OCS about each agent. For more information on trusted versus distrusted agents, see “Predictive Dialing Modes with Agent Feedback” on [page 53](#).

Note: OCS uses this information to further improve the dialing efficiency in Predictive modes; for example, to increase the Busy Factor for a given value of the Abandon Rate.

transfer_to_unknown_dn

Type: Optional

Default Value: no / false

Valid Value(s): yes / true or no / false

Specifies OCS’s behavior when an outbound call is transferred to an unknown DN.

This is important in multi-site group deployments, because OCS cannot properly resolve the destination DN. This option prevents OCS from treating such transfers as transfers to an unknown DN.

- If set to no or false, immediately after the transfer is completed, OCS updates the record with the call result State and the record status Agent Error.
- If set to yes or true, OCS does not update the record, and it continues to monitor the outbound call.

Notes: If a call is transferred to a DN that OCS has not registered, the record will not be updated in the calling list upon call release and its status will remain Retrieved until the timer set by the state_clean_timeout option expires.

In release 7.5 and higher, an “unknown DN” is a DN that is included in a Place object, but this Place object does not have an associated agent. An agent is associated to a Place object when a campaign group that is configured with this agent is activated within OCS.

vtd-override

Type: Optional

Default Value: none

Valid Value(s): any string representing a valid DN name

Defines the name of the Voice Transfer Destination (VTD) DN that OCS sends to CPD Server in the extensions of `RequestSeizeAgent` and `RequestMakePredictiveCall`. When CPD Server receives it, that number will be used as destination number where an engaging call is delivered and for the T-Server registration as the Voice Transfer Destination (VTD) DN.

If this option is not configured, OCS does not add the corresponding key-value pair in to `RequestSeizeAgent` and `RequestMakePredictiveCall` extensions and CPD Server takes the destination number from the Voice Transfer Destination DN configured for the Campaign Group.

Note: A new option for OCS 7.6.101.

Place Group-Level Options

The following options can be set in the `Annex` tab of `Place Group` configuration object only. The options determine if OCS provides simplified resource availability management for IVR groups. This model does not require agent login to DNs that are assigned to `Places` in this group.

ivr_group

Type: Optional

Default Value: `false`

Valid Value(s): `true/yes`, or `false/no`

Configuration Object: `Place Group` (only)

Specifies whether OCS provides simplified resource availability management for IVR groups.

When this option is set to `true` or `yes`, OCS uses the simplified resource availability model when running a campaign for a Campaign Group linked to this Place Group. Places in that group can contain DNs of type `Position`, `Extension`, or `Voice Treatment Port`.

Note: Changes that you make to this option take effect only after OCS reloads a campaign.

ivr_update_on_release

Type: Optional

Default Value: `false`

Valid Value(s): `true/false`, `yes/no`

Configuration Object: `Place Group` (only)

Enables OCS to update the calling list record with values from the outbound call's `UserData`.

When this option is set to `true` or `yes`, OCS updates the fields from the calling list record with values from the corresponding `UserData` key-value pairs that

are received in the `EventReleased` message. This is similar to `UpdateCallCompletionStats` `UserEvent` processing.

Note: The `true` or `yes` value for this option takes effect only when the `ivr_group` option is set to `true` or `yes`.

Field-Level Options for OCS

You set the following options on the `Annex` tab of the `Field` object. They are stored in a section folder called `OCServer` or `default`.

send_attribute

Type: Optional

Default Value: ''

Valid Value(s): Any name that Outbound Contact Server can use as a key in a key-value pair in `UserData`.

OCS sends the data attached to a call (`UserData`) as a key-value pair. The value of this option defines the key in the pair. The value of the field is the value of the pair. For example, a user-defined field `LastName` may have the `send_attribute` option with `name` in the `option Value` field. OCS attaches the key value pair `name = <LastName>` to the `UserData`. Suppose the `<LastName>` in a record is `Smith`. When OCS processes this record, it attaches the `UserData name = Smith` to a call.

The value of this option should not be an empty string (string of length 0). Also, all fields should have different values for this option in order to distinguish them from `UserData`.

For additional information on attaching field values using this option, see “Attaching Record Information to Desktop and OCS User Events” in the *Outbound Contact 7.6 Reference Manual*.

icon_attribute

Type: Optional

Default Value: 0

Valid Value(s): 0, 1, 2

Defines how the field’s value will be stored by ICON.

- If set to 0, ICON will not store the value of this field.
- If set to 1, ICON will use a non-secured table.
- If set to 2, ICON will use a secured table.

Note: The options `send_attribute` and `icon_attribute` should be configured for user-defined fields in order for ICON to store the field’s value.

GIM requires the following two options to be configured in order to calculate metrics: “[right_person](#)” and “[conversion](#).”

right_person

Type: Optional

Default Value: ''

Valid Value(s): Any value that can be stored in the field that this option is configured for

Marks the field that indicates that the answered call was with the proper contact. If it is updated with a value equal to what is configured in this option's value, it will be recognized by GIM as a right person contact indicator.

conversion

Type: Optional

Default Value: empty

Valid Value(s): Any value that can be stored in the field for which this option is configured

Marks the field that indicates that the answered call was a successful transaction. If it is updated with a value equal to what is configured in this option's value, it will be recognized by GIM as a conversion indicator.

Warning! Each of these two options should be specified for only one field within a calling list.

Calling List-Level Options for OCS

You can set the following options as configuration objects on the `Options` tab of the Outbound Contact Server Application object, or they can be stored at the Calling List level.

The folder(s) can be named as follows:

- `OCServer`
- `default`
- `<OCS application object name>` (see [page 178](#))

OCS can work with many calling lists. At the `Calling List` level, you can assign different values for each calling list. When set on the `Options` tab, the value applies to all calling lists. OCS looks first at the `Calling List` level. When set at this level, this value overrides the value on the `Options` tab.

am-detection-map

Type: Optional

Default Value: NULL

Valid Values: Any name of a Business Attribute value configuration object, or `default`

Specifies the name of the `Business Attribute` value configuration object that contains the AM-detection map to be used for a particular Calling List or to be used application-wide. See “Per-record Basis” on [page 290](#) for more information.

interaction-media-type

Type: Optional

Default Value: `outboundpreview`

Valid Values: Any valid value for the media type business attribute

Defines the media type of the interaction submitted to Interaction Server.

treatment_sched_threshold

Type: Optional

Default Value: `30` (minutes)

Valid Value(s): Any positive integer

Determines the threshold for OCS to either:

- Keep rescheduled chains in its memory.
- Remove rescheduled chains from its memory and return them to the database in the Ready status. OCS will store the treatment application history information so that it can continue to processing the chains at the scheduled time.

If the difference between the current time and the scheduled time exceeds the specified value, OCS will:

- Remove the chain from memory.
- Update it in the database as Ready.
- Store the treatment’s application history info in a calling list’s `treatments` field for each record in this chain.

OCS retrieves this chain back into memory shortly before the scheduled time of the next attempt and continues processing the chain of records in treatment sequence.

If the value is `0`, this functionality is disabled and prevents OCS from removing rescheduled chains from its memory until the campaign is stopped and unloaded.

campaign_name_field

Type: Optional

Default Value: `''`

Valid Value(s): A valid field name from the Calling List table with an appropriate data type to store the campaign name.

All calling list records in Outbound Contact Manager and the Calling List table include the campaign name and the campaign ID. OCS stores the campaign name in a user-defined field in the Calling List table. This option specifies the name of that field in the Calling List table.

If the value of the `campaign_name_field` option is any string (not an empty string), when OCS updates the `campaign_id` field with the DBID of the campaign, it also updates the field specified by this value with the name of the campaign.

Warning! Misuse of this option can cause statements from OCS to fail on a SQL Server.

dial_log_destination

Type: Optional

Default Value: none (no logging)

Valid Value(s): <directory path>

Specifies the path to the directory that stores a log for the calling list.

You can put this option in the OCS Application object or in a specific list. OCS first looks for the option in the OCServer section on the Annex tab of a list. If it does not find the option there, it looks on the Option tab (OCServer section) of the Application object. If OCS still does not find the option, then OCS does not maintain a log for the list. For additional information, see “Log Options Defined” on [page 264](#).

dial_log_delimiter

Type: Optional

Default Value: ''

Valid Value(s): Any character combination

Specifies the delimiters that are used between the fields of the log for the calling list. Because the flat files are produced for this option, delimiters must be added to the log. The default value is an empty string. If the value of the option is an empty string (string length of 0), the ASCII TAB character (code 9) is used.

You can put this option in the OCS Application object or in a specific list. OCS first looks for the option in the OCServer section in the Annex tab of a list. If it does not find the option there, it looks on the Option tab (OCServer section) of the application object. For additional information, see “Log Options Defined” on [page 264](#).

dial_log_buffer

Type: Optional

Default Value: 16384 (bytes)

Valid Value(s): 2 - 32768

Specifies the size of the buffer used for the Record History Log file output, and the frequency within which OCS updates the History Log file.

The smaller the setting of the size limit for the OCS buffer, the more frequently OCS must empty the buffer by unloading the data into the file.

public_network_access_code

Type: Optional

Default Value: NULL

Valid Value(s): Any character string

Specifies the string that is added as a prefix to each phone number that OCS sends to a specific switch. The phone numbers in the call `UserData` remain unchanged. This number specifies the PSTN access code for the switch to which T-Server is connected. When an access code is added as a value, the system always places the access code in front of the phone number that is dialed. For example, if you set the value 9 into the value field, then the prefix 9 is always dialed before each phone number.

If you are using the Outbound Contact Wizard, it prompts you to enter a value for this option. To accept the default value for this option, click the `Cancel` button on the wizard screen.

You can add Dialogic dialing control parameters as a prefix to the dialed numbers from a calling list. When combined with the string defined for the `public_network_access_code` option, Dialogic dialing control symbols (prefix) determine the dialing time. The following Dialogic symbols are available:

- `L`—Wait for the local dial tone before dialing.
- `I`—Wait for the international dial tone before dialing.
- `X`—Wait for the special dial tone before dialing.
- `,` (comma) — Pause 2 seconds

For example, suppose that the `public_network_access_code` is defined as `L9`. In this case, the dialer will wait for a dial tone, dial 9, pause for 2 seconds, then dial the number from the calling list.

Notes: Dialing control parameters work only if the CPD Server dials the calls through the Dialogic card (`tscall=false`).

This option can be set at three levels, `Switch/Application` (which has the lowest priority), `Campaign Group` (which has a medium priority), and `Calling List` (which has the highest priority).

update_all_records

Type: Optional

Default Value: `false`

Valid Value(s): `true/yes`, `false/no`

Specifies how OCS updates the status of records after the chain processing has been completed.

- If set to `true` or `yes`, OCS updates all records in the chain, regardless of the dialing filter applied. All records in the chain that are outside the parameters of the dialing filter are updated with the same status that the chain receives after OCS has finished processing it.

- If set to `false` or `no`, records in the chain that were filtered out by the dialing filter are marked as `record_status = Ready`.

Switch-Level Options for OCS

You can set the following options as configuration objects on the `Options` tab of the Outbound Contact Server Application object, or they can be stored at the switch level. OCS can work with many switches. At the switch level, you can assign different values for each switch. When set on the `Options` tab, the value applies to all switches.

OCS looks first at the switch level. The option setting at this level overrides the value in the `Options` tab.

Switch options are stored in a section folder called `OCServer` or `Default` on the `Annex` tab of the `Switch` object.

channel_num

Type: Optional

Default Value: 0

Valid Value(s): 0 or any positive integer

Specifies the total number of available channels (CPD ports) on the switch when using either the Predictive or Progressive dialing mode.

- If OCS dials a call through T-Server, this value of this option is taken from the `Annex` tab of the `Switch` object.
- If OCS dials through CPD Server, the option is not used. OCS derives the proper number of CPD ports directly from CPD Server through the protocol events.

This option works as follows:

1. Before requesting the next call from T-Server, OCS calculates the number of busy channels on the switch.
2. OCS dials an outbound call when the number of busy channels is less than the value specified for the `channel_num` option.

If the default value 0 (zero) is assigned to `channel_num`, there are no restrictions on the switch, and OCS dials continuously.

dialing_rate_limit

Type: Optional

Default Value: 100

Valid Values: 0 - N (maximum integer)

Changes Take Effect: Immediately

Specifies the maximum number of calls per second that are shared among all campaign groups running in the auto dialing modes (Progressive, Predictive, Progressive with seizing, and Predictive with seizing) that use the switch. The option is not applicable to engage call legs. If the option is set to 0, OCS does not dial for any of the campaign groups that use the switch.

Note: The `dialing_rate_limit` options set at campaign group and application levels are not affected.

engaged_answer_action

Type: Optional

Default Value: `soft_answer`

Valid Value(s): `hard_not_ready`, `hard_ready`, `soft_answer`

Determines the teleset state after an engaging call has been established.

- When set to `hard_not_ready`, OCS sends a request to T-Server to force the teleset to a Not Ready state.
- When set to `hard_ready`, OCS sends a request to T-Server to force the teleset to a Ready state.
- When set to `soft_answer`, OCS uses the agent state provided by Stat Server.

Notes:

- This option is new in OCS version 7.6.101.
 - When using this option, OCS takes the value of `“hard_request_to_login_dn”` option into account. In other words, if `hard_request_to_login_dn` is set to `true`, OCS sends `RequestAgentReady` to the login DN instead of the DN where the call was answered.
-

engaged_release_action

Type: Optional

Default Value: `soft_previous`

Valid Value(s): `soft_previous`, `hard_ready`, `hard_not_ready`

Determines the teleset state after an engaging call has been released.

- When set to `soft_previous`, OCS uses the agent state provided by Stat Server.
- When set to `hard_ready`, OCS sends a request to T-Server to force the teleset to a Ready state.
- When set to `hard_not_ready`, OCS sends a request to T-Server to force the teleset to a NotReady state.

Notes:

- This option is new in OCS version 7.6.101.
 - When using this option, OCS takes the value of `“hard_request_to_login_dn”` option into account. In other words, if `hard_request_to_login_dn` is set to `true`, OCS sends `RequestAgentReady` to the login DN instead of the DN where the call was released.
-

hard_request_to_login_dn

Type: Optional

Default Value: no/false

Valid Value(s): yes/true or no/false

Determines which DN receives the AgentReady or AgentNotReady request when an agent's Place in the database has more than one DN associated with it.

You can use this option when Outbound Contact is configured as follows:

- An agent's Place is configured with an ACD Position and an Extension.
- The “[outbound_release_action](#)” option is set to hard_ready or hard_not_ready.

When both of these conditions are met, OCS sends an AgentReady or AgentNotReady request after receiving an EventReleased message on either of the agent's DNs, depending on the value of this option.

- When set to yes or true, OCS sends an AgentReady or AgentNotReady request to the DN where the agent is logged in.
- When set to no or false, OCS sends an AgentReady or AgentNotReady request to the DN that received the EventReleased message.

outbound_answer_action

Type: Optional

Default Value: soft_answer

Valid Value(s): hard_not_ready, hard_ready, soft_answer

Determines the teleset state after an outbound call has been established.

- When set to hard_not_ready, OCS sends a request to T-Server to force the teleset to a Not Ready state.
- When set to hard_ready, OCS sends a request to T-Server to force the teleset to a Ready state.
- When set to soft_answer, OCS uses the Agent State provided by Stat Server.

Note: When using this option, OCS takes the value of “[hard_request_to_login_dn](#)” option into account. In other words, if hard_request_to_login_dn is set to true, OCS sends RequestAgentReady to the login DN instead of the DN where the call was answered.

outbound_release_action

Type: Optional

Default Value: soft_previous

Valid Value(s): hard_ready, hard_not_ready, soft_previous

Determines the teleset state after an outbound call has been released.

- When set to `hard_ready`, OCS sends a request to T-Server to force the teleset to the Ready state.
- When set to `hard_not_ready`, OCS sends a request to T-Server to force the teleset to the Not Ready state.
- When set to `soft_previous`, OCS uses the Agent State provided by Stat Server.

Note: When using this option, OCS takes the value of “[hard_request_to_login_dn](#)” option into account. In other words, if `hard_request_to_login_dn` is set to `true`, OCS sends `RequestAgentReady` to the login DN instead of the DN where the call was released.

preview_release_nocontact_action

Type: Optional

Default Value: `soft_previous`

Valid Value(s): `hard_ready`, `hard_not_ready`, `soft_previous`

Determines the teleset state after an agent releases an unsuccessful outbound call that the agent had placed manually.

- When set to `hard_ready`, OCS sends a request to T-Server to force the teleset to the Ready state.
- When set to `hard_not_ready`, OCS sends a request to T-Server to force the teleset to the Not Ready state.
- When set to `soft_previous`, OCS does not send any requests to T-Server.

Notes:

- A new option for OCS 7.6.101.
 - When using this option, OCS takes the value of “[hard_request_to_login_dn](#)” option into account. In other words, if `hard_request_to_login_dn` is set to `true`, OCS sends `RequestAgentReady` to the login DN instead of the DN where the call was released.
-

public_network_access_code

Type: Optional

Default Value: NULL

Valid Value(s): Any character string

Specifies the string that is added as a prefix to each phone number that OCS sends to a specific switch. The phone numbers in the call `UserData` remain unchanged. This number specifies the PSTN access code for the switch to which T-Server is connected. When an access code is added as a value, the system always places the access code in front of the phone number that is

dialed. For example, if you set the value 9 into the value field, then the prefix 9 is always dialed before each phone number.

If you are using the Outbound Contact Wizard, it prompts you to enter a value for this option. To accept the default value for this option, click the **Cancel** button on the wizard screen.

You can add Dialogic dialing control parameters as a prefix to the dialed numbers from a calling list. When combined with the string defined for the `public_network_access_code` option, Dialogic dialing control symbols (prefix) determine the dialing time. The following Dialogic symbols are available:

- `L`—Wait for the local dial tone before dialing.
- `I`—Wait for the international dial tone before dialing.
- `x`—Wait for the special dial tone before dialing.
- `,` (comma)—Pause 2 seconds.

For example, suppose that the `public_network_access_code` is defined as `L9`. In this case, the dialer will wait for a dial tone, dial 9, pause for 2 seconds, then dial the number from the calling list.

Notes: Dialing control parameters work only if the CPD Server dials the calls through the Dialogic card (`tscall=false`).

This option can be set at three levels, `Switch/Application` (which has the lowest priority), `Campaign Group` (which has a medium priority), and `Calling List` (which has the highest priority).

DN-Level Options for OCS

You set the following options at the DN level. DN options are stored in section folders on the Annex tab of the DN object. The section folder(s) can be named as follows:

- `OCServer`
- `default`
- `<OCS application object name>` (see [page 178](#))

overflow_dn

Type: Optional

Default Value: `false`

Valid Value(s): `yes/true` or `no/false`

Designates a DN to which the switch reroutes overflow calls.

Outbound calls that are answered by the called party but that remain in an ACD Queue too long before an agent answers are recognized by the switch as overflow calls

If this option is set to `true` or `yes`, Outbound Contact treats such call as overflow calls.

Outbound Contact supports two different methods of handling these overflow calls. The DN configuration in Configuration Manager determines which method OCS uses. The two methods are as follows:

- If the overflow DN is an Extension/Position DN, OCS instructs T-Server to release the call. To use this method, set the `overflow_dn` option to `true` on the Annex tab of the Extension/Position DN to which the switch delivers overflow calls. When OCS receives an `EventRinging` message on this DN, it automatically sends a request to T-Server to answer the call, and then updates the record with the `Dropped` call result. After receiving the `EventEstablished` response from T-Server, OCS sends a request to T-Server to release the call.
- If the overflow DN is a Queue or a Routing Point, the call is transferred to a Destination DN such as voice mail or IVR for a pre-recorded message. To use this method, set the `overflow_dn` option to `true` on the Annex tab of the ACD Queue or Routing Point from which the overflow calls are distributed to the destination DNs. When OCS receives an `EventQueued` on this DN, it automatically destroys the call in its memory, and then updates the record with the `Dropped` call result.

If you set the value of this option to `false` or `no`, OCS does not treat calls as overflow calls if they remain in an ACD Queue (waiting for an agent) beyond the timeout period. OCS does not update the record as `Dropped`, and the call is not released as an overflow call.

outbound_contact_server

Type: Optional

Default Value: `undefined`

Valid Value(s): `yes/true`, `no/false`, or `undefined`

Applying this option to the Communication DNs (CommDNs) reduces the number of DNs used for OCS. OCS uses CommDNs to communicate with the Stat Server, the backup OCS, and third-party applications. Set this option to `true` or `yes` if you want OCS to communicate with a third-party application through this DN. The value `undefined` has the same effect as if this option is absent.

CPD Server Options

The CPD Server options are located in section folders on the `Options` tab of the CPD Server application object in the Configuration Manager. These sections include new options that allow you to configure the CPD Server 7.6 to meet the needs of your contact center.

Each of these sections has its own set of configuration options:

- “General Section” on [page 222](#)
- “HMP Section” on [page 230](#)

- “ISDN Section” on [page 231](#)
- “Line-Side Section” on [page 233](#)
- “Tones Section” on [page 234](#)
- “License Section” on [page 239](#)

Notes: Ignore messages about dynamic option changes when the `keep-channels-open` option is set to `yes`, or if Dialogic DM3 hardware or HMP software is used.

CPD Server does not read options that are not supported for a particular line type.

The `pre-connect-cpd-priority` ([page 227](#)) and `post-connect-cpd-priority` ([page 227](#)) CPD Server options are ignored when the `line-type` option ([page 224](#)) contains the `hmp` value.

General Section

continuous-no-signal

Type: Optional

Default Value: 20

Valid Value(s): unsigned integer

Specifies the time, in seconds, of continuous silence (no ring back timeout).

Note: You can configure CPD Server to create two voice files for each outbound call that it dials on a Dialogic port. The next two options define the prefixes in the file names for two types of voice recording files.

cpd-recording

Type: Optional

Default Value: no/false

Valid Value(s): yes/true or no/false

Enables recording of call progress detection.

conversation-file-name-prefix

Type: Required if the `cpd-recording` option is enabled

Default Value: conv_

Valid Value(s): Any ASCII string

Specifies the prefix for the file name for the conversation recording file.

cpd-file-name-prefix

Type: Required if the `cpd-recording` option is enabled

Default Value: `cpd_`

Valid Value(s): an ASCII string

Specifies the prefix for the file name for the call result recording file.

cpd-if-established

Type: Optional

Default Value: `false`

Valid Value(s): `true/false`, `yes/no`

Part of the OCS support for uncommon CPD/CTI event flows. It controls the way the pre-connect Call Progress Analysis (CPA) is performed. This option defines when Dialogic voice resource should be engaged for CPA.

- If set to `true` or `yes`, Dialogic CPA is engaged after the `EventEstablished` message has been received.
- If set to `false` or `no`, Dialogic CPA is engaged immediately at the beginning of the call start.

For increased flexibility in CPA, two additional options, `pre-connect-cpd-priority` and `post-connect-cpd-priority`, work together to control the outcome of conflicting call results that come separately from T-Server (CTI) and Dialogic (CPD).

Notes:

- The `cpd-if-established` option is ignored when CPD Server is used with Dialogic DM3 hardware. It is also ignored for Springware hardware with an `isdn` line-type.
 - When you are using the `line-side-dm3`, `isdn-dm3`, `cas-dm3`, or `hmp` line types, the value for this option automatically adjusts to `false`.
-

destination-busy-timeout

Type: Optional

Default Value: `2000` (milliseconds)

Valid Value(s): <A numeric value representing milliseconds>

CPD Server normally waits for both of the following indicators that a dialed number is busy before it terminates call progress detection.

- Busy call result from the Dialogic board
- `EventDestinationBusy` from T-Server

This option prevents CPD Server from waiting indefinitely for a Busy call result by specifying the length of time (in milliseconds) that CPD Server waits for confirmation of the call result from the second source after the first has arrived. When the timeout expires, CPD Server accepts the Busy call result as correct.

keep-channels-open

Type: Optional

Default Value: no

Valid Value(s): yes, no

Changes Take Effect: Immediately

Determines how CPD Server uses Dialogic channels.

When set to yes, CPD Server keeps all Dialogic channels open and reuses them for the next call. CPD Server is unable to process dynamic option changes when this value is specified.

When set to no, CPD Server closes the Dialogic channels after use and reopens them for the next call.

Note: Please ignore messages about dynamic option changes when the keep-channels-open option contains a value of yes.

line-type

Type: Required

Default Value: None

Valid Value(s): analogue, line-side, line-side-dm3, isdn, isdn-dm3, cas-dm3, sip-hmp, sip-hmp-asm

Specifies the type of line (Dialogic card) that is being used. It also specifies the type of the protocol used to connect the Dialogic board to the switch or PSTN; for example: dm3, analogue, line-side, or isdn.

The analogue value represents analog Dialogic boards that are supported in transfer mode only because answer supervision is not supported by analog lines.

The line-side-dm3 and sip-hmp values are for transfer mode only.

The isdn-dm3, cas-dm3, and sip-hmp-asm values are for ASM-mode only.

Notes: The sip-hmp and sip-hmp-asm values prompt CPD Server to process the sip-proxy option. See [page 231](#) for more information about this option.

Please ignore messages about dynamic option changes when Dialogic DM3 hardware is used.

location

Type: Required

Default Value: None

Valid Value(s): Any string

Specifies the name of the folder under the DN section of the Switch object of the T-Server application that CPD Server uses when dialing.

max-number-ports-to-record

Type: Optional

Default Value: 0

Valid Value(s): 0 - k

Enables CPD Server to record files in a plain VOX format (PCM/8000Hz/8bps). It creates the following two voice files for each outbound call:

- File 1 contains the line recording for the call progress detection stage.
- File 2 records the conversation between an agent and the called party if the call result is answer (ASM mode only).

CPD Server records these voice files on the Dialogic ports used for outbound dialing. *Specific* ports are *not* dedicated for reporting, but the *number* of ports to use for recording is configurable. The `max-number-ports-to-record` option specifies the maximum number of agent ports on which to record at the same time. A value of 1 or more enables voice file recording on that number of ports concurrently. A value of 0 (zero) disables the voice file recording function.

CPD Server keeps track of the ports that are being recorded and stops recording when the specified number of ports are engaged for this purpose. CPD Server will not record on another port until one is disengaged. The number of times that the same call transfers from Agent DN to Agent DN does not increase the number of ports being used for the recording of that call. The call remains on the same port when it passes from agent to agent.

The value of the `max-number-ports-to-record` is limited by two factors:

- The number of configured recording ports
- The hardware limit for the number of Dialogic ports per box

For example:

```
switch
  DN
    'location_name'
      regular
      engaging
      recording
      dxxxB1
      dxxxB1C1
      dxxxB2C2
```

When a number of voice channels are reserved for recording, the same number of digital channels should be disabled so that CPD will report the correct number of available ports for dialing. This should be done if the following is true:

- CPD Server is working in transfer mode and the number of either digital or loop start channels is equal to the number of voice channels.
- CPD Server is working in ASM ISDN mode and the number of non-engaging channels is equal to the number of voice channels.

- CPD Server is working in ASM Melcas mode and the number of digital channels is equal to the number of voice channels.

You can upgrade the number of voice channels by adding more Dialogic voice only boards.

Note: The extended port usage for recording might necessitate the allocation of more Dialogic resources—that is, an increased number of ports to be used for outbound dialing in general.

off-hook-delay

Type: Optional

Default Value: -1

Valid Value(s): Any integer

Specifies the delay, in seconds, between off-hook and TMakeCall:

If set to a negative value,; off-hook, and then tmakecall

If set to a positive value: tmakecall, and then off-hook

off-hook-timeout

Type: Optional

Default Value: 1

Valid Value(s): Any positive integer

Specifies the amount of time to wait, in seconds, that CPD Server waits before assuming that the channel is in the off-hook state.

on-hook-timeout

Type: Optional

Default Value: 1

Valid Value(s): Any non-negative integer

Specifies the amount of time, in seconds, that CPD Server waits before assuming that the channel is in an on-hook state.

out-of-service-attempts

Type: Optional

Default Value: 2

Valid Value(s): Any non-negative integer; minimum 2

Specifies the number of failed attempts to use a port (channel) before CPD Server marks it out of service.

out-of-service-timeout

Type: Optional

Default Value: 1

Valid Value(s): Any non-negative integer, with no upper limit restrictions; minimum 0>

Specifies the amount of time (in minutes) that CPD Server waits before trying to use an out-of-service port again. If the value is 0, CPD Server ignores out-of-service conditions and continues to attempt to use the port.

post-connect-cpd-priority

Type: Optional

Default Value: tserver

Valid Value(s): tserver, dialogic

Defines the CPD priority for post-connect CPA. This option works together with the pre-connect-cpd-priority option.

pre-connect-cpd-priority

Type: Optional

Default Value: tserver

Valid Value(s): tserver, dialogic

Defines the source of Call Progress Information that is used for pre-connect CPA.

For increased flexibility in CPA for uncommon CPD/CTI event flow support, the pre-connect-cpd-priority and post-connect-cpd-priority options work together.

They control the outcome of conflicting call results that come separately from T-Server (CTI) and Dialogic (CPD). They also define the conclusive source of CPA. Each of these options controls some possible conflicting CPA outcomes for the pre- and post-connect CPA.

This option works together with the post-connect-cpd-priority option.

sit-detection

Type: Optional

Default Value: yes/true

Valid Value(s): yes/true or no/false

Defines the SIT signal parameters in the Dialogic DX_CAP data structure to enable CPD Server to more easily identify a SIT signal.

Controls SIT detection under the following conditions: SIT is disabled, and the tscall option is enabled to determine, from the DestinationBusy event, whether a number is valid.

tscall

Type: Optional

Default Value: no/false

Valid Value(s): yes/true or no/false

Specifies whether CPD Server sends a request to T-Server (tscall = true or yes) or to Dialogic board (tscall = false or no) to make a call.

tsclear

Type: Optional

Default Value: `no/false`

Valid Value(s): `yes/true` or `no/false`

Controls the way a call is released. If this option is set to `yes`, a `RequestClearCall` (G3 specific) is issued to release an active call. This option is useful, but not required, if a two-step transfer fails on a G3 switch.

use-engaging-lines

Type: Optional

Default Value: `no/false`

Valid Value(s): `yes/true` or `no/false`

Applicable only to ASM mode:

- If set to `no` or `false`, CPD Server engages agents by using lines from the regular lines pool—that is, from the regular folder.
- If set to `yes` or `true`, CPD Server engages agents by using lines from a special lines pool that is dedicated to engaging purposes—that is, from the *engaging* folder.

You can benefit from this option if, for example, you want to use special trunks for agent engagement—for example, lines that connect directly to the switching office and deliver calls directly to agents, free of charge. When this value is set to `yes`, this option provides an alternative to using trunks that incur a charge for every call.

Notes: Changes to the engaging folder are not supported while CPD Server is running.

All voice channels (`dxxx`) are used by the regular network channels (`dti`) first, and then are used by the engaging channels. If you do not have more voice channels than network channels in your regular folder, then there will be no voice channels remaining for use for the engaging channels. In this case, engaging calls cannot be made.

use-busy2-as-nu-tone

Type: Optional

Default Value: `no/false`

Valid Value(s): `yes/true` or `no/false`

Controls the way in which the Busy2 tone is detected. This option enables CPD Server to detect a NU (Number Unobtainable) tone call result by using the Busy2 tone.

When the value is set to `yes`, the NU tone call result is assigned to all Busy2 tone detected calls. You can set this option at the Application level.

use-fax2-as-am-tone

Type: Optional

Default Value: no/false

Valid Value(s): yes/true or no/false

Controls the way in which the Fax2 tone is detected. This option enables CPD Server to detect an Answering Machine call result by using the Fax2 tone.

When the value is set to yes, the Answering Machine call result is assigned to all Fax2 tone detected calls. You can set this option at the Application level.

wait-off-hook

Type: Optional

Default Value: no/false

Valid Value(s): yes/true or no/false

Specifies whether CPD Server waits (a value of yes or true) or does not wait (a value of no or false) for an off-hook event from T-Server.

Note: This value is used when the `tscall` option has a value of true and the `off-hook-delay` option has a negative value.

Releasing A Call Before Bridging

If the established customer leg of the call has to be released by CPD Server because it could not be bridged with the agent “engage” call leg, a predefined announcement to the customer can be used before the call is released.

Note: This feature is used in ASM mode only.

The following option is used by OCS to provide the announcement file location to CPD Server:

asm_drop_announcement_data

Type: Optional

Default Value: Null

Valid Value: Any string that contains the full network path and the voice file name

- If no value is specified, OCS does not add the `OCS_DROP_ANNOUNCE_DATA` attribute to the extensions parameter of the Outbound Contact Server `RequestMakePredictiveCall` event.
- If a value is specified, the full path to the voice file will be used by CPD Server in the following extensions parameter of the Outbound Contact Server `RequestMakePredictiveCall` event:

`OCS_DROP_ANNOUNCE_DATA`

Data Type: String

Contains the full name of the voice file in .vox format

Note: CPD Server must be able to access this network path so that this file can be used.

CPD Server will play the specified file before releasing the established customer call. If CPD Server successfully opens the file specified in the `OCS_DROP_ANNOUNCE_DATA` attribute, it prints a `dx_playvox success` message to the log file. If there was an error, a `dx_playvox failed` message is printed in the log file.

CPD Proxy Server Options

The following options apply to CPD Proxy Server only.

max-dialing-channels

Type: Optional

Default Value: 0

Valid Value(s): 0 . . . n

Changes Take Effect: Immediately

Specifies the maximum number of dialing channels that can be used by the OCS client of CPD Proxy Server. If the value is 0, there is no restriction to the number of channels used.

Note: A new option for CPD Proxy Server version 7.6.101.

max-engaging-channels

Type: Optional

Default Value: 0

Valid Value(s): 0 . . . n

Changes Take Effect: Immediately

Specifies the maximum number of engaging channels that can be used by the OCS client of CPD Proxy Server. If the value is 0, there is no restriction to the number of channels used.

Note: A new option for CPD Proxy Server version 7.6.101.

HMP Section

The options in this section are enabled when the `line-type` option ([page 224](#)) contains the `sip-hmp` or `sip-hmp-asm` values.

audio-codecs

Type: Optional

Default Value: PCMU

Valid Value(s): PCMU, PCMA, or both separated by a comma

Changes Take Effect: After restart

Defines the codec(s) to use for HMP. If more than one codec is listed, the first codec has priority over the second.

- The PCMU value corresponds to the G.711 mu-law codec.
- The PCMA value corresponds to the G.711 a-law codec.

sip-proxy

Type: Mandatory

Default Value: ''

Valid Value(s): <any valid host name or IP address>

Defines the SIP Proxy host name or IP address.

Note: Please ignore messages about dynamic option changes when HMP software is used.

ISDN Section

The `isdn` section is ignored when CPD Server is use with Dialogic DM3 hardware.

Note: If you are using the `line-side-dm3`, `isdn-dm3`, and `cas-dm3` line types, all options in this section are ignored, except `calling-party-number`.

called-party-number-plan

Type: Optional

Default Value: `isdn`Valid Value(s): String: `unknown`, `isdn`, `telephony`, or `private`

Identifies the number plan of the party called.

called-party-number-type

Type: Optional

Default Value: `national`Valid Value(s): `national`, `international`, `en-block`, `overlap`

Indicates the type of number for the party called.

calling-party-number-plan

Type: Optional

Default Value: `isdn`

Valid Value(s): `unknown`, `isdn`, `telephony`, or `private`

Identifies the number plan of the calling party.

calling-party-number-type

Type: Optional

Default Value: `national`

Valid Value(s): `national`, `international`, `en-block`, or `overlap`

Indicates the type of number for the calling party.

calling-party-number

Type: Optional

Default Value: `None`

Valid Value(s): Any digit string not longer than 31 characters

Specifies the number of the calling party.

Notes: The calling party number (`isdn-dm3`) is always sent and cannot be an empty string when CPD Server is used with Dialogic DM3 hardware. If you are using `isdn-dm3` and `cas-dm3` line types this option is mandatory, and its value cannot be an empty string.

engage-cpd-on-call-setup

Type: Optional

Default Value: `no/false`

Valid Value(s): `yes/true` or `no/false`

Instructs the CPD Server to engage in Call Progress Analysis during the ISDN call setup. This option is especially useful in the following situations:

- Setup for ISDN to non-ISDN destination calls.
- In-band signaling is present before the connection is established.

isdn-trace

Type: Optional

Default Value: `no/false`

Valid Value(s): `yes/true` or `no/false`

Specifies whether CPD Server creates an ISDN board resource (d-channel) trace log (`value = yes` or `true`) or does not create this trace log (`value = no` or `false`).

Genesys recommends that you use this `isdn-trace` option for log purposes only when additional call information is required. The default value (`no` or `false`) normally applies.

If the value is set to `yes` or `true`, CPD Server receives error messages (`Device busy` and/or `Invalid device`) after approximately 100,000 calls. CPD Server

then stops Outbound calling due to the inability to dial through the Dialogic channels.

If this happens, complete the following procedure:

1. Stop the CPD Server.
2. Change the value of the `isdn-trace` option to `no` to turn off the ISDN board resource (d-channel) trace log.
3. Restart the Dialogic drivers.
4. Restart the CPD Server.

isdn-trace-file-name-prefix

Type: Optional

Default Value: `isdn_`

Valid Value(s): Any string

Specifies the prefix for the ISDN trace file.

presentation-indicator

Type: Optional

Default Value: `restricted`

Valid Value(s): `allowed`, `restricted`, `not-available`

Specifies whether a presentation indicator (`Caller_ID`) is allowed, restricted, or not available for an ISDN call-setup message.

use-channel-state

Type: Optional

Default Value: `no/false`

Valid Value(s): `yes/true` or `no/false`

Specifies whether CPD Server uses a channel state (`value = yes` or `true`) or does not use a channel state (`value = no` or `false`). If `yes` or `true`, an in-service message is sent to the switch through the d-channel (ISDN line). Available in North America only.

user-info-layer-1

Type: Optional

Default Value: `g711-ulaw`;

Valid Value(s): `g711-ulaw`; `g711-alaw`;

CPD Server reads the value of this option from the ISDN section of its application object and applies the value to the `user info layer 1` field in the ISDN call setup message.

Line-Side Section

The `line-side` section is ignored when CPD Server is used with Dialogic DM3 hardware. The `/config/fcd/pcd` Dialogic files must be used instead.

Note: If you are using the `line-side-dm3` and `cas-dm3` line types, you cannot modify the bit mask parameters through the CPD Server configuration options. Instead, you use the Dialogic `*.config`, `*.fcd`, and `*.pcd` files. These files are located at `$DIALOGICDIR\data`. Consult the Dialogic documentation for more information on modifying these files.

off-hook-bit-mask

Type: Optional

Default Value: `a-on; b-on;`

Valid Value(s): `a-off; b-on; a-off; b-off; a-on; b-off; a-on; b-on;`

Specifies the mask for a T1/E1 line that is off-the-hook.

on-hook-bit-mask

Type: Optional

Default Value: `a-off; b-on;`

Valid Value(s): `a-off; b-on; a-off; b-off; a-on; b-off; a-on; b-on;`

Specifies the mask for a T1/E1 line that is on-the-hook.

rcv-idle-bit-mask

Type: Optional

Default Value: `a-off; b-on;`

Valid Value(s): `a-off; b-on; a-off; b-off; a-on; b-off; a-on; b-on;`

Specifies the mask that indicates a T1/E1 line in an idle state.

snd-idle-bit-mask

Type: Optional

Default Value: `a-off; b-on;`

Valid Value(s): `a-off; b-on; a-off; b-off; a-on; b-off; a-on; b-on;`

Specifies the mask that the Dialogic board sends to a switch to make a T1/E1 line idle.

Tones Section

The tones section does not configure the tone definition when CPD Server is used with Dialogic DM3 hardware. The `/config/fcd/pcd` Dialogic files must be used instead. The only exceptions are the `use-fax2-as-am-tone` and `forth-tone` options.

Note: This section is not used when the `line-type` option ([page 224](#)) is set to `sip-hmp`.

Any of the following can be represented by a tone:

- Busy signal
- Dial tone
- Fax machine
- Ring back
- Beep signal

Within each of these broad categories of tones, there are specific types of tones—for example a local dial tone or an international dial tone.

Notes: The `qual` templates are configured in the `/config/fcd/pcd` Dialogic files when CPD Server is use with Dialogic DM3 hardware

If you are using the `line-side-dm3`, `isdn-dm3`, or `cas-dm3` line types, you cannot modify the tone parameters through the CPD Server configuration options. Instead you must use the Dialogic `*.config`, `*.fcd`, and `*.pcd` files. These files are located at `$DIALOGICDIR\data`. For more information on modifying these files, consult the Dialogic documentation.

Tone Options

There is a Dialogic option for each type of tone, that the Genesys configuration environment recognizes. These tone options are as follows:

- `busy-tone-1`
- `busy-tone-2`
- `disconnect-tone`
- `extra-dial-tone`
- `fax-tone-1`
- `fax-tone-2`
- `forth-tone`
- `intl-dial-tone`
- `local-dial-tone`
- `ring-back-tone-1`
- `ring-back-tone-2`
- `sit-tone`

The following section provides more details about each of these tone options.

Tone Parameters

For the tone options described in this section, a series of numbers separated by semicolons represents the following nine parameters for each tone:

- Frequency of first tone
- Frequency deviation for first tone
- Frequency of second tone
- Frequency deviation for second tone
- On duration
- Ontime deviation
- Off duration
- Offtime deviation
- Repetition count

Note: All parameters inside string values for CPD Server options are separated by semicolons.

For examples of tone parameters, see the default values for the following tone options.

Note: In the following tone option descriptions, parameters are in 10 ms units.

busy-tone-1

Type: Optional

Default Value: 500; 200; 0; 0; 55; 40; 55; 40; 4;

Valid Value(s): Any string of numbers separated by semicolons and representing the nine tone parameters. (see “Tone Parameters” on [page 235](#)).

Defines a template for the first busy tone.

busy-tone-2

Type: Optional

Default Value: 500; 200; 500; 200; 55; 40; 55; 40; 4;

Valid Value(s): Any string of numbers separated by semicolons and representing the nine tone parameters. (see “Tone Parameters” on [page 235](#)).

Defines a template for the second busy tone.

disconnect-tone

Type: Optional

Default values: 500; 200; 500; 200; 55; 40; 55; 40; 10;

Valid Value(s): Any string of numbers separated by semicolons and representing the nine tone parameters.

Defines a template for disconnect tone, also known as a “fast busy tone.”

extra-dial-tone

Type: Optional

Default Value: 401; 125; 401; 125; 0; 0; 0; 0; 0;

Valid Value(s): Any string of numbers separated by semicolons and representing the nine tone parameters. (see “Tone Parameters” on [page 235](#)”).

Defines a template for an extra dial tone.

fax-tone-1

Type: Optional

Default Value: 2150; 150; 0; 0; 25; -25; 0; 0; 0;

Valid Value(s): Any string of numbers separated by semicolons representing the nine tone parameters. (see “Tone Parameters” on [page 235](#)).

Defines a template for the first FAX tone.

fax-tone-2

Type: Optional

Default Value: 1100; 50; 0; 0; 25; -25; 0; 0; 0;

Valid Value(s): Any string of numbers separated by semicolons representing the nine tone parameters. (see “Tone Parameters” on [page 235](#)).

Defines a template for a second FAX tone.

forth-tone

Type: Optional

Default Value: 0; 0; 0; 0; 0

Valid Value(s): Any string of numbers separated by semicolons representing these following tone parameters: (see “Tone Parameters” on [page 235](#)).

Frequency of first tone:

- Frequency range: 200 Hz to 4000 Hz
- Frequency resolution: 1 Hz

Frequency of second tone:

- Frequency range: 200 Hz to 4000 Hz
- Frequency resolution: 1 Hz

Amplitude of first tone:

- (E-1) -40 dBm0 to +0 dBm per tone nominal
- (T-1) -43 dBm0 to -3 dBm per tone nominal

Amplitude of second tone:

- (E-1) -40 dBm0 to +0 dBm per tone nominal
- (T-1) -43 dBm0 to -3 dBm per tone nominal

Duration: 10 millisecond increments

The forth-tone option enables or disables a beep signal that alerts an agent immediately before a customer is connected to him or her. When an agent is in

the *engaged* mode and waiting to be connected to a customer, this low-frequency tone notifies him or her that a connection is imminent. You can configure the tone frequency, duration, and amplitude of the signal. CPD Server supports this signal on DM3 hardware and SIP-HMP-ASM line-type.

intl-dial-tone

Type: Optional

Default Value: 402; 125; 402; 125; 0; 0; 0; 0; 0;

Valid Value(s): Any string of numbers separated by semicolons representing the nine tone parameters (see “Tone Parameters” on [page 235](#)).

Defines a template for an international dial tone.

local-dial-tone

Type: Optional

Default Value: 400; 125; 400; 125; 0; 0; 0; 0; 0;

Valid Value(s): Any string of numbers separated by semicolons and representing the nine tone parameters (see “Tone Parameters” on [page 235](#)).

Defines a template for a local dial tone.

ring-back-tone-1

Type: Optional

Default Value: 450; 150; 0; 0; 130; 105; 580; 415; 0;

Valid Value(s): Any string of numbers separated by semicolons and representing nine tone parameters (see “Tone Parameters” on [page 235](#)).

This option defines a template for the first ring-back tone.

ring-back-tone-2

Type: Optional

Default Value: 450; 150; 450; 150; 130; 105; 580; 415; 0;

Valid Value(s): A string of numbers separated by semicolons representing nine tone parameters (see “Tone Parameters” on [page 235](#)).

This option defines a template for a second ring-back tone.

sit-tone

Type: Optional

Default Value: 900; 1000; 5; 50; 0; 0; 0; 0; 0; 0; 0;

Valid Value(s): Any string of numbers separated by semicolons and representing the following tone parameters.

Defines the SIT signal parameters in the Dialogic DX_CAP data structure.

A series of 12 numbers separated by semicolons representing these 12 parameters for the sit-tone:

- Lower Frequency: Lower bound for 1st tone in an SIT. (Call Analysis) Length: 2. Default Value: 900. Units: Hz.
- Upper Frequency: Upper bound for 1st tone in an SIT. (Call Analysis) Length: 2. Default Value: 1000. Units: Hz.
- Time Frequency: Minimum time for 1st tone in an SIT to remain in bounds. The minimum amount of time required for the audio signal to remain within the frequency detection range specified by upper frequency and lower frequency for it to be considered valid. (Call Analysis) Length: 1. Default Value: 5. Units: 10 ms
- Maximum Time Frequency: Maximum allowable time for 1st tone in an SIT to be present. Length: 1. Default Value: 0. Units: 10 ms.
- Lower Bound for 2nd Frequency: Lower bound for 2nd tone in an SIT. Length: 1. Default Value: 0. Units: Hz.
- Upper Bound for 2nd Frequency: Upper bound for 2nd tone in an SIT. Length: 1. Default Value: 0. Units: Hz.
- Time for 2nd Frequency: Minimum time for 2nd tone in an SIT to remain in bounds. Length: 1. Default Value: 0. Units: 10 ms.
- Maximum Time for 2nd Frequency: Maximum allowable time for 2nd tone in an SIT to be present. Length: 1. Default Value: 0. Units: 10 ms.
- Lower Bound for 3rd Frequency: Lower bound for 3rd tone in an SIT. Length: 1. Default Value: 0. Units: Hz.
- Upper Bound for 3rd Frequency: Upper bound for 3rd tone in an SIT. Length: 1. Default Value: 0. Units: Hz.
- Time for 3rd Frequency: Minimum time for 3rd tone in an SIT to remain in bounds. Length: 1. Default Value: 0. Units: 10 ms.
- Maximum Time for 3rd Frequency: Maximum allowable time for 3rd tone in an SIT to be present. Length: 1. Default Value: 0. Units: 10 ms.

Note: Please note that SIT tone definitions should be customized only if the default settings are inappropriate for your particular system.

License Section

The License section contains two options that support the licensing of CPD Server:

license-file

Type: Optional

Default Value: None

Valid Value(s): Any string

Specifies the license address in one of these formats:

- The host name and port of the license server, as specified in the SERVER line of the license file, in the port@host format—for example:
 - 7260@ct i server
- The full path to and the exact name of the license file—for example:
 - /opt/mlink/License/License.dat

Note: Changes take effect after an application is restarted.

num-occ-port-licenses

Type: Optional

Default Value: 0 (all available licenses)

Valid Value(s): max or an integer from 0 to 9999

Specifies how many licenses CPD checks out initially.

- If the value of this option is increased, CPD will attempt to check out an additional amount of licenses. This change takes effect immediately.
- If the value of this option is decreased, CPD Server will check in the extra licenses and will not release the ports. CPD Server will not use the ports until the number of used ports falls below the number of licenses available for the CPD Server.

Correlation Between CPD Server Options and Dialogic Boards

This section provides information on the correlation between CPD Server options, Dialogic Board types, and Dialer modes.

In the tables, note the following:

- No indicates that the option is not used in the given Dialing Mode / Board Type / Line-Type.
- Yes indicates that the Option is used in the given Dialing Mode / Board Type / Line-Type.
- A dash (-) indicates that the Dialing Mode / Board Type / Line-Type combination is not possible.

ASM Dialer Mode

The section provides correlation information on the ASM (Active Switching Matrix) Dialer Mode for the following board types:

- DMV ([Table 18](#))
- JCT ([Table 19 on page 244](#))
- HMP ([Table 20 on page 247](#))

Table 18: DMV Dialogic Board Type

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
tones	busy-tone-1	–	–	–	–	No	No	–	–
	busy-tone-2	–	–	–	–	No	No	–	–
	extra-dial-tone	–	–	–	–	No	No	–	–
	fax-tone-1	–	–	–	–	No	No	–	–
	fax-tone-2	–	–	–	–	No	No	–	–
	intl-dial-tone	–	–	–	–	No	No	–	–
	local-dial-tone	–	–	–	–	No	No	–	–
	ring-back-tone-1	–	–	–	–	No	No	–	–
	ring-back-tone-2	–	–	–	–	No	No	–	–
	disconnect-tone	–	–	–	–	No	No	–	–
	forth-tone	–	–	–	–	Yes	Yes	–	–
sit-tone	–	–	–	–	No	No	–	–	
line-side	off-hook-bit-mask	–	–	–	–	No	No	–	–
	on-hook-bit-mask	–	–	–	–	No	No	–	–
	rev-idle-bit-mask	–	–	–	–	No	No	–	–
	snd-idle-bit-mask	–	–	–	–	No	No	–	–

Table 18: DMV Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
isdn	called-party-number-plan	–	–	–	–	No	No	–	–
	called-party-number-type	–	–	–	–	No	No	–	–
	calling-party-number	–	–	–	–	Yes	Yes	–	–
	calling-party-number-plan	–	–	–	–	No	No	–	–
	calling-party-number-type	–	–	–	–	No	No	–	–
	isdn-trace	–	–	–	–	No	No	–	–
	isdn-trace-file-name-prefix	–	–	–	–	No	No	–	–
	presentation-indicator	–	–	–	–	No	No	–	–
	use-channel-state	–	–	–	–	Yes	Yes	–	–
	engage-cpd-on-call-setup	–	–	–	–	No	No	–	–
user-info-layer-1	–	–	–	–	No	No	–	–	
hmp	audio-codecs	–	–	–	–	No	No	–	–
	sip-proxy	–	–	–	–	No	No	–	–

Table 18: DMV Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
general	continuous-no-signal	–	–	–	–	No	No	–	–
	conversation-file-name-prefix	–	–	–	–	Yes	Yes	–	–
	cpd-file-name-prefix	–	–	–	–	Yes	Yes	–	–
	cpd-recording	–	–	–	–	Yes	Yes	–	–
	cpd-if-established	–	–	–	–	No	No	–	–
	destination-busy-timeout	–	–	–	–	Yes	Yes	–	–
	keep-channels-open	–	–	–	–	No	No	–	–
	line-type	–	–	–	–	Yes	Yes	–	–
	location	–	–	–	–	Yes	Yes	–	–
	max-number-ports-to-record	–	–	–	–	Yes	Yes	–	–
	off-hook-delay	–	–	–	–	No	No	–	–
	off-hook-timeout	–	–	–	–	No	No	–	–
	on-hook-timeout	–	–	–	–	No	No	–	–

Table 18: DMV Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	out-of-service-attempts	–	–	–	–	Yes	Yes	–	–
	out-of-service-timeout	–	–	–	–	Yes	Yes	–	–
	pre-connect-cpd-priority	–	–	–	–	No	No	–	–
	post-connect-cpd-priority	–	–	–	–	No	No	–	–
	sit-detection	–	–	–	–	Yes	Yes	–	–
	tscall	–	–	–	–	No	No	–	–
	tsclear	–	–	–	–	No	No	–	–
	use-busy2-as-nu-tone	–	–	–	–	No	No	–	–
	use-fax2-as-am-tone	–	–	–	–	No	No	–	–
	use-engaging-lines	–	–	–	–	Yes	Yes	–	–
	wait-off-hook	–	–	–	–	No	No	–	–

Table 19: JCT Dialogic Board Type

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
tones	busy-tone-1	–	–	–	Yes	–	–	–	–
	busy-tone-2	–	–	–	Yes	–	–	–	–
	extra-dial-tone	–	–	–	Yes	–	–	–	–
	fax-tone-1	–	–	–	Yes	–	–	–	–
	fax-tone-2	–	–	–	Yes	–	–	–	–

Table 19: JCT Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	intl-dial-tone	–	–	–	Yes	–	–	–	–
	local-dial-tone	–	–	–	Yes	–	–	–	–
	ring-back-tone-1	–	–	–	Yes	–	–	–	–
	ring-back-tone-2	–	–	–	Yes	–	–	–	–
	disconnect-tone	–	–	–	Yes	–	–	–	–
	forth-tone	–	–	–	Yes	–	–	–	–
	sit-tone	–	–	–	Yes	–	–	–	–
line-side	off-hook-bit-mask	–	–	–	No	–	–	–	–
	on-hook-bit-mask	–	–	–	No	–	–	–	–
	rev-idle-bit-mask	–	–	–	No	–	–	–	–
	snd-idle-bit-mask	–	–	–	No	–	–	–	–
isdn	called-party-number-plan	–	–	–	Yes	–	–	–	–
	called-party-number-type	–	–	–	Yes	–	–	–	–
	calling-party-number	–	–	–	Yes	–	–	–	–
	calling-party-number-plan	–	–	–	Yes	–	–	–	–
	calling-party-number-type	–	–	–	Yes	–	–	–	–
	isdn-trace	–	–	–	Yes	–	–	–	–
	isdn-trace-file-name-prefix	–	–	–	Yes	–	–	–	–

Table 19: JCT Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	presentation-indicator	–	–	–	Yes	–	–	–	–
	use-channel-state	–	–	–	Yes	–	–	–	–
	engage-cpd-on-call-setup	–	–	–	Yes	–	–	–	–
	user-info-layer-1	–	–	–	Yes	–	–	–	–
hmp	audio-codecs	–	–	–	No	–	–	–	–
	sip-proxy	–	–	–	No	–	–	–	–
general	continuous-no-signal	–	–	–	Yes	–	–	–	–
	conversation-file-name-prefix	–	–	–	Yes	–	–	–	–
	cpd-file-name-prefix	–	–	–	Yes	–	–	–	–
	cpd-recording	–	–	–	Yes	–	–	–	–
	cpd-if-established	–	–	–	No	–	–	–	–
	destination-busy-timeout	–	–	–	Yes	–	–	–	–
	keep-channels-open	–	–	–	Yes	–	–	–	–
	line-type	–	–	–	Yes	–	–	–	–
	location	–	–	–	Yes	–	–	–	–
	max-number-ports-to-record	–	–	–	Yes	–	–	–	–
	off-hook-delay	–	–	–	No	–	–	–	–
	off-hook-timeout	–	–	–	No	–	–	–	–

Table 19: JCT Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	on-hook-timeout	–	–	–	No	–	–	–	–
	out-of-service-attempts	–	–	–	Yes	–	–	–	–
	out-of-service-timeout	–	–	–	Yes	–	–	–	–
	pre-connect-cpd-priority	–	–	–	Yes	–	–	–	–
	post-connect-cpd-priority	–	–	–	Yes	–	–	–	–
	sit-detection	–	–	–	Yes	–	–	–	–
	tscall	–	–	–	No	–	–	–	–
	tsclear	–	–	–	No	–	–	–	–
	use-busy2-as-nu-tone	–	–	–	No	–	–	–	–
	use-fax2-as-am-tone	–	–	–	No	–	–	–	–
	use-engaging-lines	–	–	–	Yes	–	–	–	–
	wait-off-hook	–	–	–	No	–	–	–	–

Table 20: HMP Dialogic Board Type

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
tones	busy-tone-1	–	–	–	–	–	–	–	No
	busy-tone-2	–	–	–	–	–	–	–	No
	extra-dial-tone	–	–	–	–	–	–	–	No
	fax-tone-1	–	–	–	–	–	–	–	No

Table 20: HMP Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	fax-tone-2	–	–	–	–	–	–	–	No
	intl-dial-tone	–	–	–	–	–	–	–	No
	local-dial-tone	–	–	–	–	–	–	–	No
	ring-back-tone-1	–	–	–	–	–	–	–	No
	ring-back-tone-2	–	–	–	–	–	–	–	No
	disconnect-tone	–	–	–	–	–	–	–	No
	forth-tone	–	–	–	–	–	–	–	Yes
	sit-tone	–	–	–	–	–	–	–	No
line-side	off-hook-bit-mask	–	–	–	–	–	–	–	No
	on-hook-bit-mask	–	–	–	–	–	–	–	No
	rcv-idle-bit-mask	–	–	–	–	–	–	–	No
	snd-idle-bit-mask	–	–	–	–	–	–	–	No
isdn	called-party-number-plan	–	–	–	–	–	–	–	No
	called-party-number-type	–	–	–	–	–	–	–	No
	calling-party-number	–	–	–	–	–	–	–	Yes
	calling-party-number-plan	–	–	–	–	–	–	–	No
	calling-party-number-type	–	–	–	–	–	–	–	No
	isdn-trace	–	–	–	–	–	–	–	No

Table 20: HMP Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	isdn-trace-file-name-prefix	–	–	–	–	–	–	–	No
	presentation-indicator	–	–	–	–	–	–	–	No
	use-channel-state	–	–	–	–	–	–	–	No
	engage-cpd-on-call-setup	–	–	–	–	–	–	–	No
	user-info-layer-1	–	–	–	–	–	–	–	No
hmp	audio-codecs	–	–	–	–	–	–	–	Yes
	sip-proxy	–	–	–	–	–	–	–	Yes
general	continuous-no-signal	–	–	–	–	–	–	–	Yes
	conversation-file-name-prefix	–	–	–	–	–	–	–	Yes
	cpd-file-name-prefix	–	–	–	–	–	–	–	Yes
	cpd-recording	–	–	–	–	–	–	–	Yes
	cpd-if-established	–	–	–	–	–	–	–	No
	destination-busy-timeout	–	–	–	–	–	–	–	Yes
	keep-channels-open	–	–	–	–	–	–	–	No
	line-type	–	–	–	–	–	–	–	Yes
	location	–	–	–	–	–	–	–	Yes
	max-number-ports-to-record		–	–	–	–	–	–	Yes
off-hook-delay		–	–	–	–	–	–	No	

Table 20: HMP Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	off-hook-timeout		–	–	–	–	–	–	No
	on-hook-timeout	–	–	–	–	–	–	–	No
	out-of-service-attempts	–	–	–	–	–	–	–	Yes
	out-of-service-timeout	–	–	–	–	–	–	–	Yes
	pre-connect-cpd-priority	–	–	–	–	–	–	–	No
	post-connect-cpd-priority	–	–	–	–	–	–	–	No
	sit-detection	–	–	–	–	–	–	–	Yes
	tscall	–	–	–	–	–	–	–	No
	tsclear	–	–	–	–	–	–	–	No
	use-busy2-as-nu-tone	–	–	–	–	–	–	–	No
	use-fax2-as-am-tone	–	–	–	–	–	–	–	No
	use-engaging-lines	–	–	–	–	–	–	–	Yes
	wait-off-hook	–	–	–	–	–	–	–	No

Transfer Mode (TM) Dialer Mode

The section provides correlation information on the TM Dialer Mode for the following board types:

- DMV ([Table 21](#))
- JCT ([Table 22 on page 254](#))
- HMP ([Table 23 on page 257](#))

Table 21: DMV Dialogic Board Type

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
tones	busy-tone-1	–	–	No	–	–	–	–	–
	busy-tone-2	–	–	No	–	–	–	–	–
	extra-dial-tone	–	–	No	–	–	–	–	–
	fax-tone-1	–	–	No	–	–	–	–	–
	fax-tone-2	–	–	No	–	–	–	–	–
	intl-dial-tone	–	–	No	–	–	–	–	–
	local-dial-tone	–	–	No	–	–	–	–	–
	ring-back-tone-1	–	–	No	–	–	–	–	–
	ring-back-tone-2	–	–	No	–	–	–	–	–
	disconnect-tone	–	–	No	–	–	–	–	–
	forth-tone	–	–	No	–	–	–	–	–
sit-tone	–	–	No	–	–	–	–	–	
line-side	off-hook-bit-mask	–	–	No	–	–	–	–	–
	on-hook-bit-mask	–	–	No	–	–	–	–	–
	rev-idle-bit-mask	–	–	No	–	–	–	–	–
	snd-idle-bit-mask	–	–	No	–	–	–	–	–
isdn	called-party-number-plan	–	–	No	–	–	–	–	–
	called-party-number-type	–	–	No	–	–	–	–	–
	calling-party-number	–	–	No	–	–	–	–	–

Table 21: DMV Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	calling-party-number-plan	–	–	No	–	–	–	–	–
	calling-party-number-type	–	–	No	–	–	–	–	–
	isdn-trace	–	–	No	–	–	–	–	–
	isdn-trace-file-name-prefix	–	–	No	–	–	–	–	–
	presentation-indicator	–	–	No	–	–	–	–	–
	use-channel-state	–	–	No	–	–	–	–	–
	engage-cpd-on-call-setup	–	–	No	–	–	–	–	–
	user-info-layer-1	–	–	No	–	–	–	–	–
hmp	audio-codecs	–	–	No	–	–	–	–	–
	sip-proxy	–	–	No	–	–	–	–	–
general	continuous-no-signal	–	–	No	–	–	–	–	–
	conversation-file-name-prefix	–	–	No	–	–	–	–	–
	cpd-file-name-prefix	–	–	Yes	–	–	–	–	–
	cpd-recording	–	–	Yes	–	–	–	–	–
	cpd-if-established	–	–	No	–	–	–	–	–
	destination-busy-timeout	–	–	Yes	–	–	–	–	–
	keep-channels-open	–	–	No	–	–	–	–	–

Table 21: DMV Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	line-type	–	–	Yes	–	–	–	–	–
	location	–	–	Yes	–	–	–	–	–
	max-number-ports-to-record	–	–	No	–	–	–	–	–
	off-hook-delay	–	–	Yes	–	–	–	–	–
	off-hook-timeout	–	–	Yes	–	–	–	–	–
	on-hook-timeout	–	–	Yes	–	–	–	–	–
	out-of-service-attempts	–	–	Yes	–	–	–	–	–
	out-of-service-timeout	–	–	Yes	–	–	–	–	–
	pre-connect-cpd-priority	–	–	No	–	–	–	–	–
	post-connect-cpd-priority	–	–	No	–	–	–	–	–
	sit-detection	–	–	No	–	–	–	–	–
	tscall	–	–	Yes	–	–	–	–	–
	tsclear	–	–	Yes	–	–	–	–	–
	use-busy2-as-nu-tone	–	–	Yes	–	–	–	–	–
	use-fax2-as-am-tone	–	–	Yes	–	–	–	–	–
	use-engaging-lines	–	–	No	–	–	–	–	–
	wait-off-hook	–	–	Yes	–	–	–	–	–

Table 22: JCT Dialogic Board Type

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
tones	busy-tone-1	Yes	Yes	–	–	–	–	–	–
	busy-tone-2	Yes	Yes	–	–	–	–	–	–
	extra-dial-tone	Yes	Yes	–	–	–	–	–	–
	fax-tone-1	Yes	Yes	–	–	–	–	–	–
	fax-tone-2	Yes	Yes	–	–	–	–	–	–
	intl-dial-tone	Yes	Yes	–	–	–	–	–	–
	local-dial-tone	Yes	Yes	–	–	–	–	–	–
	ring-back-tone-1	Yes	Yes	–	–	–	–	–	–
	ring-back-tone-2	Yes	Yes	–	–	–	–	–	–
	disconnect-tone	Yes	Yes	–	–	–	–	–	–
	forth-tone	Yes	No	–	–	–	–	–	–
sit-tone	Yes	Yes	–	–	–	–	–	–	
line-side	off-hook-bit-mask	No	Yes	–	–	–	–	–	–
	on-hook-bit-mask	No	Yes	–	–	–	–	–	–
	rev-idle-bit-mask	No	Yes	–	–	–	–	–	–
	snd-idle-bit-mask	No	Yes	–	–	–	–	–	–
isdn	called-party-number-plan	No	No	–	–	–	–	–	–
	called-party-number-type	No	No	–	–	–	–	–	–
	calling-party-number	No	No	–	–	–	–	–	–

Table 22: JCT Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	calling-party-number-plan	No	No	–	–	–	–	–	–
	calling-party-number-type	No	No	–	–	–	–	–	–
	isdn-trace	No	No	–	–	–	–	–	–
	isdn-trace-file-name-prefix	No	No	–	–	–	–	–	–
	presentation-indicator	No	No	–	–	–	–	–	–
	use-channel-state	No	No	–	–	–	–	–	–
	engage-cpd-on-call-setup	No	No	–	–	–	–	–	–
	user-info-layer-1	No	No	–	–	–	–	–	–
hmp	audio-codecs	No	No	–	–	–	–	–	–
	sip-proxy	No	No	–	–	–	–	–	–
general	continuous-no-signal	Yes	Yes	–	–	–	–	–	–
	conversation-file-name-prefix	No	No	–	–	–	–	–	–
	cpd-file-name-prefix	Yes	Yes	–	–	–	–	–	–
	cpd-recording	Yes	Yes	–	–	–	–	–	–
	cpd-if-established	Yes	Yes	–	–	–	–	–	–
	destination-busy-timeout	Yes	Yes	–	–	–	–	–	–
	keep-channels-open	Yes	Yes	–	–	–	–	–	–

Table 22: JCT Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	line-type	Yes	Yes	–	–	–	–	–	–
	location	Yes	Yes	–	–	–	–	–	–
	max-number-ports-to-record	No	No	–	–	–	–	–	–
	off-hook-delay	Yes	Yes	–	–	–	–	–	–
	off-hook-timeout	Yes	Yes	–	–	–	–	–	–
	on-hook-timeout	Yes	Yes	–	–	–	–	–	–
	out-of-service-attempts	Yes	Yes	–	–	–	–	–	–
	out-of-service-timeout	Yes	Yes	–	–	–	–	–	–
	pre-connect-cpd-priority	Yes	Yes	–	–	–	–	–	–
	post-connect-cpd-priority	Yes	Yes	–	–	–	–	–	–
	sit-detection	Yes	Yes	–	–	–	–	–	–
	tscall	Yes	Yes	–	–	–	–	–	–
	tsclear	Yes	Yes	–	–	–	–	–	–
	use-busy2-as-nu-tone	Yes	Yes	–	–	–	–	–	–
	use-fax2-as-am-tone	Yes	Yes	–	–	–	–	–	–
	use-engaging-lines	No	No	–	–	–	–	–	–
	wait-off-hook	Yes	Yes	–	–	–	–	–	–

Table 23: HMP Dialogic Board Type

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
tones	busy-tone-1	–	–	–	–	–	–	No	
	busy-tone-2	–	–	–	–	–	–	No	
	extra-dial-tone	–	–	–	–	–	–	No	
	fax-tone-1	–	–	–	–	–	–	No	
	fax-tone-2	–	–	–	–	–	–	No	
	intl-dial-tone	–	–	–	–	–	–	No	
	local-dial-tone	–	–	–	–	–	–	No	
	ring-back-tone-1	–	–	–	–	–	–	No	
	ring-back-tone-2	–	–	–	–	–	–	No	
	disconnect-tone	–	–	–	–	–	–	No	
	forth-tone	–	–	–	–	–	–	No	
sit-tone	–	–	–	–	–	–	No		
line-side	off-hook-bit-mask	–	–	–	–	–	–	No	
	on-hook-bit-mask	–	–	–	–	–	–	No	
	rev-idle-bit-mask	–	–	–	–	–	–	No	
	snd-idle-bit-mask	–	–	–	–	–	–	No	
isdn	called-party-number-plan	–	–	–	–	–	–	No	
	called-party-number-type	–	–	–	–	–	–	No	
	calling-party-number	–	–	–	–	–	–	No	

Table 23: HMP Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	calling-party-number-plan	–	–	–	–	–	–	No	–
	calling-party-number-type	–	–	–	–	–	–	No	–
	isdn-trace	–	–	–	–	–	–	No	–
	isdn-trace-file-name-prefix	–	–	–	–	–	–	No	–
	presentation-indicator	–	–	–	–	–	–	No	–
	use-channel-state	–	–	–	–	–	–	No	–
	engage-cpd-on-call-setup	–	–	–	–	–	–	No	–
	user-info-layer-1	–	–	–	–	–	–	No	–
hmp	audio-codecs	–	–	–	–	–	–	Yes	–
	sip-proxy	–	–	–	–	–	–	Yes	–
general	continuous-no-signal	–	–	–	–	–	–	Yes	–
	conversation-file-name-prefix	–	–	–	–	–	–	No	–
	cpd-file-name-prefix	–	–	–	–	–	–	Yes	–
	cpd-recording	–	–	–	–	–	–	Yes	–
	cpd-if-established	–	–	–	–	–	–	No	–
	destination-busy-timeout	–	–	–	–	–	–	Yes	–
	keep-channels-open	–	–	–	–	–	–	No	–

Table 23: HMP Dialogic Board Type (Continued)

Section	CPD Server Option	analogue line-type	line-side line-type	line-side-dm3 line-type	isdn line-type	isdn-dm3 line-type	cas-dm3 line-type	sip-hmp line type	sip-hmp-asm line-type
	line-type	–	–	–	–	–	–	Yes	–
	location	–	–	–	–	–	–	Yes	–
	max-number-ports-to-record	–	–	–	–	–	–	No	–
	off-hook-delay	–	–	–	–	–	–	No	–
	off-hook-timeout	–	–	–	–	–	–	No	–
	on-hook-timeout	–	–	–	–	–	–	No	–
	out-of-service-attempts	–	–	–	–	–	–	Yes	–
	out-of-service-timeout	–	–	–	–	–	–	Yes	–
	pre-connect-cpd-priority	–	–	–	–	–	–	No	–
	post-connect-cpd-priority	–	–	–	–	–	–	No	–
	sit-detection	–	–	–	–	–	–	Yes	–
	tscall	–	–	–	–	–	–	No	–
	tsclear	–	–	–	–	–	–	No	–
	use-busy2-as-nu-tone	–	–	–	–	–	–	No	–
	use-fax2-as-am-tone	–	–	–	–	–	–	No	–
	use-engaging-lines	–	–	–	–	–	–	No	–
	wait-off-hook	–	–	–	–	–	–	No	–

Changes from Release 7.5 to 7.6.x

Table 24 lists any option changes that occurred between release 7.5 and release 7.6.x.

Table 24: Option Changes in Release 7.6.x

Option Name	Option Values	Type of Change	Comments
Outbound Contact Server			
callback-observe-group	false/no or true/yes	New in 7.6.101	Campaign or Application level
force-unload-wait-db	false/no or true/yes	New in 7.6.101	Campaign or Application level
pa-selfcheck-awt-threshold	integer >=1	New in 7.6.101	Campaign Group-Level or Application level
pa-selfcheck-bf-threshold	integer >=1	New in 7.6.101	Campaign Group-Level or Application level
pa-selfcheck-interval	integer >=2	New in 7.6.101	Campaign Group-Level or Application level
pa-selfcheck-odr-threshold	integer >=1	New in 7.6.101	Campaign Group-Level or Application level
preview_release_nocontact_action	hard_ready, hard_not_ready, soft_previous	New in 7.6.101	Switch level or Application level
vtd-override	Any string representing a valid DN name	New in 7.6.101	Campaign Group-Level or Application level
predictive_algorithm	classical, small_group, advanced_small_group	New value in 7.6.1	The advanced_small_group value was added to instruct OCS to use a new advanced small group predictive algorithm; Campaign Group-Level or Application level
predictive-longcalls-truncation	false/no or true/yes	New in 7.6.1	Campaign Group-Level or Application level
small_group_size	Any non-negative integer (0 – n)	Valid values expanded in 7.6.1	Maximum value limit of 50 agents was removed; Campaign Group-Level or Application level

Table 24: Option Changes in Release 7.6.x (Continued)

Option Name	Option Values	Type of Change	Comments
time-to-ready-tolerance	Any positive integer of 2 sec or more	New in 7.6.1	Campaign Group-Level or Application level
ignore-empty-group	yes/true or no/false	New in 7.6	Campaign-Level or Application level
check_dnc_list	yes/true or no/false	New in 7.6	Campaign Level or Application level
campaign-callback-distr	random, equal-from-zero, or equal-from-avg	New in 7.6	Campaign Group-Level or Application level
Outbound Contact Manager			
inactivity-timeout	Any non-negative integer (0–N)	New in 7.6	Application level
CPD Server			
max-dialing-channels	0 . . . n	New in 7.6.101	CPD Proxy Server, General section
max-engaging-channels	0 . . . n	New in 7.6.101	CPD Proxy Server, General section
audio-codecs	PCMU, PCMA	New in 7.6	In the hmp section.



Chapter

9

Log Files

This chapter discusses three types of log files:

- [General Logging, page 263](#)
- [Record History Logging, page 263](#)
- [Extended Audit Trail Log, page 268](#)
- [gsw_request_log, page 272](#)

General Logging

The applications that are part of the Outbound Contact Solution conform to Genesys logging standards. See the *Framework 7.6 Management Layer User's Guide* for more information and enabling and modifying the output log.

Outbound Contact Server will generate two logs after its first successful start:

- The first log contains initial information about connecting to Configuration Server.
- The second log contains configuration information and any information produced by Outbound Contact Server as it processes information.

The level of output is determined by the `verbose` option in the `log` section.

Record History Logging

Record History logging provides you with additional reporting options for calling lists. This logging process does not use database access to write logs; instead it uses flat (text) files that the customer defines. With flat files you can selectively turn logging on or off for different calling lists. Flat files must be imported into a database in order to generate reports (see your database administrator for assistance).

This section includes the following topics:

- “Prestart Information” on [page 264](#)
- “Configuration Options” on [page 264](#)
- “File Structure” on [page 265](#)
- “Log File Naming Conventions” on [page 267](#)
- “Generating Record History Log Reports” on [page 268](#)

Prestart Information

Before you create a Record History Log for your calling list, make sure that you have:

- Properly configured the destination for your log (see “Log Options Defined” on [page 264](#)).
- Provided a sufficient amount of free disk space on the target drive.

Configuration Options

Two options configure the Record History Logs; they are `dial_log_destination` and `dial_log_delimiter`.

Log Options Defined

This topic describes the Record History Log options `dial_log_destination` and `dial_log_delimiter`. You must configure the option `dial_log_destination` to use Record History logging. Then, if the option `dial_log_delimiter` is omitted, a tab delimiter is used in the log file.

The option `dial_log_destination` is used to provide the path where a log for the calling list is stored. This option can be placed in the OCS application object or in a specific calling list object. First, OCS looks for this option in the `OCServer` section in the Annex tab of a list; if does not find this option, it looks in the `Options` tab (`OCServer` section) in the application object; if it does not find this option, then no logging will be performed for the list.

The option `dial_log_delimiter` is used to create delimiters between the fields of the log for the calling list. Because the files for this option are flat files, delimiters must be added to the log. If the `dial_log_destination` option is configured, but the `dial_log_delimiter` is omitted, then tabs are used for the delimiters. By default, if the value of this option is not set, it uses a tab (`\t`) to delimit fields.

The `dial_log_delimiter` option can be placed in the `OCS Application` object or in a specific list. First OCS looks for this options in the `OCServer` section in the Annex tab of a list. If OCS does not find this option there, it looks in the `Options` tab (`OCServer` section) in the application object. If it still does not find this option, then OCS will use a `<tab>` character for the delimiter. For more information about these options, see [page 214](#).

File Structure

The file structure of a Record History Log is shown in columns that include:

- Tracking information.
- Information from Genesys mandatory fields.
- Information from user defined fields.

Information from only some of the Genesys mandatory fields are included when generating the Record History Log. These fields include:

- record_id
- contact_info
- contact_info_type
- record_type
- record_status
- call_result
- attempt
- dial_sched_time
- call_time
- daily_from
- daiy_till
- tz_dbid
- agent_id
- chain_id
- chain_n

This information is followed by rows of the Actions and Events for a record. [Table 25](#) shows an example of the Record History log file structure.

Note: The column name that is listed in the history log is not always the same name as it is in the calling list. For example, the `contact_info` field in the calling list corresponds to the `phone` field in the Record History Log).

Table 25: Log File Structure

time	action	record_ handle	list_ id	campaign_ id	group_ id	ocs_app_ id	tenant_ id	connection_i d	dn	Genesys Mandatory	User Defined
------	--------	-------------------	-------------	-----------------	--------------	----------------	---------------	-------------------	----	----------------------	-----------------

For more information about how to configure the user-defined fields so that the data from the user-defined fields will be written into the flat file, see “Attaching Record Information to Desktop and OCS User Events” in the *Outbound Contact 7.6 Reference Manual* for more information.

Tracking Information

The first ten columns in the log represent the tracking information for each record. [Table 26](#) shows the tracking fields and their descriptions. These fields are followed by Genesys mandatory fields.

Table 26: Tracking Information Fields

Field	Description
1. time	The time logging for the record began.
2. action	The actions and events logged for the record.
3. record_handle	The record's record_handle.
4. list_id	The DBID of the list.
5. campaign_id	The DBID of the campaign.
6. group_id	The DBID of the group.
7. ocs_app_id	OCS's application DBID.
8. tenant_id	The tenant id.
9. connection_id	The Connection_id of the call.
10. dn	The dn used for this campaign.

Log Data

The subsequent rows in the Record History Log represent the event data for the record. [Table 27](#) on [page 266](#) shows the actions and events that may display in the Record History Log. OCS will log numeric data using numeric values.

The fields in the Record History Log are separated by a dialing_log_delimiter, which is defined with the dial_log_delimiter option (see [page 214](#)).

The data for each record in the log breaks when:

- The campaign stops or starts.
- The format of the list changes (for example, a send attribute was added or changed).

Table 27: Actions and Events in Record History Log

Action/Event	Value
DA_CALL_DIALED_OUTBOUND	1
DA_CALL_DIALED_PREVIEW	2

Table 27: Actions and Events in Record History Log (Continued)

Action/Event	Value
DA_CALL_DIALED_CALLBACK	3
DA_CALL_DIALED_CHAIN	4
DA_RECORD_APPLY_TREATMENT	5
DA_CALL_QUEUED	6
DA_CALL_ESTABLISHED	7
DA_CALL_RELEASED	8
DA_RECORD_RESCHEDULED	9
DA_RECORD_UPDATED (UpdateCallCompletionStats, means that user data has changed)	10
DA_RECORD_PROCESSED Usually is associated with a RecordProcessed request from the Desktop or an EventAgentReady when the record is updated in a calling list. DA_RECORD_PROCESSED action can be also triggered by other events—for instance, call abandoned, call released with an unsuccessful call result, record returned to a calling list database table while the campaign is unloading or a call filter is changing.	11
DA_CALL_COMPLETED (to have an agent's timing statistics, not related to a record N.B. abandoned, cancel, do not call will be logged as DA_RECORD_PROCESSED with the corresponding call result)	12
DA_CALL_TRANSFERRED	13
DA_RECORD_PROCESSED_EVENT (A desktop RecordProcessed event. In the log file, this event is always followed by DA_RECORD_PROCESSED.)	14

Log File Naming Conventions

OCS creates a name for each Record History Log. Every log file is named according to the following rule:

```
<ListName>_<ListDBID>_<CampaignDBID>_<GroupDBID>_
<OCSServerApplicationDBID>_<DateTime>
```

The angle brackets indicate variables. Substitute the actual values for the type of data named in brackets.

The `<DateTime>` field uses this format: `mmddy_hhmmss`

Where:

`mm` is replaced by a two-digit representation of the month.

`dd` is replaced by a two-digit representation of the day.

`yy` is replaced by a two-digit representation of the year.

`hh` is replaced by a two-digit representation of the hour.

`mm` is replaced by a two-digit representation of the minutes.

`ss` is replaced by a two-digit representation of the seconds.

For example:

`112305_193805`

Generating Record History Log Reports

The flat files generated in the Record History Log file must be imported into a database in order to generate reports. Genesys recommends that you check with your database administrator for assistance with this process.

Extended Audit Trail Log

Outbound Contact provides an audit trail for each outbound call dialed in preview, progressive, or predictive mode. A new OCS option `log_call_stats` creates a separate logging subsystem for Audit Logging to capture additional statistics on telephony events. OCS does not overwrite the existing data in this log or replace it with new data. The audit logging function *adds* data to a cumulative log.

The extended Audit Trail Log is discussed in detail in the following sections:

- “`log_call_stats` Configuration Option” on [page 268](#)
- “Configuration of Audit Logging” on [page 269](#)
- “Audit Log Record Format” on [page 269](#)
- “Timed Events in PBX and CPD Server” on [page 270](#)
- “Timing Data Availability in Preview Mode” on [page 272](#)

`log_call_stats` Configuration Option

You define the `log_call_stats` option in the OCS Application Object. If you set this option to `yes`, OCS creates the separate Audit Log. If you set the option to `no` or if the option is not present, the audit log function is not enabled.

Configuration of Audit Logging

The configuration of Audit Logging is hard-coded in OCS as follows:

Audit log file name: CallStats.<MMDDYY_HHMMSS_MS>.log

Example: CallStats.072303_182754_216.log

Audit log file location: OCS Application folder

Audit log file segment size: 10 MB

Audit log file segment expiration: none

Audit Log Record Format

OCS produces log records in a comma-delimited format, which can be easily imported into third-party applications, such as MS Excel or SQL Server's BCP utilities, for further processing.

These are the comma-delimited fields in the log record:

- Date in this format: 'MM/DD/YYYY'
- Tenant name in single quotation marks
- Tenant DBID
- Campaign name in single quotation marks
- Campaign DBID
- Phone number in single quotation marks
- Call result (name of CallState from GctiCallState enumerable set, obtained from ConfigServer) in single quotation marks
- Time when dialing starts ('HH:MM:SS.MS')
- Approximate time when ringing starts ('HH:MM:SS.MS')
- Time when an unsuccessful call (such as “no answer”) is released ('HH:MM:SS.MS')
- Time when called party picks up the phone ('HH:MM:SS.MS')
- Time when call progress detection is completed and when CPD Server initiates the call transfer to a Queue ('HH:MM:SS.MS')
- Time when call is placed in a queue ('HH:MM:SS.MS')
- Time when ringing starts on an agent's DN ('HH:MM:SS.MS')
- Time when call is established on the agent's DN ('HH:MM:SS.MS')
- Time when call is diverted to an auto-answering device ('HH:MM:SS.MS') (For example, calls that are not connected to an agent in two seconds might be redirected to a pre-recorded message.)
- Name of the file with CPD recording in single quotation marks

- Name of the voice file that contains the recorded conversation in single quotation marks
- Approximate time difference between OCS and CPD Server computers (in milliseconds)

This field cannot be empty. The field value is zero (0) if the data is not available.

Note: Note that the timestamps (above) are precise to the millisecond and enclosed in single quotation marks. For example, '15:20:50.245'

To support Audit Logging, the CPD Server conveys its timestamp values to OCS. For example, CPD Server passes to OCS the values that indicate when CPD Server has completed call progress detection and when it has initiated the call transfer to a queue.

Fields cannot be omitted. Two commas with no value between them indicate that there is no data for that field. That type of placeholder follows, for example, the time when an unsuccessful call is released. The reason is that the field represented by this particular placeholder is reserved for the time when a called party picks up the phone, which does not occur once the call is released. There is no field value in this case, thus nothing between the commas.

Timed Events in PBX and CPD Server

Which telephony events are timed and *when* the timestamps are issued depend on the type of hardware (PBX or Dialogic Board) and software (OCS, CPD Server) that you use for placing and monitoring calls. The next three tables provide details on timed telephony events for various hardware and software.

Table 28 on [page 270](#) shows telephony events that trigger the timing mechanisms in a PBX board/OCS.

Table 28: Timed Events for PBX

Timestamp For:	Application
Dialing started	OCS
Ringing started	OCS
Unsuccessful call released	OCS
Call answered	N/A
CPD completed / Transfer initiated	N/A
Call placed in Queue	OCS
Agent DN ringing	OCS

Table 28: Timed Events for PBX (Continued)

Timestamp For:	Application
Connected to an agent	OCS
Diverted for auto-answer	OCS

Table 29 shows telephony events that trigger the timing mechanisms in a CPD Server in transfer mode.

Table 29: Timed Events for CPD Server (Transfer Mode)

Timestamp For:	Application
Dialing started	CPD Server
Ringing started	CPD Server
Unsuccessful call released	CPD Server
Call answered	CPD Server
CPD completed / Transfer initiated	CPD Server
Call placed in Queue	CPD Server or OCS
Agent DN ringing	CPD Server or OCS
Connected to an agent	CPD Server or OCS
Diverted for auto-answer	OCS

Table 30 shows telephony events that trigger the timing mechanisms in a CPD Server in ASM mode.

Table 30: Timed Events for CPD Server (ASM Mode)

Timestamp For:	Application
Dialing started	CPD Server
Ringing started	CPD Server
Unsuccessful call released	CPD Server
Call answered	CPD Server
CPD completed / Transfer initiated	CPD Server
Call placed in Queue	N/A

Table 30: Timed Events for CPD Server (ASM Mode) (Continued)

Timestamp For:	Application
Agent DN ringing	N/A
Connected to an agent	CPD Server
Diverted for auto-answer	CPD Server

Timing Data Availability in Preview Mode

In Preview dialing mode, OCS attempts to obtain the data required for audit logging from the telephony events (`EventDialing`, `EventRinging`) on the Agent's DN's. These events should have outbound-specific pairs in the User Data. Thus, the desktop application has to apply to `TMakeCall` all the User Data received in Preview Record.

gsw_request_log

A `gsw_request_log` table stores Outbound Contact dialing activity for reporting, auditing, and other purposes. During installation, the Wizard prompts the user to create a `gsw_request_log` Table Access object, which allows OCS to access the log table.

If the Wizard is not used, then the Table Access object for `gsw_request_log` table can be created manually by creating a new Table Access object under the tenant that will contain campaign information. This Table Access object must be a Log table type and have the name `gsw_request_log`. It must also contain a reference to a valid database access point. The actual name of the database table is user-defined.

Note: In multi-tenant environments, each tenant can have a separate `gsw_request_log` table.

The Outbound Contact Manager checks the configuration of this log table every time it starts. If the `gsw_request_log` Table Access object is configured, but the actual table does not exist in the database, Outbound Contact Manager will create the table.

Outbound Contact Server opens the `gsw_request_log` table for a particular tenant when the first campaign for this tenant is loaded.

Outbound Contact tracks the following call request messages in the `gsw_request_log` table:

- `PreviewDialingModeStart`
- `PreviewDialingModeOver`

- PreviewRecord
- UpdateCallCompletionStats
- RecordProcessed
- RecordReject
- RequestRecordCancel
- RecordReschedule
- ScheduledRecordReschedule
- DoNotCall
- ChainedRecord
- AddRecord

This release of Outbound Contact includes an expanded list of call request messages in a `gsw_request_log` table. Since the log tracks call request messages for agents, a `gsw_request_log` table can be used for auditing purposes. The log does not provide any statistical analysis.

To view a `gsw_request_log` table, use server DMBS SQL features.

For more details, see the chapter entitled, “Communication Protocol,” in the *Outbound Contact 7.6 Reference Manual*.



Chapter

10 Call Handling

The information in this chapter is divided among the following topics:

- [How Treatments Work, page 275](#)
- [Treatment Properties, page 276](#)
- [Rules for Call Results, page 277](#)
- [Apply to Record Actions, page 280](#)
- [Treatment Sequences, page 285](#)
- [Apply to Call Outcomes, page 288](#)
- [Outbound Record Sharing Between Multiple Desktops, page 289](#)
- [Answering Machine Call Handling, page 290](#)

How Treatments Work

This section contains a basic description of treatments. The other topics covered in this chapter contain more complex treatment information for those who create and change treatments in Configuration Manager.

A *treatment object* tells Outbound Contact Server (OCS) how to respond to an unsuccessful call result (a call that does not reach the intended party).

A *treatment sequence* (sometimes called a linked sequence) is a general term describing a series of treatment actions, each assigned a unique sequence number and applied to the same unsuccessful call result.

After Treatment objects are created and then applied to Calling List objects in Configuration Manager, treatments were generally handled in the following way in previous versions of Outbound Contact:

- The chain's status in the database remained as Retrieved.
- Outbound Contact kept the chain in memory until the scheduled time.

Since the Outbound Contact 7.2 release, a treatment processing method was implemented by the option `treatment_sched_threshold` (see this option's description on [page 213](#)). Outbound Contact Server stores the information that

is required to properly restore the treatment application sequence in a dedicated `treatments` field for each chain. This information is stored as a string in format `<CfgTreatment DBID>@<Cycle attempt number>@<Chain number>@<Treatment sequence number>`, where:

- `<CfgTreatment DBID>` is the DBID of the last treatment applied.
- `<Cycle attempt number>` is the number of cycle attempts within the current treatment starting from 1.
- `<chain number>` is the chain number value of the record which is to be dialed when the chain is retrieved by OCS.
- `<treatment sequence number>` is the number of cycle through the chain of records (for more details see Repeat the Treatment Cycle through the Chain of Records).

OCS retrieves and processes treatments history from the database only for records of types `CampaignRescheduled`, `PersonalRescheduled`, `CampaignCallback`, or `Personal Callback`. For other types of records (for example, `General`), the treatments history field is ignored. When the chain is selected, Outbound Contact will retrieve information about the last applied treatment from the field `treatments` and use it to determine the next treatment action that should be applied.

Treatment Properties

Properties are assigned to Treatment objects in the Treatment Properties dialog box in Configuration Manager.

[Table 31](#) defines the primary treatment properties.

Table 31: Primary Treatment Properties

Treatment Property	Definition
Call Result	Type of response received after dialing a calling list record's telephone number. An unsuccessful call result (for example, <code>Busy</code> or <code>No Answer</code>) is assigned to a call that does not reach the intended party.
Apply to Record	Treatment action applied to the next dialing attempt. This value identifies the next action (for example, <code>Redial</code>) that OCS will take when an unsuccessful call result is received.
Apply to Call	Connection required. Determine if the <code>Answering Machine Detected</code> or <code>Fax Detected</code> call result should be transferred or dropped.

Table 31: Primary Treatment Properties (Continued)

Treatment Property	Definition
Number in Sequence	<p>A unique number assigned to each treatment in a series of treatments linked to the same call result.</p> <p>This number sorts treatment sequences in the order they are to be applied to consecutive instances of the same call result. Creating multiple treatments for the same call result links the treatments.</p>
Cycle Attempt	<p>The number of times to apply a treatment action if the first dialing attempt has an unsuccessful call result.</p>
Interval (minutes)	<p>The number of minutes between cycle attempts if the first cycle attempt has an unsuccessful call result.</p>
Increment (minutes)	<p>The increment is added to the interval after the first cycle attempt of an unsuccessful call result. After the second, and all subsequent cycle attempts of an unsuccessful call result, the increment is added to the sum of the last cycle attempt.</p> <p>For example:</p> <p>The interval = 5 minutes The increment = 3 minutes</p> <p>In this scenario the first cycle attempt is 5 minutes. If the first cycle attempt is unsuccessful, the increment (3 minutes) is added to the interval (5 minutes) and the second cycle attempt would be in 8 minutes. For all subsequent unsuccessful cycle attempts, the increment (3 minutes) is added to the sum of the last cycle attempt:</p> <p>$(8 + 3) = 11$ minutes; $(11 + 3) = 14$ minutes; and so on.</p>

Rules for Call Results

Three call result values have special treatment rules: Answer, Answering Machine Detected, and Fax Detected. A complete list of call results with descriptions is provided in the *Outbound Contact 7.6 Reference Manual*.

Treatments are normally applied to a record for unsuccessful calls; however, under certain circumstances Answer (successful call) does require treatment.

Rules for Answer

Answer by a *live* person is a successful call result and usually does not require a treatment. Special circumstances, such as the following, do warrant a treatment for a call result of *Answer* :

- If a call originates at a Route Point and the call is answered, then the logical treatment is to direct the call to a Queue.
- If an answered call is transferred (connected), then a treatment is required.

Rules for Answering Machine Detected or Fax Detected

These rules apply when a call result is Answering Machine Detected or Fax Detected.

For a call that is answered, but the call result is Answering Machine Detected or Fax Detected, the system administrator may assign the “Apply to Call” treatment and specify the Destination DN to which the call is transferred. Here the Destination DN is an ACD queue for an Interactive Voice Response (IVR), such as a recorded message to be left on an answering machine or a FAX sent to a FAX machine. The administrator specifies the Destination DN in the Configuration Manager or through the Outbound Configuration Wizard.

Procedure: Adding a Destination DN

Start of procedure

1. Add all required IVR DNs and their logins in CME under the Switches folder.
2. In the Switches folder, add the queue that the IVRs log in to.
3. Create a Place for each IVR DN and a shortcut to that DN.
4. Create a Person for each IVR DN.

Note: In step 4 (above), the “person” is actually an IVR that emulates a person; that is, the IVR does the work of an agent. In Steps 5 and 6 (below), the “person” (IVR) is configured as an Agent because OCS requires a LoginID to facilitate access to a DN.

5. Configure the Person as an Agent.
6. Create a shortcut to the default Place and LoginID for that IVR Person.
7. Under Agent Group properties, add an Origination DN shortcut to the queue that your IVR DNs log in to.
8. Create an Answering Machine treatment using the following parameters:
 - Call Result: Answering Machine Detected

- Apply to Record: No Treatment
- Apply to Call: Transfer or Connect

Note: Transfer and Connect are synonymous in this context. Both transfer the call to the ACD queue for the IVR DNs.

9. Add this treatment to the calling list you are using.

No Treatment for Apply to Record is one of the two choices available in this release. A second choice for Apply to Record is to Update all records in chain. There are different procedures for configuring No Treatment and Update all records in chain, as explained in the next two sections.

End of procedure

Apply to Record: No Treatment

OCS updates the record at the conclusion of the call; that is, when the IVR hangs up.

Procedure:

Apply to Record, updating all records in a chain

With Update all records in chain, OCS updates all records in a chain as soon as OCS detects an answering machine or FAX machine and transfers the call to a queue for an IVR response.

Start of procedure

If the administrator chooses to Update all records in chain for Apply to Record, follow this procedure:

1. Under Agent Group properties, add an Origination DN shortcut to the queue that the IVR DNs log in to.
2. Create an Answering Machine treatment using the following parameters:
 - Call Result: Answering Machine Detected
 - Apply to Record: Update All Records in Chain
 - Apply to Call: Transfer or Connect (Recall that a call can be transferred or connected to a queue for an IVR. The two terms are synonymous here.)
3. Destination DN: The ACD queue that the IVR DNs log in to. (See note below.)
4. Add this treatment to the calling list you are using.

Note: Recall that the administrator specifies the Destination DN in the Configuration Manager or through the Outbound Configuration Wizard.

End of procedure

Apply to Record Actions

When creating a Treatment object in Configuration Manager, you must assign an Apply to Record action to unsuccessful call results—for example, busy or no answer. See the “Configuration Objects” chapter in this guide for Apply to Record definitions and configuration instructions.

Note: Outbound Contact 7.6 will update the `call_result` field of a record as Answered in the following scenario:

- The Apply to Record action is Assign To Group.
- An agent scheduled a personal RecordReschedule and then logs out.
- At the scheduled call time, another agent receives and processes the record without specifying a all result.

Previously in this scenario, Outbound Contact would update the record as Agent CallBack Error.

Rules for Next-in-Chain Actions

The three Next-in-Chain actions have special rules. All records in a calling list are assigned a chain ID and chain number, even if there is only one record in a chain. These are unlinked records containing a unique chain ID and a chain number represented by a positive number. These unlinked records are not considered to be chained records.

The term “chained records” refers to two or more records linked to each other and assigned the same chain ID. Each chained record has a unique chain number within its chain.

In the example of chained records in [Table 32](#), the Chain # Column shows the order of calling. The first number in the chain to be called starts with 1, the second number in the chain to be called starts with 2, and continues to increase.

The chain numbers can be in any order, but, by default, they are processed in ascending order. You can change the order by using a filter for a call list in the Configuration Manager, by specifying a list of the record fields followed by ASC or DESC and separated by commas.

Table 32: Example of Chained Records

Phone Type	Chain ID	Chain #
James Smith (Home)	19	1
James Smith (Work)	19	3
James Smith (Mobile)	19	2
Janet Green (Work)	20	3
Janet Green (Home)	20	1
Janet Green (Pager)	20	2

The Next-in-Chain actions are as follows:

- Next-in-Chain (immediately dialed)
- Next-in-Chain after (dialed after a specified interval)
- Next-in-Chain at specified date (dialed at a date set in the treatment configuration)

The following guidelines apply:

1. To use any of the next-in-chain actions in a treatment, a calling list must have `chain_id` and `chain_n` populated correctly.
2. When creating a treatment sequence, use the next-in-chain action as the last member in the treatment sequence.
3. When defining treatments for the chained records, treatments of the type Next-In-Chain are used more often than the Cycle and Redial type of treatments.

Generally, if an unsuccessful call result is received, you do not want to redial that number if you have another number to dial for the same contact. However, the final decision on what type of treatment to apply depends upon the goal and strategy of the specific Outbound campaign.

Repeat the Treatment Cycle Through the Chain of Records

When applying treatments, Outbound Contact has the capability of cycling through the chain of records more than once; when the chain has ended, OCS can start dialing the chain again from the first record. Both of the following must be true:

- The last record in the chain is dialed and receives a negative call result.
- The current treatment to be applied is either Next-in-Chain, Next-in-Chain After, or Next-in-Chain at Specified Date.

If both of these are true, OCS can cycle from the last record in the chain to the first record in the chain, and then start dialing the chain again. The behavior to cycle through the chain more than once is optional.

To enable this chain cycling, you must properly set the timing properties for any of the three Next-in-Chain treatments, as follows:

- **Cycle Attempt**—Determines the total number of times that a chain will jump from the last to the first record in the chain. The default value for this property is 0, which means one cycle. The value 1 also means one cycle. Setting the value to be greater than 1 means that the cycling will occur for that specific number of times. The initial dialing of the chain is counted as the first cycle attempt.
- **Interval**—Determines the time period to wait before beginning the cycle again. The interval measures the time between completing the last record in the chain and then jumping to begin again with the first record in the chain.
- **Increment**—Determines the additional amount of minutes to add to the next interval, beyond the length of the previous interval.

Notes: The default behavior is one cycle. When a chain ends, it is updated in the Calling List and OCS stops processing that chain unless you have configured the system to repeat the cycle through the chain again.

The Interval and Increment properties are not applicable to the Next-in-Chain at Specified Date treatment.

For the Next-in-Chain After treatment, the Interval property specifies both the amount of time to wait before dialing the next record, and also, the time to wait before beginning the cycle again. The Increment property applies to the time interval before beginning the cycle again, but not to the time interval between records.

For more information about the timing properties for these treatments, see Table 33, “Using Timing Properties,” on [page 284](#).

Example of the Chain of Records Treatment Cycle Repetition

The following provides an example of the cycle behavior for the chain of records for a Next-in-Chain treatment. In this example, the calling list has a Next-in-Chain treatment for a No Answer call result, with the following configuration:

- **Cycle Attempts:** 3. The total number of times that the cycle through the chain occurs will be 3 times.
- **Interval:** 30. The time to wait before beginning the cycle again is set for 30 minutes. So, the amount of time between ending the last record in the chain and jumping to the first record in the chain will be 30 minutes.

- **Increment:** 20. The time period to add to the interval for each subsequent cycling will be 20 minutes.

The configurations in the example above will result in the following behavior:

1. OCS retrieves a chain consisting of three records and dials the first record in the chain. There is no answer. The treatment is: if there is no answer, dial the next record in the chain.
2. OCS dials the next record in the chain. There is no answer. The treatment is: if there is no answer, dial the next record in the chain.
3. OCS dials the third record in the chain. There is no answer. The treatment is: if there is no answer, dial the next record in the chain.
4. The chain has ended. The number of `Cycle Attempts` in our example is set to greater than 1, so OCS will wait for the specified time of 30 minutes (`Interval` value in our example), and then proceed.
5. After waiting 30 minutes; OCS will now jump to the first record in the chain, and begin with the first treatment step. This cycle will repeat two more times; a total of three times, because the `Cycle Attempts` is set to 3 in our example.
6. For the next two cycles, the `Increments` between intervals will now take effect and they will increase between each cycle. On the second cycle, OCS will wait 50 minutes (`Interval` of 30 minutes + `Increment` of 20 minutes in our example) before jumping to the first record in the chain. On the third cycle, OCS will wait 70 minutes (`Interval` of 30 minutes + `Increment` of 20 minutes + `Increment` of 20 minutes) before jumping to the first record in the chain.

Note: The `Next-in-Chain` treatment must be the last treatment in the sequence. If the `Next-in-Chain` treatment is not the last treatment in the sequence, all treatments after the `Next-in-Chain` will be ignored.

Rules for Update All Records in Chain

The `Update all records in chain` action can be used even if there are no chained records in a calling list. It does not have the same restrictions as the `next-in-chain` actions for the following reasons:

1. This action does not require that timing properties be set.
2. All records contain a chain ID and number even when they are not chained.

Notes: The `No Treatment` action can be used for the call result `Answering Machine Detected` in a `Connect/Transfer` treatment only if AM calls are connected to agents that belong to the OCS Campaign Group. Otherwise, the treatment `Update all records in chain` must be configured for the `Apply to Record` action.

The Update all records in chain action does not work for Answer call results in the Connect/Transfer to treatment.

Timing Properties Used with Apply to Record Actions

Understanding timing properties is essential when creating treatments and applying them to Calling List objects. [Table 33](#) shows which timing properties are required for each treatment action.

Table 33: Using Timing Properties

Apply to Record Action	Cycle Attempt	Interval	Increment (minutes)	Date Time
Assign To Group	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Mark As Agent Error	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Next-in-Chain	Required Set the maximum number of passes through the chain: values 0 and 1 = one pass; the next record in the chain is dialed immediately	Required Set the time interval until the next pass through the chain, after the last record in the chain has been dialed.	Required Set the time interval for the subsequent chain passes	Not Applicable
Next-in-Chain after	Required Set the maximum number of passes through the chain: values 0 and 1 = one pass	Required Set the time interval until the next record in chain is dialed, and until the next pass through the chain, after the last record in the chain has been dialed.	Required Set the time interval for the subsequent chain passes	Not Applicable
Next-in-Chain at specified date	Required Set the maximum number of passes through the chain: values 0 and 1 = one pass	Not Applicable	Not Applicable	Required Set the date/time to dial the next record in chain

Table 33: Using Timing Properties (Continued)

Apply to Record Action	Cycle Attempt	Interval	Increment (minutes)	Date Time
No Treatment	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Redial	Required Set the maximum number of retry attempts	Required Set the time interval until the first cycle attempt.	Required Set the time interval for subsequent cycle attempts.	Not Applicable
Reschedule	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Retry at specified date	Not Applicable	Not Applicable	Not Applicable	Required Set the date/time for the next attempt
Retry in	Not Applicable	Required Set the time interval until the next (only one) attempt	Not Applicable	Not Applicable
Update all records in chain	Not Applicable	Not Applicable	Not Applicable	Not Applicable

When OCS calculates the time for the next dial according to the treatment configuration, it is possible that the new calculated time is out of the “daily from” – “daily till” boundaries of the record. If this happens, OCS adds an appropriate amount of time to the calculated time so that it falls within the boundaries.

Treatment Sequences

Treatment sequences allow you to apply different treatments to each consecutive instance of the same call result. For example, if a Busy call result is received four times in sequence, you might want to apply a different action to each occurrence. Each treatment in the sequence must have a unique treatment name, an Apply to Record action, and a unique, consecutive sequence number. Treatments are linked by assigning the same call result to each treatment in the sequence.

Note: Campaign sequences are not the same as treatment sequences. See “Campaigns” on [page 46](#) for more information about campaign sequences.

Rules for Treatment Sequences

Apply these general rules to treatment sequences.

- Treatment sequences are compatible with next-in-chain Apply to Record actions. Next-in-Chain treatments should be the last one in a sequence. When OCS dials the next record in a chain and receives the same call result for this record as it did for the previous record, the whole treatment sequence will be repeated.
- Always assign consecutive numbers to treatment sequences and always begin with 1. If you use non-consecutive numbers—such as 1, 2, and 4—the treatment sequence stops at the first non-consecutive number, which in this example is 4. The first two treatments would apply, but not the fourth.
- OCS applies each treatment in sequential order until a successful call result is received, a dialing attempt generates a different unsuccessful call result, or the number of dialing attempts equals the Maximum Attempts value assigned in the calling list object.
- If a treatment sequence for one call result (for example, Busy) is interrupted with a different call result (No Answer), the sequence is broken and the Number in sequence value for Busy resets to one 1. If the Busy call result is received again, the treatment sequence restarts at the beginning.

Treatment Object List

[Table 34](#) shows Treatment objects that will be used in Examples 1 and 2, which follow.

Table 34: Treatment Objects List

Treatment Object Name	Call Result	Number in Sequence	Treatment Action (Apply to Record)
Busy1	Busy	1	Redial
Busy2	Busy	2	Retry in (60 min.)
AnsMach1	Answering Machine Detected	1	Retry in (60 min.)

Table 34: Treatment Objects List (Continued)

Treatment Object Name	Call Result	Number in Sequence	Treatment Action (Apply to Record)
AnsMach2	Answering Machine Detected	2	Retry at specified date
NoAnswer	No Answer	1	Retry in (60 min.)

Example 1: Treatment Sequence Exhausted

In this example, the Maximum Attempts value in the Calling List object is 8, and a record is dialed five times. The results are shown in [Table 35](#).

Table 35: Example 1, Treatment Sequence Exhausted

Call Result	Treatment Action (Apply to Record)	Reached Party?
Busy	Redial	No
Answering Machine Detected	Retry in (60 min.)	No
Busy	Redial	No
Answering Machine Detected	Retry in (60 min.)	No
Answering Machine Detected	Retry at specified date	No
Answer	No treatment	Yes

In Example 1, the call did not reach its intended party and, on the fifth dial attempt, the second number in the Answering Machine Detected treatment sequence is executed.

Example 2: Record Reaches Maximum Attempts Value

When the number of times the telephone number is dialed matches the Maximum Attempts value from the calling list, the final outcome of the last attempt is applied and logged in the database.

In this example the calling list object's Maximum Attempts value is 8. Using the same Treatment objects from Example 1, a record is dialed eight times, with the results shown in [Table 36](#).

Table 36: Example 2, Record Reaches Maximum Attempts Value

Number of Attempts	Call Result	Treatment Action (Apply to Record)	Reached Party
1	Answering Machine Detected	Retry in (60 min.)	No
2	Busy	Redial	No
3	Answering Machine Detected	Retry in (60 min.)	No
4	Busy	Redial	No
5	Answering Machine Detected	Retry in (60 min.)	No
6	Busy	Redial	No
7	Answering Machine Detected	Retry in (60 min.)	No
8	Busy	Redial	No

In Example 2, the call did not reach its intended party after eight attempts. Because the Maximum Attempts value is 8, dialing stops and OCS applies the final outcome.

Apply to Call Outcomes

When creating a Treatment object in Configuration Manager, you can assign an Apply to Call outcome for two call results: Answering Machine Detected or Fax Detected. See “Rules for Special Call Results” on [page 277](#) for additional information. See the “Configuration Objects” chapter in this guide for configuration instructions.

Note: The Apply to Call treatments work when in Transfer mode.

The Apply to Call treatments are:

- **Drop.** This is the default if no treatment is specified. OCS drops the call and logs the call result as Answering Machine or Fax Detected in the database.

- `Connect` or `Transfer`. This treatment can be user-assigned only to Answering Machine Detected or Fax Detected call results. OCS transfers calls to the specified DN.
- In addition, OCS checks both the “AnswerClass” data and the call state data to determine if a dialed call has reached an answering machine. This process eliminates problems with some switches. For more information, see “Rules for Answering Machine Detected or Fax Detected” on [page 278](#).

Rules for Apply to Call

There is one rule for Apply to Call:

The default value is [Unknown Action code]. Do not change this default unless you are creating a treatment for Answering Machine Detected or Fax Detected call results and have created and configured a Destination DN for this purpose.

Outbound Record Sharing Between Multiple Desktops

Outbound record sharing between multiple outbound-enabled desktops is possible when the outbound call is made for a certain record (that is, a call with the `GSW_RECORD_HANDLE` key and a valid record handle value attached to it) is transferred or conferenced between two or more agent places. For proper record sharing, OCS must monitor all of the DNs that participate in the call transfer or conference. In addition, all agents who intend to share the record must be logged in.

There are three possible scenarios for sharing records.

Scenario 1: Outbound Call Single Step Transfer or Mute (Blind) Transfer

Upon a successful transfer completion, all rights to the record and chained records access are revoked from the agent who initiated the transfer and are granted to the agent who received the transferred call.

Scenario 2: Outbound Call Two-step Transfer with Consultation Call

During the consultation phase of the transfer (or conference), when the consultation call is established on the agent’s DN who should receive the transferred call (or be added to the conference), this agent has read-only permissions for the record. No desktop events will be accepted from this agent, except for a request for chained records (`ChainedRecordRequest`), which are also passed to the agent desktop in the read-only mode.

Scenario 3: Outbound Call Conference

All agents participating in the conference call have full access to the record (and chained records of the same chain) and the right to update the chain (that is, by sending desktop protocol events for specific record handling).

Note: During the conference scenario, when more than one agent has full access to the record, record access is concurrent. This means, that if one agent sends the `RecordProcessed` event for the record and receives an `Acknowledgement` from OCS, the other agent(s) will not be able to update this record anymore.

Answering Machine Call Handling

You can handle calls that are detected with an Answering Machine call result on a per-record basis.

Per-record Basis

OCS supports the ability to assign different types of AM-detection to each dialing request based on a custom configured value of an arbitrary field in calling list record.

In order to configure AM-detection on a per-record basis, OCS uses the `Business Attributes` configuration object. You can configure it as follows:

- Specify the name as `OC AM Detection`.
- Specify the type as `Custom`. See [Figure 15](#) as an example.

OC AM Detection [east.ca.int.genesyslab.com:7500] Pr... X

General Annex Security

Name: OC AM Detection

Display Name: OC AM Detection

Tenant: OutBound

Type: Custom

Description:

State Enabled

OK Cancel Apply Help

Figure 15: Creating a Business Attribute

- Specify the display name and the description attributes as any value. See [Figure 16](#) as an example.

Display Name	Default	Description
Enter text here	Enter te...	Enter text here
AM detection for contact_info_type_am	False	Settings for contact_info_type field
DefaultBusinessAttributeValue	True	
IncompleteBusinessAttributeValue	False	
NoOptionInAnnexBusinessAttributeValue	False	

ON line

Figure 16: Configuring a Business Attribute

Note: Any number of attribute values can be configured under this Business Attribute object. Each individual attribute value represents a field in the Calling List with a map of values for this field and the corresponding values for the desired AM-detection. You can only specify one map per calling list or OCS application. The name of the attribute value is arbitrary; however it should be meaningful so that it is easier to associate a calling list with this attribute value.

The actual map for field values for AM-detection settings translation is configured in the Annex tab of the attribute value as follows:

- The section name must contain the name of the Calling List Field configuration object.
- The option name corresponds to the value of the Field name. The option name must contain the actual enumeration value of the field (the value of the field stored in the database). The supported option values correspond to the valid values for the call_answer_type_recognition option.

- The option value specifies the desired AM-detection setting.

In order to specify which Calling List uses which attribute value, the `am-detection-map` option can be used. See [page 212](#) for more information about this option.

OCS uses the following approach to determine which AM-detection value to apply to a dialing request.

- OCS finds the name of the AM-detection map in the Annex tab of the Calling List that contains the record.
 - If it is not found, then the previous Campaign-level `call_answer_type_recognition` option is used for AM-detection settings.
 - If it is found, OCS attempts to find the Business Attribute value with the specified name in the configuration. This attribute value should be present under the Business Attribute object with the OC AM Detection name in the same Tenant where the Calling List resides; if it is not found, it should be in the Environment section. If the value of the `am-detection-map` option is set to `default`, then OCS looks for the attribute value with the `Default` flag turned ON, as configured under the same Business Attribute object.
- Once the map is found, OCS reads through the names of the sections in the Annex tab for this map for the section name that matches a field name of the given calling list is used.
 - If the field is not found, or the value of this field in the current record does not have a representation in the option name, then the `call_answer_type_recognition` option is used.
- OCS assigns an AM-detection value to the Calling List record when the record is retrieved from the database if an AM-detection map is found. Otherwise, the `call_answer_type_recognition` option determines the AM-detection value when it is dialed. Any configuration changes in the AM-detection map will not affect any records that have been already retrieved by OCS.

If the attribute value is not found or disabled, then OCS uses the AM-detection method that is defined in the `call_answer_type_recognition` option.

Note: When working with GVP, the `ANSWER_TYPE_RECOGNITION` attribute is added to the dialing attributes. This attribute holds the value for AM-detection for a given dialing request.



Chapter

11

Deploying Do Not Call Functionality

This chapter discusses the deployment of Do Not Call functionality. This chapter covers these topics:

- [User-Defined Field for Do Not Call, page 295](#)
- [Do Not Call Table Structure, page 297](#)
- [Updating the DNC List, page 298](#)
- [OCS-Desktop Protocol Changes for DNC, page 300](#)

User-Defined Field for Do Not Call

The restriction on dialing a particular customer is an alternative to the Do Not Call restriction applied to a particular telephone number. The ability to apply a Do Not Call request to a specific customer is helpful when the same phone number appears on more than one customer's records. For example, in a family or roommate situation, one member of the household might want to be on the Do Not Call list while another person at the same residence and with the same telephone number might not make that request.

The value of the `customer_id` option in the OCS Application object is the name of the field that the user designates for the customer identifier. At start-up, OCS reads all the records from the table referenced in the `gsw_donotcall_list` Table Access and populates two separate tables in memory with unique values from the phone field and from the `customer_id` field. Do Not Call requests from the agent desktop can also populate these tables in memory during runtime.

Configuration Procedure

Perform this procedure in the Configuration Manager to create a user-defined field to identify customers for a Do Not Call List. This new field will serve as the `customer_id` for Do Not Call requests and will be included in the `UserData` attached to T-Server events. As the value of the `customer_id` option in the OCS Application object, this field will correspond to the `customer_id` field in the Do Not Call (`gsw_donotcall_list`) table.

Procedure:

Creating a user-defined field to identify customers for the Do Not Call list

Start of procedure

1. Create a new user-defined field. In the `General` tab, define the fields as follows:

- Name = `<user-specific name>`
- Data Type = `varchar`
- Length = `64`
- Field Type = `User-Defined`

Also select the options `Nullable` and `State Enabled`.

2. Assign the `send_attribute` to it in the `Annex` tab by adding a `default` section.

In the `Edit Option` dialog box, define the fields as follows:

- Option Name = `send_attribute`
- Option Value = `GSW_CUSTOMER_ID`

3. Designate the new user-defined field as the `customer_id` option in the `OCS Application` object.

In `Configuration Manager > Environment > Applications > Outbound folder > OCS Properties` dialog box `> Options` tab `> OCServer` section, create and define the `customer_id` option. Use the name of the new user-defined field as the value of `customer_id`.

- Option Name = `customer_id`
- Option Value = `<name of new user-defined field>`

4. Add the new field (defined in #1) to a new `Format` object.

In `Configuration Manager > <Tenant> > Format` folder `> Format Properties` dialog box, create a new format for a `Calling List` table that will include the new user-defined field.

5. Configure a Table Access object for the `gsw_donotcall_list`.

In Configuration Manager > <Tenant> > Table Access folder > Table Access Properties dialog box, create and configure a new Table Access object as follows:

In the General tab, specify the following:

- Name = `gsw_donotcall_list` (This is a required field value.)
- Table Type = Log Table
- DB Access Point = <user-specific name of DB Access Point>
The DB Access Point here is for the `gsw_donotcall_list`.
- Format = None
- Database Table = <user-specific name of database table>

6. Create a Calling List object with the new format. In Configuration Manager > <Tenant> > Calling Lists, configure a Calling List object with the following:

In the General tab, specify the following:

- Table Access: <New Calling List>

This is a new Calling List formatted with the `customer_id` field.

These configurations allow the customer ID to be inserted into Do Not Call requests, into the database table specified in the `gsw_donotcall_list` Table Access, and into the memory tables.

End of procedure

Do Not Call Table Structure

The Do Not Call table has a fixed structure, as shown in [Table 37](#). The `customer_id` field, like the phone field, is part of that established structure. The Do Not Call table does not require Format and Field configurations. OCM generates this table if the Table Access object is present, but the physical table does not yet exist.

Note: If you manually add entries to the Do Not Call table, you must restart Outbound Contact Server (OCS) so OCS can read the new records into its memory.

Table 37: Do Not Call Table Structure

Field Name	Type	Nullable
phone	varchar (64)	yes
customer_id	varchar (64)	yes

Table 37: Do Not Call Table Structure (Continued)

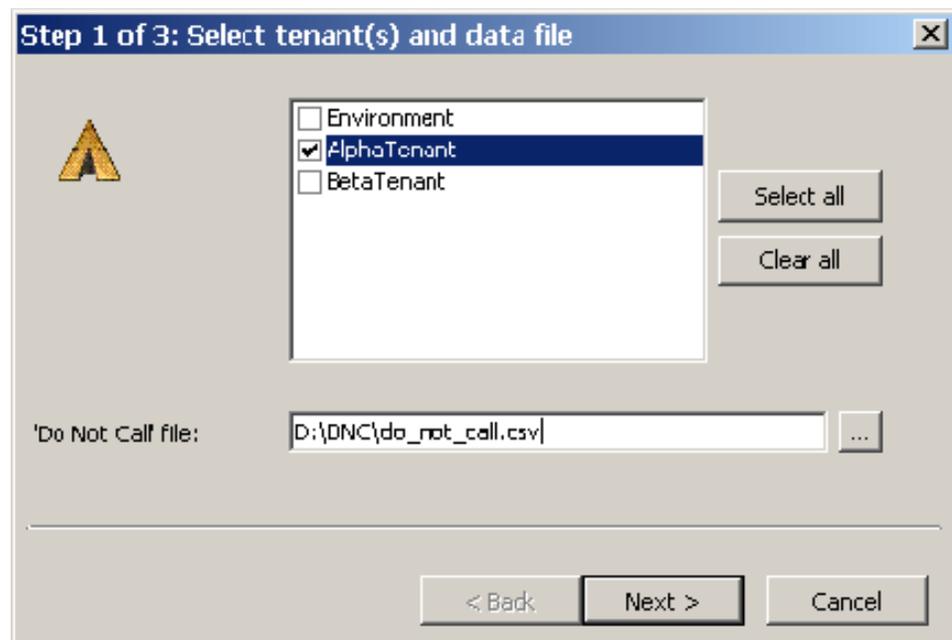
Field Name	Type	Nullable
dnc_message	varchar (255)	yes
tenant_dbid	decimal (18, 0)	yes
campaign_dbid	decimal (18, 0)	yes
list_dbid	decimal (18, 0)	yes
is_internal	int	yes
time_stamp	int	yes

Note: The phone field in 6.5 was changed to the contact_info field in the 7.0 Calling List table. The phone field is still in the Do Not Call List table.

Updating the DNC List

Through OCM, you can update a current DNC list with data from an external source. OCM first reads data from an ASCII file, which is in comma-delimited format. The user then maps this data to the appropriate columns in the DNC list (database table).

Figure 17 shows Step 1 (selecting a tenant) in the process of updating the DNC list with data from an external source.

**Figure 17: Step 1: Selecting Tenant**

In Step 2, the OCM user maps data to the appropriate columns in the DNC list (database table). [Figure 18](#) shows Step 2 in the process of updating the DNC list with data from an external source.

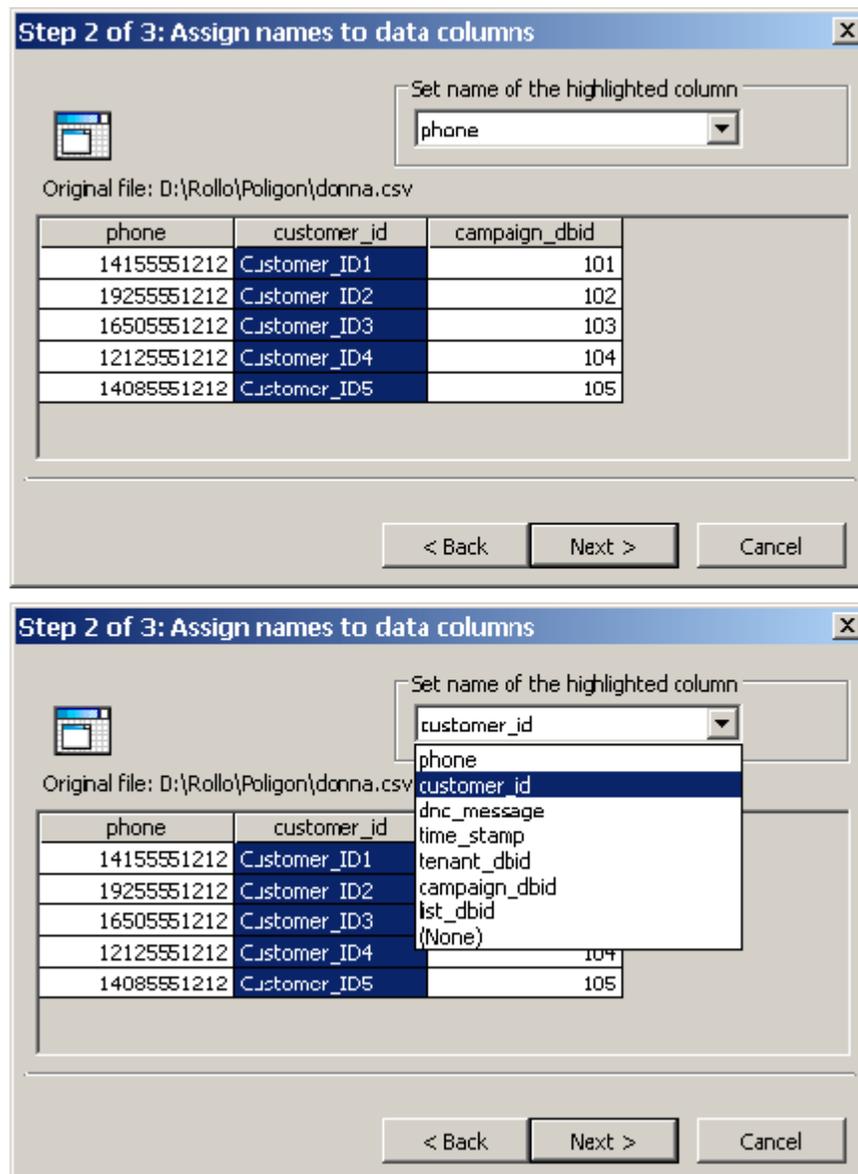


Figure 18: Step 2: Mapping to DNC List

OCM first presents the data from the ASCII file in columns.

[Figure 18](#) (top) shows the phone, customer_id, campaign_id. The user maps these columns to corresponding columns in the DoNotCall call list table.

[Figure 18](#) (bottom) shows a highlighted column being mapped to a corresponding column in the DoNotCall call list table. The drop-down list shows the choice of columns in the database table.

Figure 19 shows Step 3 in the process of updating the DNC list with data from an external source. Step 3 is the selection of import options. These are the choices:

- Empty the database table before import.
 - Delete external "Do Not Call" entries only.
 - Delete all "Do Not Call" entries.
- If the time_stamp field is empty, then:
 - Set it to the current time.
 - Leave it empty.
- Do table modification in Transaction.

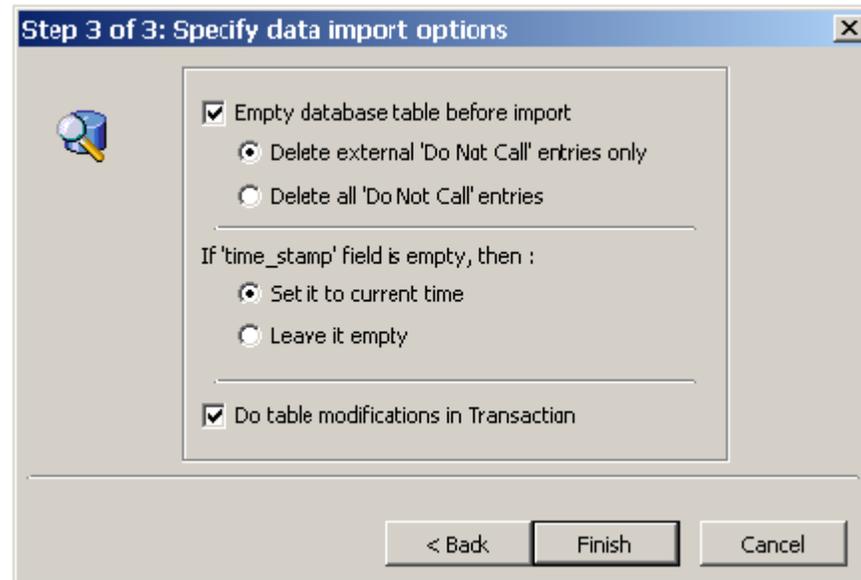


Figure 19: Step 3: Specify Import Options

Note: When importing a Do Not Call list with the option Do Table Modifications in Transaction switched to ON (see Figure 19), Genesys recommends that you set the DB Server option tran_batch_mode to false. When this option is set to true, DB-Server buffers all the transaction statements and sends them as a batch to DBMS Server once the transaction is complete. This prevents OCM from being able to roll back the whole transaction if an error occurs, because OCM is notified about the error *after* the COMMIT TRANSACTION actually occurs.

OCS-Desktop Protocol Changes for DNC

A Do Not Call (DNC) request from an agent (GSW_AGENT_REQ_TYPE = DoNotCall) includes an attribute to specify the customer_id: GSW_CUSTOMER_ID. At least one attribute (GSW_PHONE or GSW_CUSTOMER_ID) must be present in the UserData of the request if the GSW_RECORD_HANDLE is not specified.



Chapter

12

Configuring Dialogic Boards

This chapter contains information on how to configure dialogic boards with Outbound Contact. It contains these sections:

- [Introduction to Dialogic Boards, page 301](#)
- [Dialogic Board Setup, page 302](#)
- [Configuring Dialogic Boards, page 304](#)
- [Dialogic Board Configuration Structure, page 308](#)
- [HMP Software, page 320](#)
- [Dialogic Utilities, page 324](#)

Introduction to Dialogic Boards

If you intend to install CPD Server, you must first set up the Dialogic boards. You need to install a hardware card and a software driver to implement Dialogic. Contact the Dialogic vendor for your company or visit the Dialogic support website for more information about Dialogic boards and supported software. Information about Genesys supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys 7 Supported Operating Systems and Databases*
- *Genesys 7 Supported Media Interfaces*

The following lists specific information when CPD Server is use with Dialogic DM3 hardware:

- All recordings are in a PCM/8000Hz/8bps (VOX) format. The .wav format is no longer supported.
- DM3 boards do not work with a NEC switch containing a line-side configuration and the `tscale` option value is set to `true` or `on`.
- DM3 boards are supported in line-side environments.

Note: Starting with release 7.5, you can also use Dialogic's Host Media Processing (HMP) software instead of a physical hardware card. See "HMP Software" on [page 320](#) for more information.

Dialogic Board Setup

Procedure: Setting up Dialogic boards

Start of procedure

1. Make sure a supported version of Microsoft Windows operating system is installed.
2. Install Dialogic SR 6.
3. Select the required drivers, firmware, and configuration files from the custom package.
4. Configure the Dialogic boards. See "Configuring Dialogic Boards" on [page 304](#) for more information.
5. Start Dialogic Configuration Manager (DCM). DCM should automatically detect the board and find valid address/port/interrupt values for the particular machine.
6. Start the Dialogic drivers.
7. Use the Dialogic application provided with the Dialogic board to test each port for off-hook ability, to dial a test telephone number, and then to place the port on-hook.
8. Make sure that each port can complete this test before installing and configuring CPD Server.

Notes: When installing Dialogic boards, make sure that the board number set by the switch on the board is unique inside each board type. If you have two T1 boards, the first one must be 0, the next 1, and so on. Make sure the SCBus/CTBus cable connects the boards, if needed.

If there are error messages when starting the Dialogic drivers, the error messages will display in the Windows NT Event Viewer. Restart Dialogic Configuration Manager or reinstall the Dialogic boards if there are errors. If these steps do not solve the problem, contact Dialogic support.

End of procedure

Active Switching Matrix Mode Call Flow

Active Switching Matrix (ASM) mode is a dialer mode that eliminates various problems of switches that do not support call progress detection or that produces unacceptable transfer delays or force-tone problems.

You can configure ASM mode either in Configuration Manager or in the Outbound Contact Wizard. The switch determines the correct dialing mode based on the presence or absence of a Dialogic board. CPD Server checks the ASM configuration (for ISDN or Melcas) set up in Configuration Manager to determine what the dialing mode is.

The key feature of the ASM-mode call flow is the Engage call, which OCS requests from the Dialogic board. This call engages the agent in a real, established call before the dialed party actually responds and is connected to the call. The sequence of events in this call flow is as follows:

1. The agent sets the phone set to Ready.
2. The switch notifies T-Server that this agent is ready, and T-Server informs OCS by distributing an `EventAgentReady` message.
3. As soon as OCS learns that one or more agents are available at a given queue, it sends an `EngageAgent` request to CPD Server.
4. CPD Server instructs the Dialogic board to send a special Engage call to the available agent's queue. This is a real call, but is created only on an internal segment—from a Dialogic port to the ACD Queue.

Note: The switch considers this an inbound call because the call is coming to an internal DN from a point outside the switch.

5. The Engage call is queued, which generates an `EventCallQueued` message. T-Server distributes this event to OCS, but OCS recognizes it as a special type of call and knows to ignore the event.
6. Since this queue has an available agent, the ACD diverts the Engage call to the agent's desktop. This generates an `EventDiverted` message, but OCS also ignores it, knowing that it refers to an Engage call.
7. The agent answers the Engage call, generating an `EventEstablished` message. At this point the agent is on a real call and hears a tone from the switch indicating that he or she is in an engaged state. The agent encounters a delay of some seconds while OCS and CPD Server generate the second segment of the call to a dialed number from the calling list.
8. In *Progressive* dialing mode, OCS waits until it knows the agent is Engaged before asking CPD Server to make an outbound call. In *Predictive* dialing mode, OCS is making outbound calls according to its predictive algorithm without regard to availability of agents.
9. CPD Server informs the Dialogic board to make a call to the customer number supplied by OCS.

Note: This call is dialed outside the switch, so that neither the switch nor T-Server sees it. Therefore, no T-Server events are associated with this call.

10. If the call reaches a live customer, CPD Server attaches the account information or other data to the Engage call.

Note: The first agents engaged are the first to be distributed.

11. T-Server delivers this data to the Engaged agent's desktop as a screen pop. Simultaneously, CPD Server connects the internal and external segments of the call, and the call is established between the agent and the customer. T-Server considers the call type for the call to be Inbound, whereas Campaign Manager sees the call type as Outbound because it was generated by CPD Server.
12. CPD Server informs OCS of the call result.

From this point, the call is handled according to the campaign requirements similar to transfer-mode.

Port Requirements for ASM Mode

CPD Server uses two ports in ASM-mode to connect the agent to the customer. CPD Server releases both ports at the end of the call.

When CPD Server is not in ASM-mode, it uses only one port to make a call and to transfer it to an agent. CPD Server releases the port when the call is transferred.

OCS reports the number of ports available. If for some reason, OCS does not track the number of ports available, CPD Server sends a No Free Port message to OCS.

Configuring Dialogic Boards

Outbound Contact Configuration Wizard puts the information about installed Dialogic boards and resources in CME. You can use Configuration Manager to change the configurations, as needed. See “Dialogic Board Configuration Structure” on [page 308](#).

Frequently Used Configurations

Table 38 lists frequently used configurations for Dialogic boards. The driver names are provided for a single board configuration. For multiple boards, the corresponding board numbers must be sequentially numbered.

Table 38: Dialogic Board Configurations

Board	Type	Configuration
D/160JCT-LS	Virtual Board	4 LSI (dxxxB1...dxxxB4)
	Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
	Voice Virtual Board	4 voice (dxxxB1...dxxxB4)
	Voice Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
D/41JCT	Virtual Board	4 LSI (dxxxB1...dxxxB4)
	Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
	Voice Virtual Board	4 voice (dxxxB1...dxxxB4)
	Voice Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
D/240JCT-T1	Virtual Board	1 DTI board (dtiB1)
	Virtual Device	24 channels (23 if) (dtiBxT1...dtiBxT24)
	Voice Virtual Board	6 voice (dxxxB1...dxxxB6)
	Voice Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
D/480JCT-2T1	Virtual Board	2 DTI boards (dtiB1, dtiB2)
	Virtual Device	24 channels (23 if) on each board (dtiBxT1...dtiBxT24)
	Voice Virtual Board	12 voice boards (dxxxB1...dxxxB12)
	Voice Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)
D/480SC-2T1	Virtual Board	2 DTI boards (dtiB1, dtiB2)
	Virtual Device	24 channels (23 if) on each board (dtiBxT1...dtiBxT24)
	Voice Virtual Board	12 voice boards (dxxxB1...dxxxB12)
	Voice Virtual Device	4 channels on each board (dxxxBxC1...dxxxBxC4)

Table 38: Dialogic Board Configurations (Continued)

Board	Type	Configuration
D/300JCT-E1	Virtual Board	1 DTI board (dtiB1) 4 channels on boards 1 to 7
	Virtual Device	30 channels (dtiBxT1...dtiBxT30)
	Voice Virtual Board	8 voice boards (dxxxB1...dxxxB8)
	Voice Virtual Device	2 channels on board 8
D/300JCT-2E1	Virtual Board	2 DTI boards (dtiB1, dtiB2)
	Virtual Device	30 channels on each (dtiBxT1...dtiBxT30)
	Voice Virtual Board	8 voice boards (dxxxB1...dxxxB8)
	Voice Virtual Device	4 channels on boards 1 to 7, 2 channels on board 8
D/600JCT-2E1	Virtual Board	2 DTI boards (dtiB1, dtiB2)
	Virtual Device	30 channels on each board (dtiBxT1...dtiBxT30)
	Voice Virtual Board	16 voice boards (dxxxB1...dxxxB16)
	Voice Virtual Device	4 channels on boards 1 to 7 and 9 to 15; 2 channels on boards 8 and 16
DM/V1200-4E1	DM3 board with CPD functionality	120 channels
DM/V600-2E1	DM3 board with CPD functionality	60 channels
DM/V960-4T1	DM3 board with CPD functionality	96 channels

Suggested DM/V Dialogic Board Configuration

When configuring a DM/V-type board, configure the Dialogic channels similar to the way in which you configure any CPD Server that is operating in Transfer mode and that interfaces with a lineside T1/E1. The following two sections provide more information about configuring specific models of this board type.

Note: The `line-type` option must contain a value of `line-side-dm3`. See [page 224](#) for more information about this option.

Procedure: Configuring the DMV480A-2T1 board

Start of procedure

If you are using a DMV480A-2T1 board, do the following:

1. Create a new file called `pdk.cfg` that contains the following statement:

```
Board 0 fcdfile ml2_dsa_cas.fcd pcdfile ml2_dsa_cas.pcd variant  
pdk_sw_e1_ntmd_io.cdp
```
2. Move this file to `C:\Program Files\Dialogic\cfg`.
3. Open a command prompt and type in the following path:
`C:\Program Files\Dialogic\bin`
4. Execute the following command:

```
PDKManagerRegSetup add
```

You should receive the following message:
`PDKManager key insertion succeeded.`
5. Open Dialogic Configuration Manager and right-click your Dialogic board type.
6. Select `Configure device`.
7. On the `Misc` tab, select:
 - `ml2_dsa_cas.fcd` as the FCD file
 - `ml2_dsa_cas.pcd` as the PCD file
8. Restart the Dialogic System Service.
9. Start CPD Server.

Note: If you are using a DMV960A-4T1 board, replace `ml2_dsa_cas` with `ml2_qsa_cas`.

End of procedure

Procedure: Configuring DMV480-4T1 board

Start of procedure

If you are using a DMV480-4T1 board, do the following:

1. Create a new file called `pdk.cfg` that contains the following statement:

```
Board 0 fcdfile ml1_4x2_cas.fcd pcdfile ml1_4x2_cas.pcd variant  
pdk_sw_e1_ntmd_io.cdp
```

2. Move this file to C:\Program Files\Dialogic\cfg
3. Open a command prompt and type in the following path:
C:\Program Files\Dialogic\bin
4. Execute the following command:
PDKManagerRegSetup add
You should receive the following message:
PDKManager key insertion succeeded.
5. Open Dialogic Configuration Manager and right-click your Dialogic board type.
6. Select `Configure device`.
7. On the `Misc` tab, select:
 - `ml1_4x2_cas.fcd` as the FCD file
 - `ml1_4x2_cas.pcd` as the PCD file
8. Restart the Dialogic System Service.
9. Start CPD Server.

End of procedure

Dialogic Board Configuration Structure

In Outbound Contact, the configuration process for Dialogic boards has been simplified.

The structure of Dialogic board configuration is now represented by a folder tree under Switch/DN folder in Configuration Manager. The folder tree consists of the following folders:

<location>—This folder is taken from the location option (default section) and serves as the board root folder. When a board is deleted, Wizard deletes this folder and everything under it. The current Wizard implementation does not allow deletion of only part of a board; the whole board is deleted.

regular—This folder contains channel-DN configuration for dialing outbound calls.

recording – optional – folder contains channel-DN configuration for CPD recording on the regular DNs. Recording is used to tune up Voice/AM detection and should not be used in regular work since it takes half of the voice resources. This folder is created but not configured by the Wizard.

engaging—This folder (optional) contains channel-DN configuration assigned to engage agents when working in ASM mode.

dxxxB<n>—This root folder for an analog virtual (logical) board. It contains voice resources (channels). It may have one or more voice resources.

dxxxB<n>C<m>—Voice resource (channel). In the configuration it links a dialogic voice resource and a DN on the switch.

dtiB<*n*>—The root channel for a network (T1) virtual board. It contains one or more digital resources.

dtiB<*n*>*T*<*m*>—Digital (network) resource. In the configuration it links a Dialogic digital (network) resource and a DN on the switch.

Note: Non-analog line type folders representing dxxx channels do not have to include real DNs. CPD Server works without DNs in dxxx folders and performs call progress detection on non-analog lines. Thus, multiple licenses are not required to allow for two DNs per channel and a subsequent increase in dialing ports.

Configuration Logical Structure

A logical structure describes a single configuration of many boards. Every logical board in a configuration is given a unique logical board number based on the order in which the boards are configured. See [Figure 20](#).

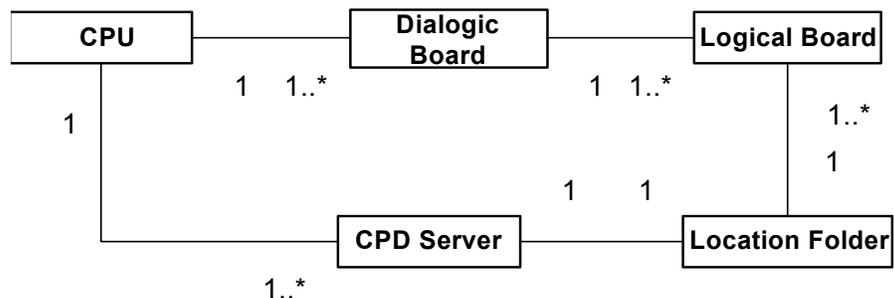


Figure 20: Logical Structure

Genesys recommends a 1-to-1 relationship between the CPU, CPD Server, and the Location folder.

Note: The number 1 in the above diagram shows a 1 to 1 representation, and 1..* shows a 1 to more than 1 representation.

The following describes what each item in [Figure 20](#) represents:

- *Box*—Represents a CPU (central processing unit of a computer running on a Windows operating system), where the Dialogic boards and CPD Servers are installed.
- *Dialogic Board*—Represents a hardware board installed into the CPU. The CPU may have more than one board installed.
- *Logical Board*—A logical part of the hardware board representing four analog or digital resources (for example, dxxxB1 and all the hierarchy belonging to it). One hardware board consists of several logical boards. One logical board belongs to only one hardware board.

- *CPD Server*—Represents a piece of software installed on the box. It can be one or more different CPD Server installations.
- *Location Folder*—Represents a set of logical boards, and one CPD Server. A Location Folder is allowed to have logical boards connected to different hardware boards (see example below). Genesys recommends that you set up a 1-to-1 association between CPD Server applications and the Locations folder.

Considerations

- The Location folder may have logical boards belonging to hardware boards installed in one, and only one, computer running on the Windows operating system.
- If you have two or more different Location folders, they must not have the same logical board configured.
- If you have more than one hardware board installed in the same computer, then the first board (minimal hardware ID) has 1...n logical boards numbering (dxxxB1...dxxxBn), the second board (next ID) has n+1...m (m > n+1) logical boards numbering (dxxxB<n+1>...dxxxBm), and so on. If a logical board is removed from a configuration, then all other logical boards in the configuration must be renumbered to preserve a logical numbering system.

CPD Server Dialogic Hardware Setup in Configuration Manager

The following procedure provides guidelines for setting up your Dialogic hardware in Configuration Manager folders.

Procedure: Setting Up your Dialogic hardware

Start of procedure

1. First create the Location folder in the Switch DN folder.
2. Create three subfolders that will contain board resource subfolders with the names:
 - *engaging* (should only contain DM3 (Melcas) resources of Dialogic board)
 - *recording* (should contain only voice resources)
 - *regular* (can contain any type of Dialogic resources)

Note: These board resource subfolder names should be the same as the virtual board names used for the Dialogic hardware that is installed.

3. In each of these three subfolders, create another group of board resource subfolders named exactly the same as the individual channels of the corresponding virtual board.
4. In each channel subfolder, include the real DN (Extension) or virtual DN (Call Processing Port) that corresponds to the DN assigned to the board channel.
 - For voice-processing ports and ISDN or Melcas virtual channels, you must assign unique numbers to the `Call-Processing port` DN type.
 - For LSI and T1/E1 ports, you should assign the `Extension` DN type and real channel numbers that are recognizable by the switch.

Note: The `ACD Position` DN type is not a valid value for CPD Server DNs.

5. The `Register` check box should be cleared (unchecked) for CPP and selected (checked) for ACD Extension DNs.

End of procedure

Dialogic Board Configuration

The following includes configuration information you can use to configure ASM (ISDN and Melcas), Analog, or T1/E1 line-side protocols.

ASM Mode

An ASM configuration must have at least one digital board and one voice board in the regular folder. [Figure 21](#) shows the directory structure for an ISDN or Melcas board.

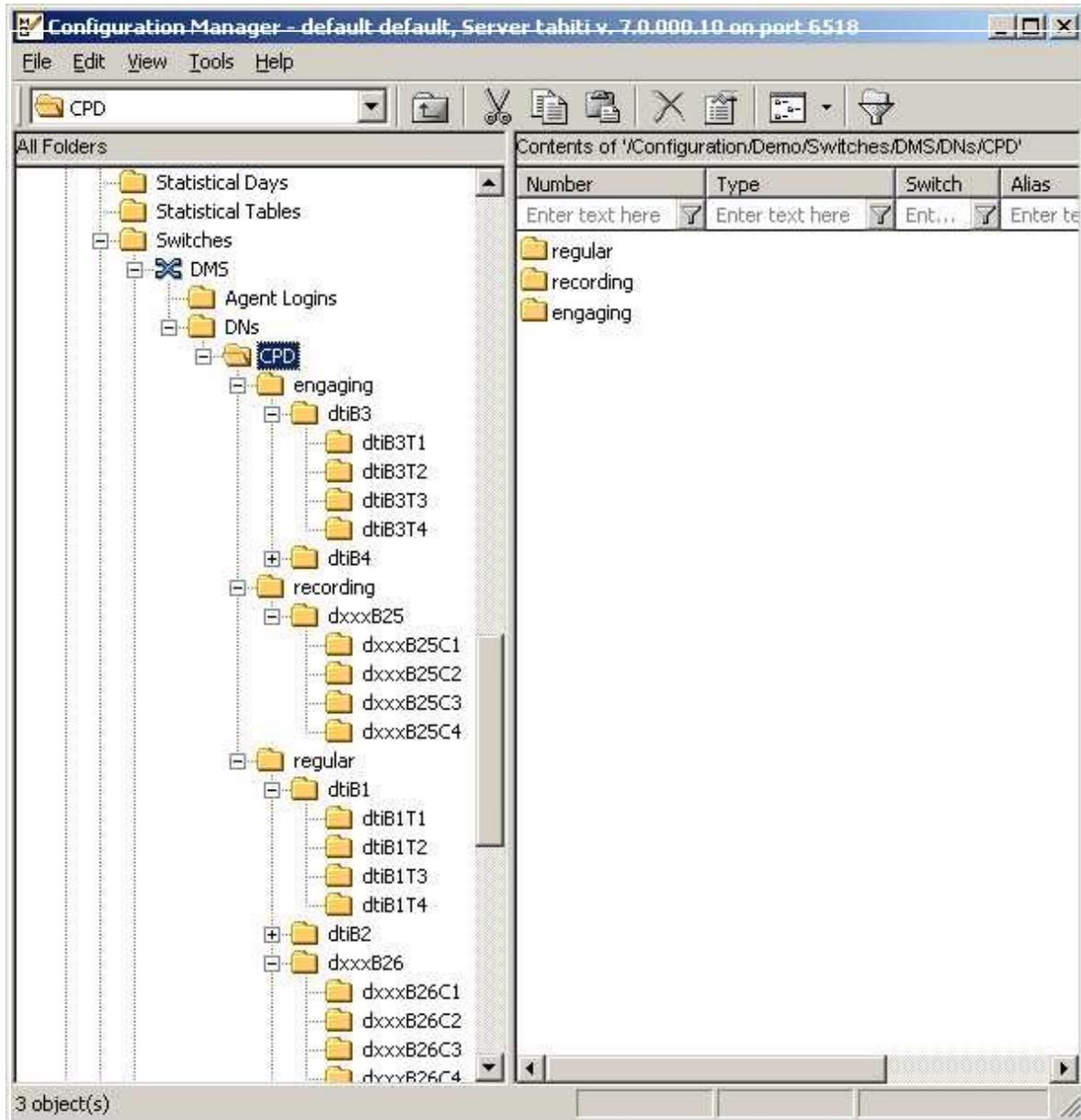


Figure 21: ASm Mode Directory Structure

In the ISDN and Melcas configurations, network resources are associated with DNs of Call Processing Port type. [Figure 22](#) shows a call processing port DN in an ASM configuration.

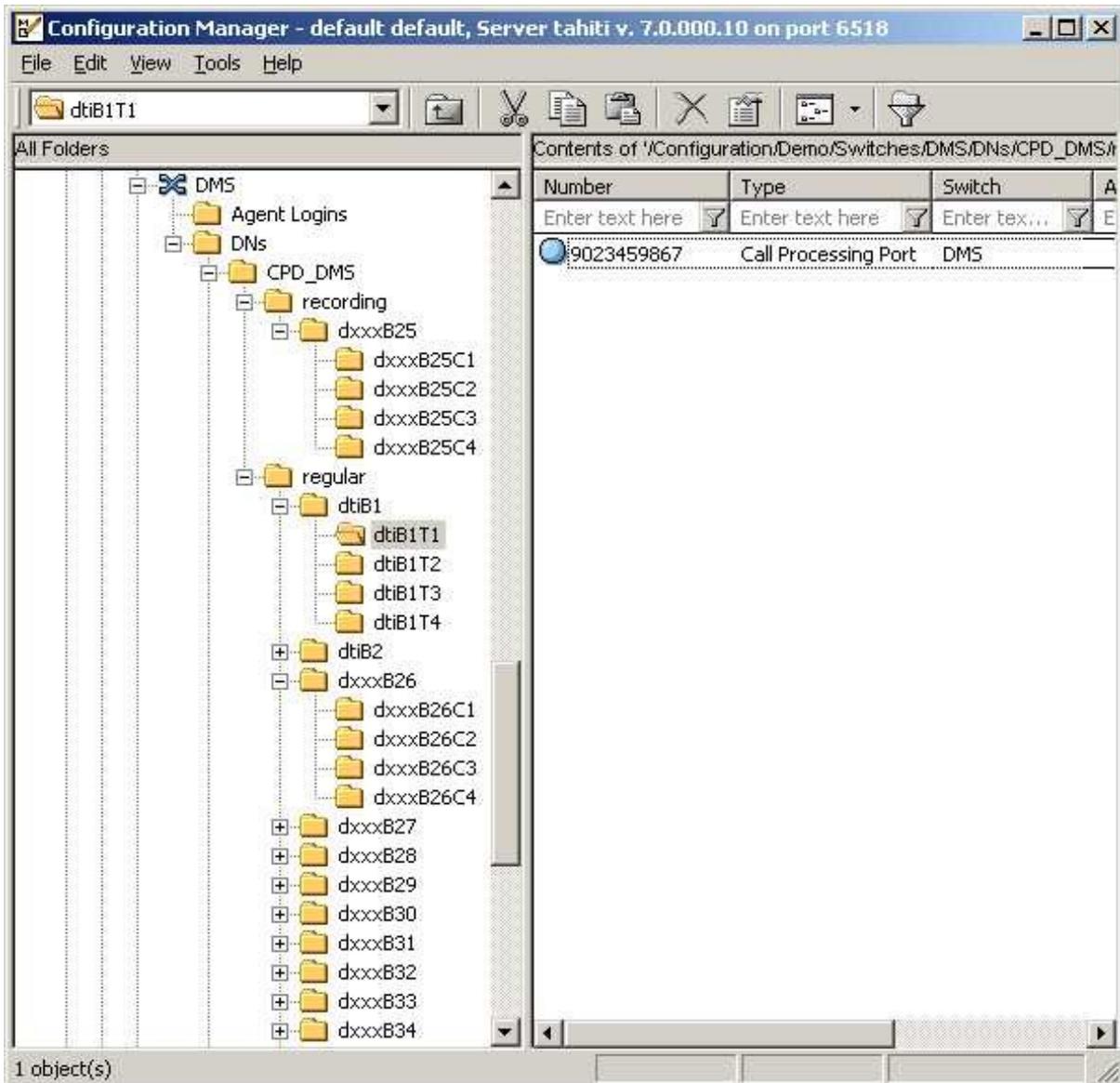


Figure 22: ASM Call Processing Port DN

Analog

An Analog board configuration must have the following folders and subfolders in this type of directory structure:

- A regular folder
 - At least one dxxxB<n> folder within the regular folder
 - At least one dxxxB<n>C<n> subfolder within the dxxxB<n> folder.

Figure 23 shows the directory structure for an Analog configuration.

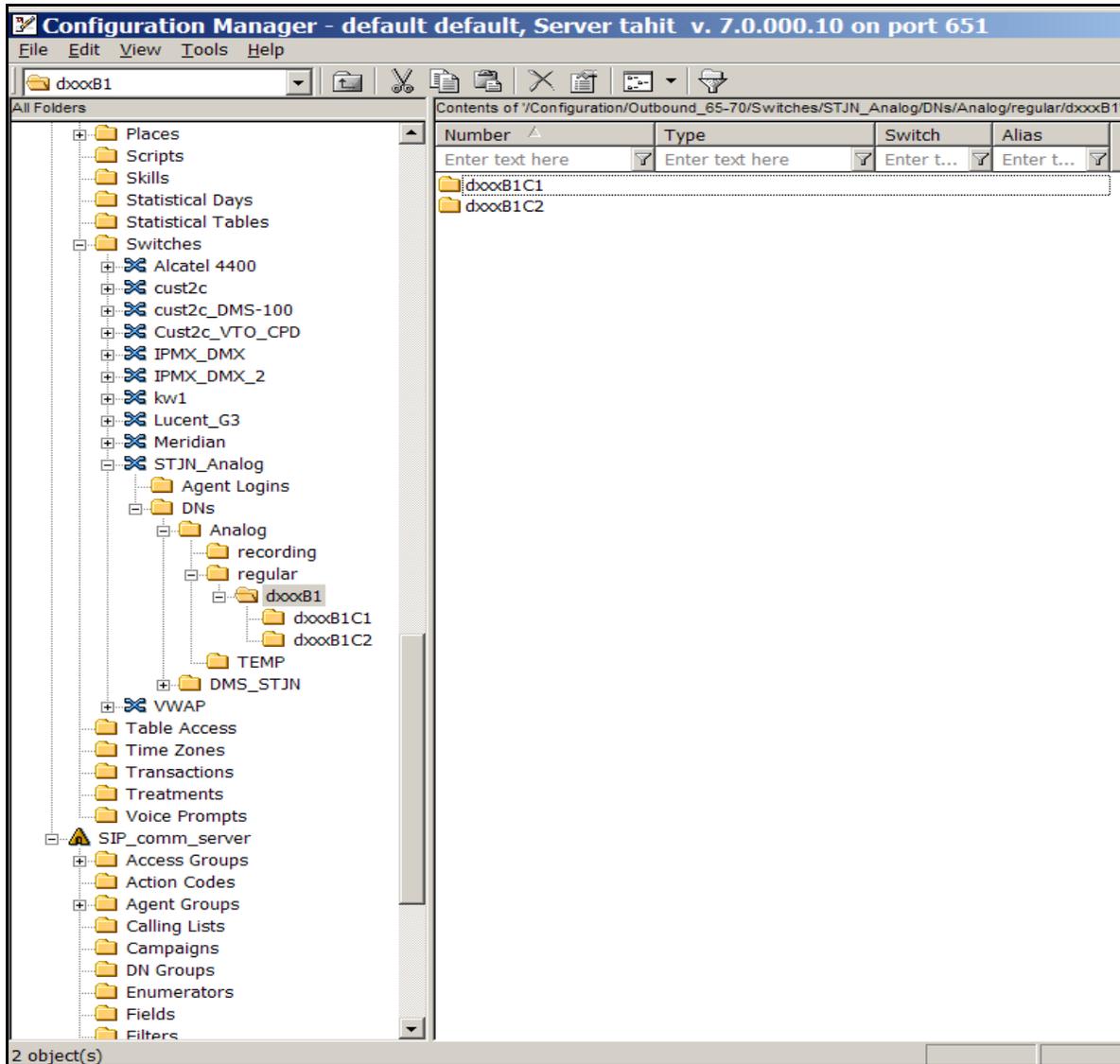


Figure 23: Analog Directory Structure

Figure 24 shows an Extension DN in an Analog configuration.

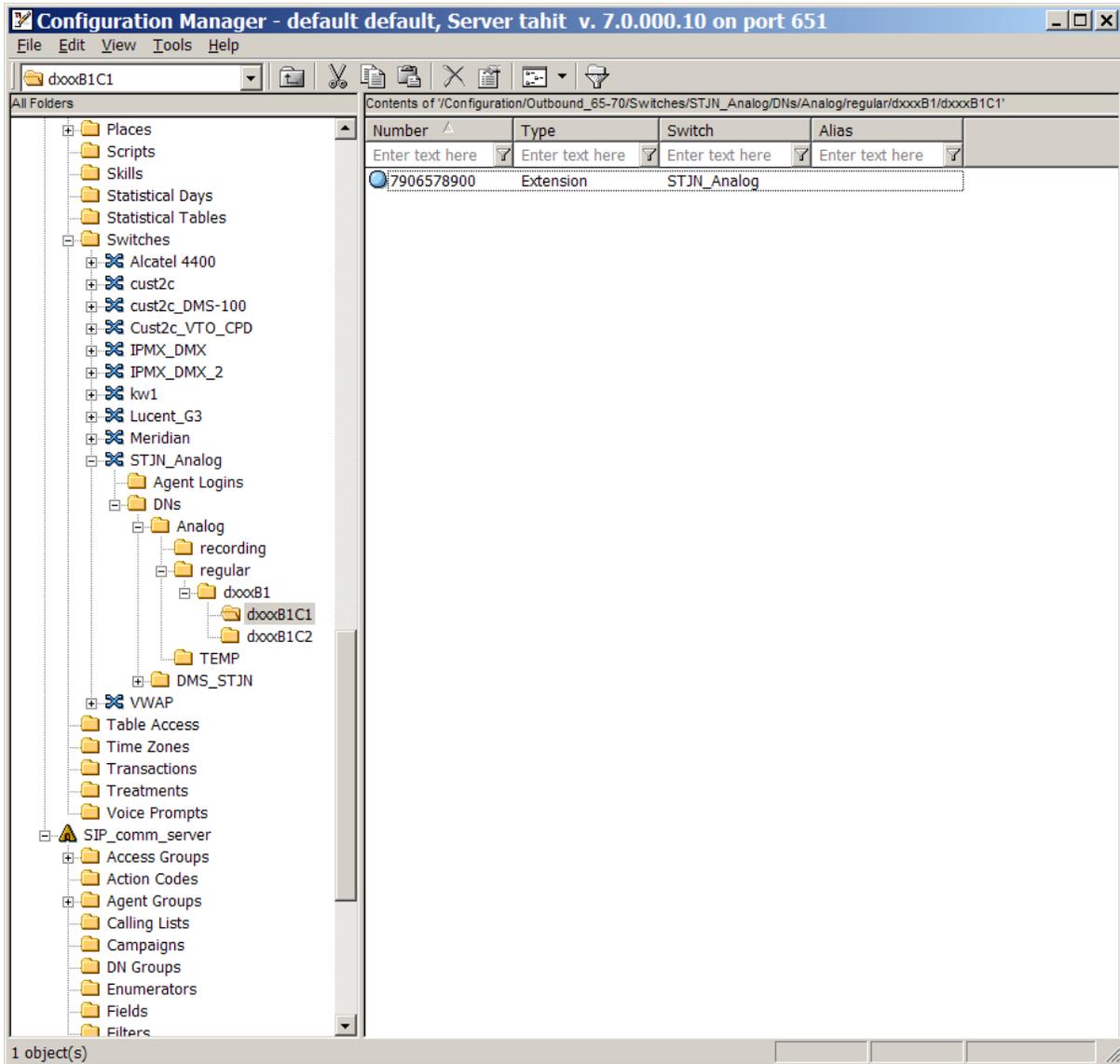


Figure 24: Extension DN in Analog Configuration

For more information, see “CPD Server Dialogic Hardware Setup in Configuration Manager” on [page 310](#).

T1/E1 Line-Side

A T1/E1 line-side configuration must have at least one digital and one voice logical board configured in the regular folder. See [Figure 25](#).

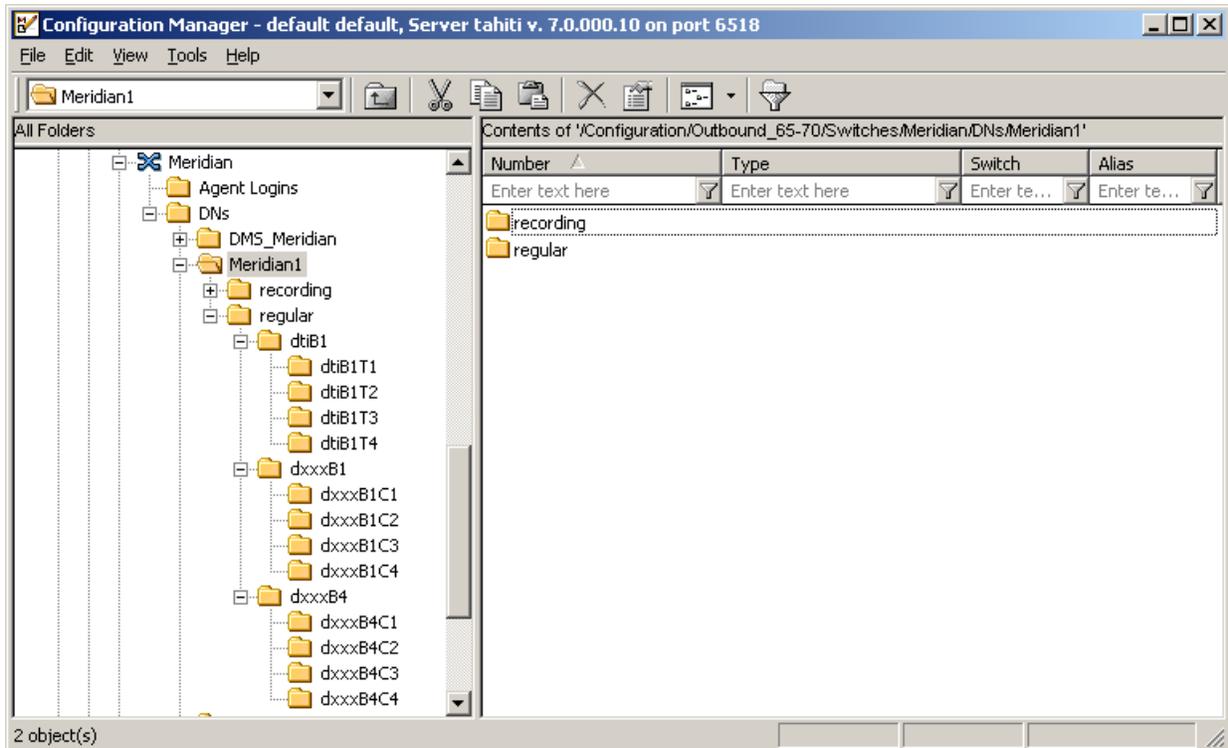


Figure 25: T1/E1 Line-Side Directory Structure

In the line-side configuration, each network resource must have one, and only one, DN associated with it. Network resources are associated with DNs of type Extension. See [Figure 26](#).

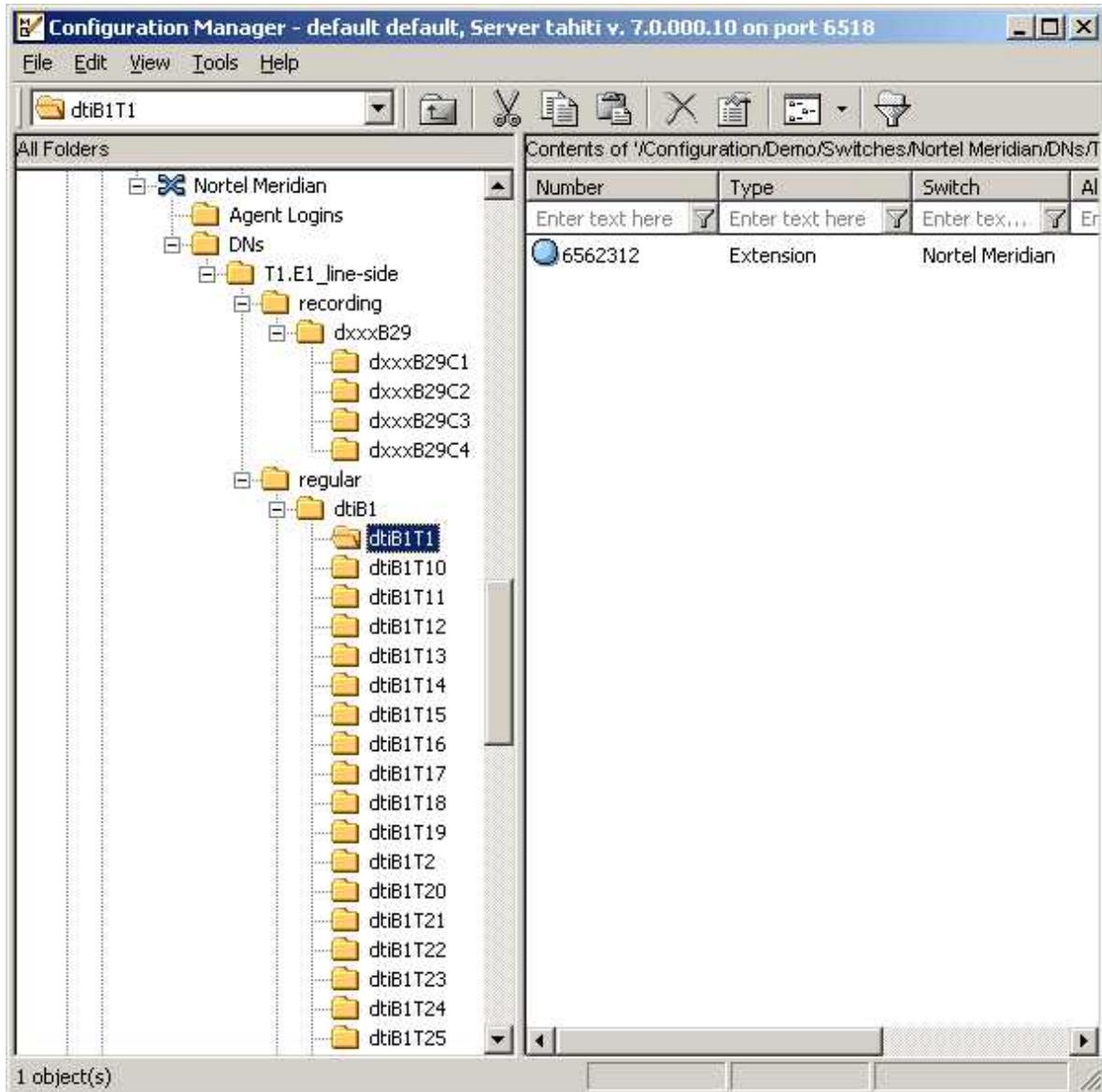


Figure 26: Extension DN in T1/E1 (Line Side) Configuration

Dialogic Board Configuration Examples

The following figures show sample configurations for ISDN or Melcas (in ASM), Analog, or T1/E1 protocols.

ASM Mode (ISDN or Melcas)

An ASM configuration must have at least one digital board and one voice board in the regular folder.

In the an ASM configuration, network resources are associated with DNs of Call Processing Port type.

Figure 27 shows a configuration example for an ISDN or Melcas protocol.

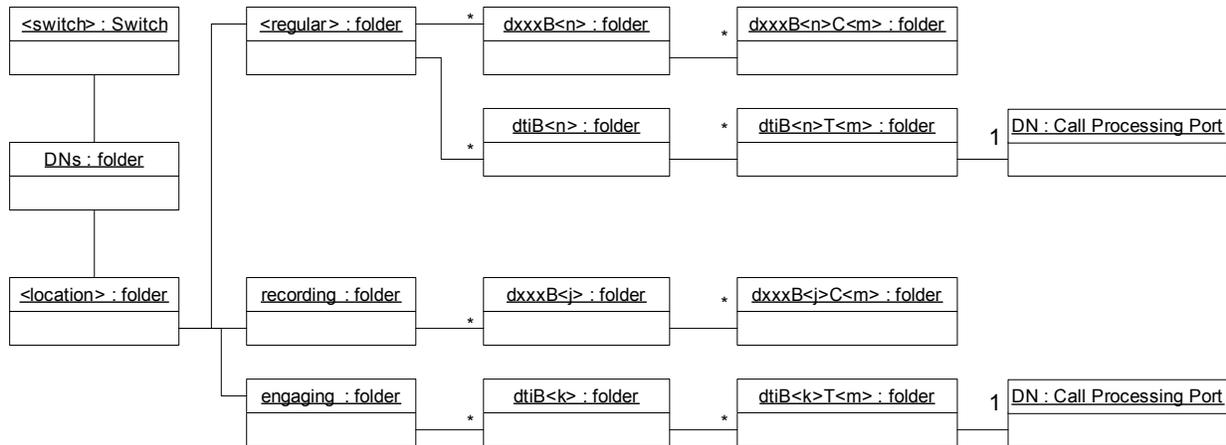


Figure 27: Board Configuration Example for ISDN or Melcas Protocol

Analog Board Configuration

Figure 28 shows a configuration example for an Analog board.

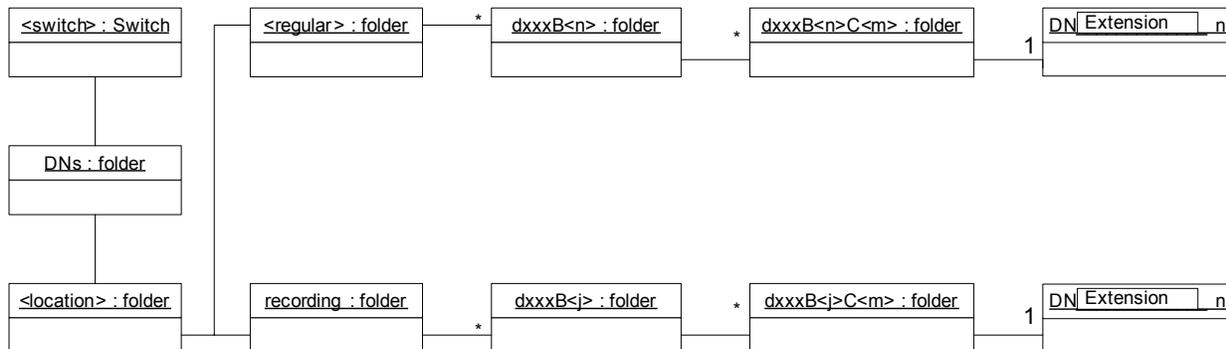


Figure 28: Configuration Example for an Analog Board

Note: In the 7.x release, the only DN type for an Analog board or a T1/E1 board is Extension, not Position.

T1/E1 Line-Side Configuration

A line-side configuration must have at least one digital and one voice logical board configured in the regular folder.

In the line-side configuration, network resources are associated with DNs of Extension type.

Figure 29 shows the configuration example for a T1/E1 Board.

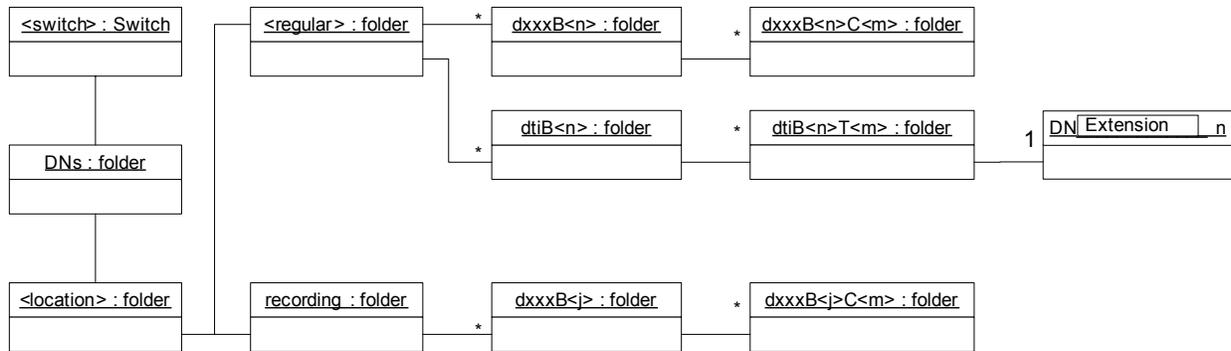


Figure 29: Configuration Example for a T1/E1 Board

Note: Each network resource may have one, and only one, DN associated with it.

DNs Inside Dialogic Channels Folders

For more information about the Dialogic boards and their channels, see the following documents available on the Genesys Technical Support website:

- *Genesys 7 Supported Operating Systems and Databases*
- *Genesys 7 Supported Media Interfaces*

New Dialogic Board Configuration

To configure a new Dialog board, follow the procedure provided here.

Procedure: Configuring a new Dialogic board

Start of procedure

1. In Configuration Manager, create a <location> folder under the Switch object.
2. Under the <location> folder, create a folder named `recording`.
3. Again in the <location> folder, create a folder named `engaging`.
4. Create a folder named `regular`. For a description of this folder, see “CPD Server Dialogic Hardware Setup in Configuration Manager” on [page 310](#).
5. Configure the `regular` folder.

Note: A DN can belong to only one channel across the switch.

End of procedure

HMP Software

CPD Server 7.6 supports Dialogic HMP software in both transfer-mode and ASM-mode scenarios. It is enabled by the `Line`-type option (page 224). The following are the differences between standard and HMP deployment:

- HMP is simply another connection protocol used in CPD Server.
- An HMP board is represented in Configuration Manager as an `iptB1` folder under the `regular` folder. There are no required changes for the names or locations of the voice resources.
- An HMP channel is represented as `iptB1X` where `X` is a channel number. The DN type is `Call Processing Port`. The maximum number of channels is 256, but 128 is the maximum recommended number of channels.
- HMP transfer-mode requires the following amounts of resources:
 - Two times as many RTP/IPCC resources as standard transfer-mode.
 - The same amount of voice resources as standard transfer-mode.
- HMP ASM-mode requires the same amount of resources as regular ASM-mode.
- Unlike standard Transfer mode, the `UserData` in HMP Transfer mode is attached when the call enters the agent ACD Queue or Routing Point. This enables CPD Server to run in “hybrid” mode when a standard T-Server target is used with a media gateway.
- SIP Server is supported without needing to use a media gateway. However, only the SIP protocol without registration is supported.
- Each CPD port will still use one Genesys license. However, three types of Dialogic HMP licenses are required for each successful outbound call:
 - 1 license for `Voice (dxxx)`
 - 2 licenses for `RTP_G_711`
 - 2 licenses for `IP_Call_Control (ipt)`

Contact your Dialogic representative for more information about HMP licensing.

Note:

- It is recommended that you complete the media processing channel configuration in the Outbound Contact 7.5 Configuration Wizard.
 - Only one instance of CPD Server using HMP software can be executed on a host machine.
-

Configuration

To enable CPD Server to work with HMP software, you must complete the following configuration.

Procedure: Configuring CPD Server for HMP software

Start of procedure

In the CPD Server application in Configuration Manager, configure the following two options:

1. Set the `line-type` option to `sip-hmp` for Transfer mode, or `sip-hmp-asm` for ASM mode. See [page 224](#) for more information about this option.
2. Set the `sip-proxy` option in the `hmp` section. This option contains the IP address of the SIP Server that HMP will use for dialing. See [page 231](#) for more information about this option.

End of procedure

Procedure: Configuring the SIP Switch for HMP software

The configuration of a Dialogic folder in Configuration Manager is still required when running HMP software. The subdirectories are still named `regular`, `engaging`, and `recording`.

Note: The `engaging` folder is for ASM mode only.

Start of procedure

Configure the subfolders under the main `regular`, `engaging` and `recording` folders either manually or using the Configuration Wizard.

1. Configure the HMP board as an `iptB1` folder under either the `regular` or the `engaging` folders. No changes for the names or locations of the voice resources (`dxxx`) are required.
2. Configure the HMP channels as `iptB1X` where `X` is a channel number. The DN type must be set to `Call Processing Port`. The maximum number of channels is 256. Genesys does not recommend using more than 128 channels per server. See [Figure 30](#) as an example.

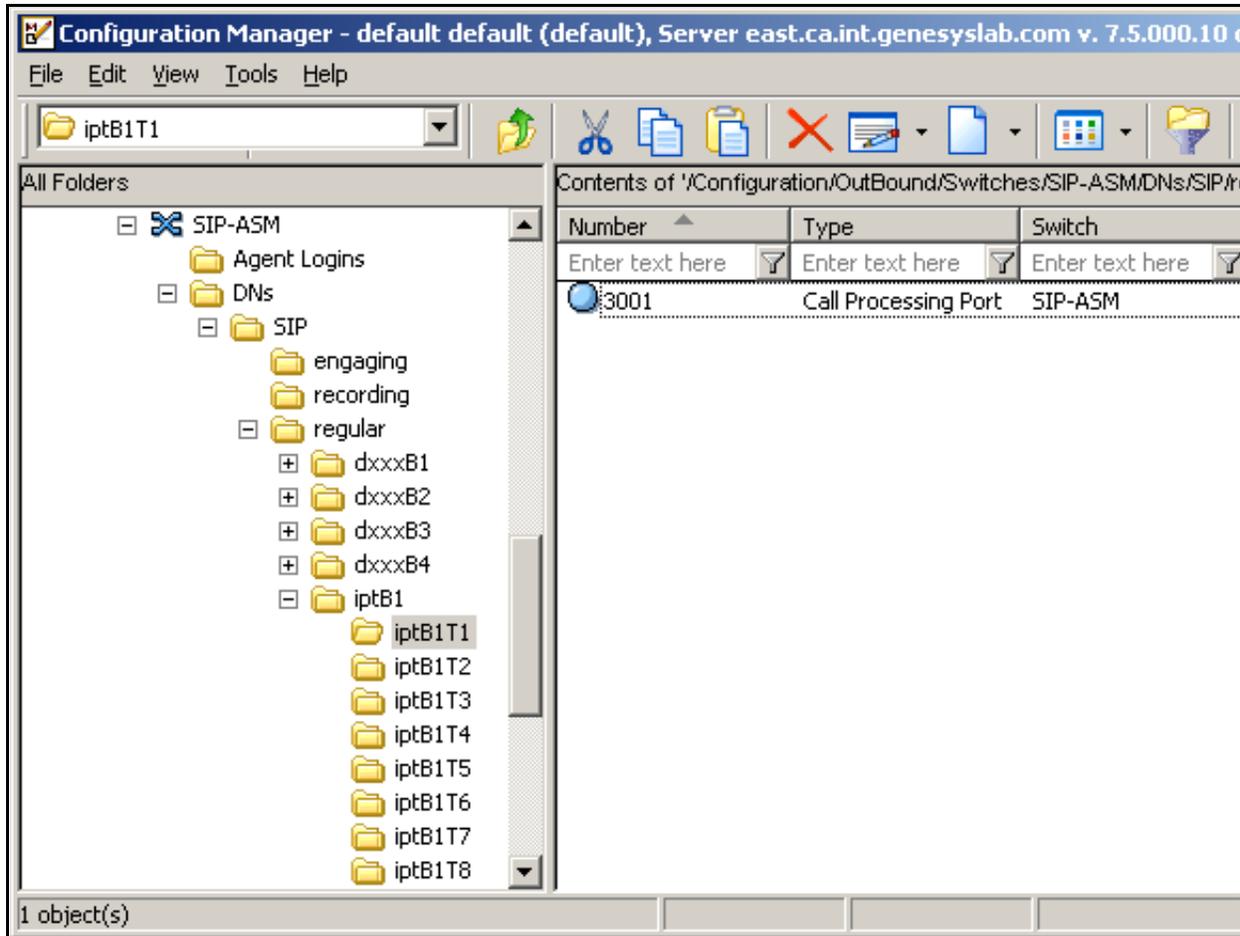


Figure 30: Configuring HMP channels

- Configure the ipt DNs as type Call Processing Ports. The Annex tab of these ports must contain a TServer section with the following entries:
 - contact, with a value of <DN@IP Address>. This specifies the host running the HMP software.
 - refer-enabled, with a value of false.

See [Figure 31](#) as an example.

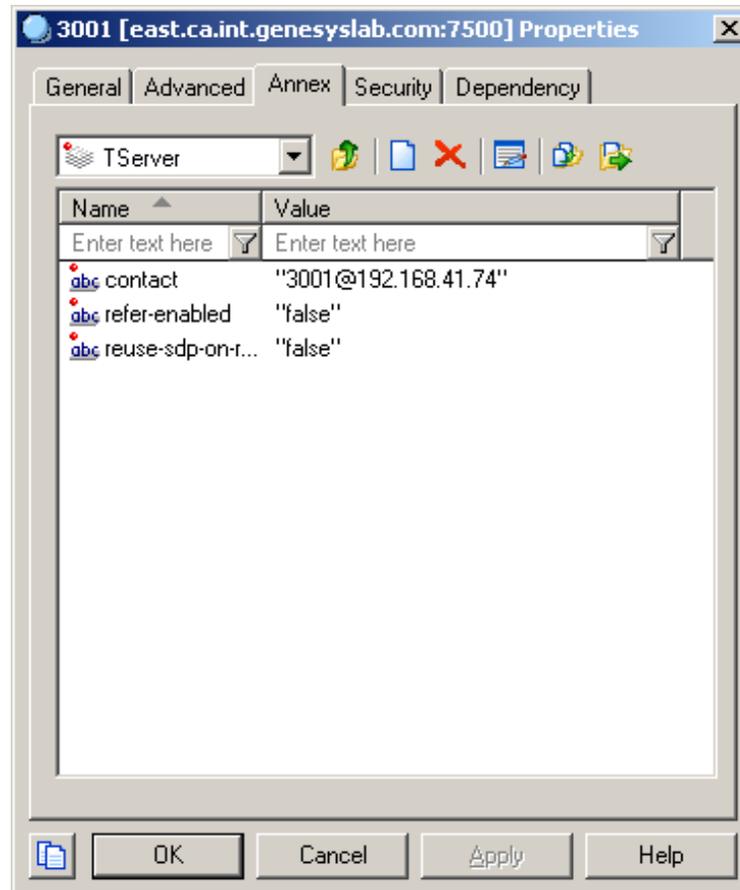


Figure 31: Configuring a HMP DN

Refer to the *Framework 7.6 SIP Server Deployment Guide* for more information about these options.

Notes: HMP transfer mode requires two times as many RTP/IPCC resources as hardware transfer mode, but the same number of voice resources as hardware transfer mode. HMP ASM mode requires the same number of resources as hardware ASM mode.

Unlike hardware transfer mode, the UserData in HMP transfer mode is attached when the call enters the agent queue or route point. This allows CPD Server to run in environments where a conventional T-Server (not SIP Server) with a media gateway is used.

End of procedure

Procedure: Configuring Host Media Processing (HMP) software

Start of procedure

Perform the following configuration instructions to use HMP software:

1. The `fcc` and `pcd` file names are the license file name with an `fcc` or `pcd` extension. They are stored in the `... \HMP\data` directory on the host where HMP is installed. There are 4 license files with the following extensions:
 - `lic`, which is the actual license file provided by Dialogic.
 - `pcd`, which is the `pcd` file that will be used by HMP, as generated from the `.lic` file.
 - `fcc`, which is the `fcc` file that will be used by HMP, as generated from the `.lic` file.
 - `config`, which is the configuration file that will be used by HMP.
2. Generate these files by performing the following steps:
 - a. Run the Dialogic NetStructure Host Media Processing (HMP) License Manager from the Windows Start menu.
 - b. Browse to the desired license file.
 - c. Click on the `Activate License` file to generate the `fcc`, `pcd` and `config` files.
3. Configure the HMP software to use the newly generated files by performing the following steps:
 - a. Start Dialogic Configuration Manager (DCM).
 - b. Stop the HMP software (if not already stopped).
 - c. Right-click on the HMP entry in DCM and select `Restore Device Defaults`.
 - d. Select the `pcd` file in the `Assign Firmware File` window that is associated with the license file created by Dialogic's License Manager.
4. Start the system.

Note: Only the SIP protocol without registration (registrar) is currently supported.

End of procedure

Dialogic Utilities

The following utilities can help you to resolve problems that might occur when you are using Dialogic boards.

ISDIAG Dialogic Utility

The ISDIAG Dialogic Utility is part of the Dialogic software package. Use this utility to test lines, for example, when working with different protocols. You can also set call parameters using this utility.

The utility is a console application. To run the utility, follow the Help menu via the command prompts. If the system is not working, use this utility to make a call, if you can; then, if the system is still not working, check your hardware settings. If you cannot make a call using the utility, contact Genesys Technical Support.

Also, try comparing the Trace log against the Dialogic board Component log to check for possible problems.

PRI-Trace Utility

The PRI-Trace utility is part of the Dialogic software package. Use it to see all the parameters sent through the D-channel. The parameters display in binary log files; the PRI-Trace utility turns the logs into readable text.

Dialogic Configuration Manager

Dialogic Configuration Manager (DCM) is part of the Dialogic software package.

Make sure that you use this utility when you are configuring Dialogic boards for your system. To access this utility from the Start menu, select Programs > Dialogic System Software > Dialogic Configuration Manager > DCM.



Chapter

13

Starting and Stopping Procedures

This chapter explains how to start and stop Outbound Contact 7.6 with the Solution Control Interface (SCI), and how to start and stop Outbound Contact Server and CPD Server manually.

- [Prestart Information, page 327](#)
- [Using Solution Control Interface, page 328](#)
- [Starting Manually, page 330](#)
- [Stopping Manually, page 334](#)
- [Connection and Reconnection, page 337](#)

Prestart Information

Before starting Outbound Contact, the following Framework components must be running:

- Configuration Server
- DB Server (for Configuration Server)

The next two components are optional; however, if you want to start Outbound Contact Server with the Solution Control Interface, these must be running:

- Solution Control Server
- Solution Control Interface

Note: If you will be using the CPD Server, install all Dialogic components on the same computer as CPD Server before starting CPD Server.

Reporting components can be started anytime after the Framework components are started.

Using Solution Control Interface

Outbound Contact components can be started and stopped through Solution Control Interface (SCI) according to the specified starting and stopping sequence in the Outbound Solution object.

Starting Outbound Contact

By starting the Outbound Contact solution, you start the components that make up that solution.

Procedure: Starting Outbound Contact Solution/Components with SCI

Start of procedure

1. Start SCI either by clicking `Sci.exe` or selecting `Solution Control Interface` from the Start menu.
2. Go to the Solutions view.
3. Select the solution in the `List` pane.
4. Click `Start` or select `Start` from the shortcut menu.

The solution's status changes from `Stopped` to `Started` after all solution components have reported that their status is `Running`.

Note: Because many components are shared by several solutions, some Outbound Contact components may have the status `Started` before the solution is started.

End of procedure

Stopping Outbound Contact Solution/Components with SCI

There are three ways to stop all servers in Outbound Contact using SCI:

- In the `Solutions` folder, select the Outbound Contact to stop.
- Select `Stop` from the `Action` menu.
- From the toolbar, click the `Stop Solution/Application` button.

You can also stop components individually. See the next sections.

Note: Stopping the solution does not stop OCM; You must stop OCM manually (see [page 333](#))

Procedure: Stopping CPD Server

Start of procedure

To stop CPD Server using SCI:

1. Select the CPD Server component in the Applications folder.
2. Select Stop from the Action menu.

End of procedure

Procedure: Stopping CPD Proxy Server

Start of procedure

To stop CPD Proxy Server using SCI:

1. Select the CPD Proxy Server component in the Applications folder.
2. Select Stop from the Action menu.

End of procedure

Procedure: Stopping OCS

Start of procedure

To stop OCS in SCI:

1. Select the OCS component in the Applications folder.
2. Select Stop from the Action menu.

For more information, see *Framework 7.6 Solution Control Interface Help*. To view the Help file, open SCI, and then launch the Help file.

End of procedure

Starting Manually

To start Outbound Contact manually, components must be started in a specific order. For information about starting the Framework components DB Server, Configuration Server, T-Server, and Stat Server, see the *Framework 7.6 Deployment Guide*.

For information about starting the Reporting components ICON and CC Pulse+, see the *Interaction Concentrator 7.5 Deployment Guide* (or later) and *Reporting 7.5 Deployment Guide* respectively.

Start components in the following order:

1. DB Server for Configuration Server
2. Configuration Server
3. T-Server
4. All other DB Servers (for Calling Lists)
5. Stat Server
6. ICON components for historical reporting
7. CPD Server (if needed)/CPD Proxy Server (if used)
8. Outbound Contact Server (OCS)
9. CC Pulse+ (for real-time and historical reporting)
10. Outbound Contact Manager (OCM)

Procedure: Starting Outbound Contact Server

Start of procedure

You can start Outbound Contact Server (OCS) manually in three ways:

- From the Start menu.
- Open an MS-DOS command prompt and type the directory where Outbound Contact Server is installed, for example, `\Gcti\outbound contact\`, and use a command line. When starting OCS from a command line, use the following common command-line parameters:
 - host The name of the host where Configuration Server is running
 - port The Configuration Server port
 - app The exact name of the Application as configured in the Configuration Database
 - l The full path to the license file or host and port of the License Manager in the `<License Manager port>@<License Manager host>` format.

For example: `cm_server.exe -host ConfigServer1 -port 2020 -app OCServer1 -l C:\flexlm\license.dat.`

Note: If you are implementing the client-side port security feature, specify the additional arguments described in “Client-Side Port Security Configuration” on [page 105](#).

- Run batch files, `startServer.bat`.

The `startServer.bat` files are created automatically during installation and located at the same directories as executable files. Basically, these files include some comments and the same options as are used when starting the application from the command line.

Here is an example of a batch file for OCS:

```
@echo off
rem -----
rem Copyright (C) 2008 Genesys Telecommunications Laboratories, Inc.
rem
rem startServer.bat file for Outbound Contact Server, version
rem 7.6.000.05
rem -----
@TITLE Outbound Contact Server v. 7.6.000.05: Application OCServer
cm_server.exe -host lab1 -port 7070 -app OCServer -l 7260@lab1
```

End of procedure

Procedure: Starting CPD Server

Start of procedure

You can start CPD Server manually in three ways:

- From the Start menu.
- Open an MS-DOS command prompt and type the directory where CPD Server is installed—for example, `\Gcti\cpd_server\`—and use a command line.

When starting CPD Server from a command line, use the following common command-line parameters:

```
-host The name of the host where Configuration Server is running
-port The Configuration Server port
-app The exact name of the application as configured in the
      Configuration Database
```

- l The full path to the license file or host and port of the License Manager in the <License Manager port>@<License Manager host> format.

For example: `cpdserver.exe -host ConfigServer1 -port 2020 -app CPDServer1 -l C:\flexlm\license.dat.`

Note: If you are implementing the client-side port security feature, specify the additional arguments described in “Client-Side Port Security Configuration” on [page 105](#).

- Run batch files, `startServer.bat`.

The `startServer.bat` files are created automatically during installation and located at the same directories as executable files. Basically, these files include some comments and the same options as are used when starting the application from the command line.

Here is an example of a batch file for CPD Server:

```
@echo off
rem -----
rem Copyright (C) 2008 Genesys Telecommunications Laboratories, Inc.
rem
rem startServer.bat file for Call Progress Detection Server, version
rem 7.6.000.04
rem -----
@TITLE Call Progress Detection Server v. 7.6.000.04: Application
cpdserver

cpdserver.exe -host lab2 -port 7070 -app cpdserver -l 7260@lab2
```

End of procedure

Procedure: Starting CPD Proxy Server

Start of procedure

You can start CPD Proxy Server manually in three ways:

- From the Start menu.
- Open an MS-DOS command prompt and type the directory where CPD Proxy Server is installed—for example, `\Gcti\cpd_proxy\`—and use a command line. When starting CPD Proxy Server from a command line, use the following common command-line parameters:

`-host` The name of the host where Configuration Server is running
`-port` The Configuration Server port

`-app` The exact name of the application as configured in the Configuration Database

For example: `cpdproxy.exe -host ConfigServer1 -port 2020 -app CpdProxy`

Note: If you are implementing the client-side port security feature, specify the additional arguments described in “Client-Side Port Security Configuration” on [page 105](#).

- Run batch files, `startServer.bat`.

The `startServer.bat` files are created automatically during installation and located at the same directories as executable files. Basically, these files include some comments and the same options as are used when starting the application from the command line.

Here is an example of a batch file for CPD Proxy Server:

```
@echo off
rem -----
rem Copyright (C) 2008 Genesys Telecommunications Laboratories, Inc.
rem
rem startServer.bat file for Call Progress Detection Proxy, version
7.6.000.04
rem -----
@TITLE Call Progress Detection Proxy v. 7.6.000.04: Application
cpdproxy

cpdproxy.exe -host lab3 -port 7070 -app cpdproxy
```

End of procedure

Procedure: **Starting and logging in to Outbound Contact Manager**

Start of procedure

1. To start Outbound Contact Manager, from the Start menu, select All Programs > Genesys Solutions > Outbound Contact > Outbound Contact Manager (OCM).

Note: Using Windows Explorer, you could also locate the OCM executable in the destination folder of the OCM installation and double-click it.

2. In the `Login` dialog box, enter a user name that has permission to use this OCM. Change the user name to match Configuration Manager's user name.

Note: Persons (non-agents) are added automatically to the Admin Access Group.

3. Click `Details`.
4. Enter the application name. The default application name is `blank`; this name must be changed to the instance of Outbound Contact Manager as it is registered in the Configuration Database.
5. Enter the host name of the computer running Configuration Server.
6. Enter the port number for the network port used by Configuration Server on the host computer.
7. Click `OK`.

Note: Login will fail if Configuration Server is not running or if you do not have permission to log in.

8. In the `Select Tenant` window, select a tenant from the list and click `Next`. (Outbound Contact Manager can work with only one tenant at a time).

Note: You only see all tenants if you are a Super Administrator.

9. In the next window, select the Outbound Contact Server to which you would like to connect and click `Finish`.

Campaigns, Calling Lists, Agent Groups, and Place Groups that have already been defined in the Configuration Database appear the first time OCM is run.

If Outbound Contact Server is not running, Outbound Contact Manager still logs in to Configuration Server and the user can work with calling lists.

End of procedure

Stopping Manually

Stop components in the following order:

1. Outbound Contact Manager (OCM)
2. CC Pulse
3. Outbound Contact Server (OCS)
4. CPD Server/CPD Proxy Server (if used)
5. ICON components for historical reporting

6. Stat Server
7. All other DB Servers (for Calling Lists)
8. T-Server
9. Configuration Server
10. DB Server for Configuration Server

Outbound Contact Manager (OCM)

Procedure: Stopping OCM

Start of procedure

1. Select the `F`ile menu.
2. Select `E`xit.

End of procedure

Outbound Contact Server (OCS)

Procedure: Stopping manually

Start of procedure

1. Find the `OCS` console window on the computer's desktop.
2. Click the `C`lose button in the window's upper-right corner.

End of procedure

Procedure: Stopping as a Windows Service

Start of procedure

1. Select `S`ervices in the computer's Control Panel.
2. In the Windows services window, select the `OCS` to stop.
3. Select `S`top.

End of procedure

CPD Server

Procedure: Stopping manually

Start of procedure

1. Find the CPD Server console window on the computer's desktop.
2. Click the Close button in the window's upper-right corner.

End of procedure

Procedure: Stopping as a Windows Service

Start of procedure

1. Select Services in the computer's Control Panel.
2. In the Windows Services window, select the CPD Server to stop.
3. Select Stop.

End of procedure

CPD Proxy Server

Procedure: Stopping manually

Start of procedure

1. Find the CPD Proxy Server console window on the computer's desktop.
2. Click the Close button in the window's upper-right corner.

End of procedure

Procedure: Stopping as a Windows Service

Start of procedure

1. Select `Services` in the computer's Control Panel.
2. In the Windows Services window, select the CPD Proxy Server to stop.
3. Select `Stop`.

End of procedure

Restarting Outbound Contact Components

To restart Outbound Contact components, follow the previously documented steps.

OCM does not keep long-term data, so it is safe to stop and restart. OCS will update OCM with the campaign status.

Connection and Reconnection

Outbound Contact components connect to servers to deliver and receive information about the contact center. OCS and CPD Server can be set up with the following standby mode:

- Warm Standby

Note: Outbound Contact components cannot currently be set up in cold standby or hot standby modes.

OCS now has an enhanced warm standby mode to handle situations when OCS stops working for any reason.

In Outbound Contact, the primary and backup OCS communicate through a CommDN (Communication DN). In enhanced warm standby mode, a secondary OCS receives all of the same data about campaign status (for example, `start`, `stop`, `load`, `unload`) as the primary OCS. If the primary OCS stops working for any reason, the secondary OCS takes over the operations of the primary OCS without interruption. All client applications are connected to the primary OCS.

The difference between enhanced warm standby mode and warm standby mode is that the backup/secondary OCS in warm standby mode, does not receive all of the same data about campaign status as the primary server.

For more information about the standby modes, refer to the *Framework 7.6 Deployment Guide*.

OCS Connections

OCS has connections to these components:

- DB Server
- T-Server, see [page 339](#)
- Stat Server, see [page 340](#)
- Configuration Server, see [page 340](#)
- CPD Server, see [page 341](#)
- CPD Proxy Server (if used), see [page 341](#)
- Backup or primary OCS (through a Communication DN)
- Interaction Server (if used), see [page 342](#)
- OBN Manager (optional), see [page 342](#)

Using the option `outbound_contact_server`, you can set up special options for the Communication DN that OCS uses. The Communication DN communicates information about the status of campaigns (for example, `start`, `stop`, `load`, `unload`, and so on) between the backup and primary OCS as well as third-party applications, which can be used in place of OCM.

OCS and DB Server

If the connection between OCS and DB Server is lost, OCS sends an error message. Depending on how long the loss of connection lasts, a message may display in real-time reporting and historical reporting to indicate that OCS is waiting for records.

Warm Standby

OCS supports DB Server in warm standby mode without manual intervention and without double dialing of records.

If the OCS connection to the primary DB Server is lost, the currently running campaign continues to dial calls until all records in the OCS buffer are depleted. OCS sends a Waiting-for-Records message to Stat Server, which causes the message to display also in CC Pulse. OCS then connects to the backup DB Server. The campaign continues to run after the switchover is complete. After switching to the backup DB Server, OCS retries the failed transactions from the transaction buffer. Double dials due to failed transactions are not induced by the switchover.

If the connection to the backup DB Server is lost, OCS will reconnect to the primary DB Server. OCS retries any failed transactions. During the switchover to the primary DB Server, OCS runs without manual intervention.

Because OCS periodically queries calling lists for the number of ready records and notifies Stat Server of the estimated time to complete the campaign calculation, this function may be interrupted during the loss of connection.

However, OCS continues to send this information after the connection is reestablished.

No Standby

OCS tries to reconnect to DB Server without manual intervention and without double dialing of records. Failed transactions are retried.

OCS and T-Server

The OCS connection to T-Server is set up on the `Connections` tab of the OCS Application object.

Note: Starting with release 7.5, the backup OCS application maintains a direct connection to the primary OCS application. Previously, the backup OCS application monitored `UserEvents` that were distributed by the primary OCS application using the T-Server application.

Hot Standby

T-Server can operate in hot standby mode; however, this mode is transparent to OCS. That is, although OCS is connected to T-Server, the switchover between primary and secondary T-Servers does not affect OCS call processing.

Warm Standby

OCS reconnects to T-Server without manual intervention and without double dialing of records.

OCS cannot send statistics during the switch to a backup server. OCS does not re-send the statistics after the reconnection; therefore, some campaign statistics might be lost.

Some calls are lost while OCS tries to reconnect to T-Server. According to an internal timer expiration, OCS is able to track the lost calls, and mark the call records with call result `state`, thus preventing double dialing of records.

If the OCS connection to the primary T-Server is lost, the currently running campaign pauses. OCS connects to the backup T-Server and then queries the backup T-Server for Queue, Agent, and Call Status. The campaign continues to run after the switchover is complete.

If the connection to the backup T-Server is lost, OCS reconnects to the primary T-Server.

ADDP

OCS supports Advanced Disconnect Detection Protocol (ADDP), thus enabling speedy disconnect detection. This option is configurable in the OCS Application object.

The connection between OCS and T-Server is a passive connection; OCS receives information from T-Server and relies on TCP/IP timeouts to identify whether the disconnection might be too long. ADDP speeds up the detection of the disconnect.

If no warm standby mode is specified, OCS will keep trying to connect to the currently configured T-Server. The currently running campaign will be paused until connection is resumed.

OCS, Stat Server, and Reporting

OCS can now connect directly with StatsServer, and submit data required for statistical calculations for StatServer extensions. OCS also communicates with Stat Server through a Communication DN. OCS can send statistics to multiple Stat Servers through one or more Communication DNs.

There is no warm standby or hot standby mode for Stat Server. Redundancy for Outbound Contact real-time reporting can be achieved by:

- OCS sending statistics to multiple Stat Servers running simultaneously.
- CCPulse+ reconnecting to a backup Stat Server when the primary is down.

If the OCS connection to Stat Server is lost, real-time reporting and data collection for historical reporting resume without manual intervention after Stat Server is running again. Note that real-time reporting and data collection for historical reporting is interrupted when Stat Server is down.

In a multi-site environment, OCS is able to identify the statistics for each T-Server and thus send statistics using the Communication DN registered with each T-Server. Redundancy for Outbound reporting is possible by setting up multiple Stat Servers running simultaneously.

OCS and Configuration Server

If the connection between OCS and Configuration Server is lost, OCS sends an error message to Management Layer and does the following:

- After waiting the length of time specified in the `Reconnect Timeout` parameter set in the application object, OCS tries to connect to a backup Configuration Server.
- If no backup Configuration Server exists, after the timeout it tries to reconnect to the primary Configuration Server.

OCS also supports Advanced Disconnect Detection Protocol (ADDP) to Configuration Server. To enable ADDP between this server and Configuration Server, add the Configuration Server Application (named `confserv`) to the `Connections` tab and specify the values in seconds for the connection protocol. For more information, refer to *Framework 7.6 Configuration Manager Help*.

OCS and CPD Server

OCS can connect to multiple CPD Servers. In the Outbound Contact Wizard, the association with CPD Server is set at the application level. To set it on the group level, use Configuration Manager.

Warm Standby

OCS supports CPD Server in warm standby mode without manual intervention and without double dialing of records.

If OCS loses connection to CPD Server, OCS will send a message to Management Layer and a system error message to Stat Server for real-time and historical reporting.

If the OCS connection to the primary CPD Server is lost, the currently running campaign is paused. OCS then connects to the backup CPD Server and the campaign will continue to run after the switchover to the backup CPD Server is complete.

After switching over to the backup server, OCS does not retry the previous transactions handled by the disconnected CPD Server. Instead, call records in those transactions are marked with the call result `state` when the OCS internal timer for those records expires. Double dialing of the same call record does not occur.

If the connection to a backup CPD Server is lost, OCS reconnects to the primary CPD Server without attempting to redial failed transactions.

No Backup

If there is no warm standby, OCS supports reconnection without manual intervention and without double dialing of records. OCS tries to connect to the currently configured CPD Server. The currently running campaign pauses until the connection is restored.

Some calls are lost while OCS tries to reconnect to CPD Server. OCS tracks lost calls according to the expiration of the internal timer for those records and marks the call records with call result `state`, thus preventing double dialing of records.

OCS and CPD Proxy Server

OCS can connect to multiple CPD Proxy Servers. In the Outbound Contact Wizard, the association with CPD Proxy Server is set at the application level. To set it on the group level, use Configuration Manager.

Warm Standby

OCS supports CPD Proxy Server in warm standby mode without manual intervention and without double dialing of records.

If OCS loses connection to CPD Proxy Server, OCS will send a message to Management Layer and a system error message to Stat Server for real-time and historical reporting.

If the OCS connection to the primary CPD Server is lost, the currently running campaign is paused. OCS then connects to the backup CPD Proxy Server and the campaign will continue to run after the switchover to the backup CPD Server is complete.

After switching over to the backup server, OCS does not retry the previous transactions handled by the disconnected CPD Proxy Server. Instead, call records in those transactions are marked with the call result state when the OCS internal timer for those records expires. Double dialing of the same call record does not occur.

If the connection to a backup CPD Proxy Server is lost, OCS reconnects to the primary CPD Proxy Server without attempting to redial failed transactions.

No Backup

If there is no warm standby, OCS supports reconnection without manual intervention and without double dialing of records. OCS tries to connect to the currently configured CPD Proxy Server. The currently running campaign pauses until the connection is restored.

Some calls are lost while OCS tries to reconnect to CPD Proxy Server. OCS tracks lost calls according to the expiration of the internal timer for those records and marks the call records with call result state, thus preventing double dialing of records.

OCS and Interaction Server

In order for OCS to process requests and responses from Interaction Server, OCS must be a server for Interaction Server and receive these responses on a special ESP-type port rather than its default listening port. This ESP PortID must be used instead of the default PortID, when configuring a connection to the OCS Application object on the Server Info tab of the Interaction Server Application object. This makes OCS a server for Interaction Server and Interaction Server a client for OCS.

OCS and OBN Manager (Optional)

OCS uses the Outbound Notification Manager (OBN) application as a connector to GVP to request that GVP dial records. The OBN Manager GVP application should be created in Configuration Manager to provide its host and port information to OCS. This application must be specified on the Connections tab of the Campaign Group configuration object to enable GVP integration. This configuration will enable basic connection capabilities.

If full connection abilities are required, including Advanced Disconnect Detection Protocol (ADDP), then this application should also be present on the Connections tab of the OCS application, where the ADDP connection protocol can be specified.

For more information about Outbound Contact and GVP integration, see “Genesys Voice Platform” on [page 71](#). Also see the *Genesys 7.6 Proactive Contact Solution Guide*.

OCS, Failover, Campaigns

If OCS is running campaigns and then stops functioning due to software, hardware, or network issues, the campaigns and records associated with outbound calls are affected.

Note: You can configure OCS to restart automatically if you have configured LCA, Solution Control Server, and Solution Control Interface accordingly.

Impact on Campaigns

When OCS stops functioning, campaigns will not be loaded and will not restart automatically even if OCS restarts.

If OCS is operating in the Warm Standby mode and running campaigns, the failure of the primary OCS causes the backup OCS to continue running the campaigns with a new set of available records, which must be retrieved from the database. The retrieval occurs immediately after the switchover to the backup OCS.

Note: The primary and backup Outbound Contact Servers synchronize not only the state of the campaigns and sequences, but also the predictive algorithm information. The backup OCS is capable of taking over and continuing dialing as efficiently as the primary if a Predictive dialing mode is used.

Impact on Records and Calls

When a failure and switchover occurs, be aware that:

- Records in use by the primary OCS remain in the retrieved state in the database. These must be manually updated if you want those records to be in a final state or if you want the associated numbers to be dialed again when you run the campaign another time.
- The internal state of the records and associated outbound calls stored in the memory of the primary OCS are lost when it stopped functioning.

- Any calls or interactions (if using the Push Preview dialing mode) being processed by the OCS at the time of the failure continue to get queued, routed, established with an agent DN, transferred, and so on.
- As these calls are processed, though, the agents handling them cannot update the associated records because the records were lost when the primary OCS stopped functioning.

Impact on Connections

When Outbound Contact Manager loses its connection to the primary OCS, OCM displays a dialog box that allows the user to retry the connection to the primary server or connect to the backup server.

Note: Starting with release 7.5, OCM supports a silent reconnection.

This reconnection issue does not apply to other servers or dialers to which OCS connects (for example, CPD Server, T-Server, DB Server, and so on), because connections to them should already be specified in the backup OCS Application object. Agent Desktops are also not affected as they do not have a direct connection to OCS. They only need the new OCS DBID, which will be delivered to the Desktop with a record's attached data.

OCM Connections

OCM has connections to the following components:

- OCS
- DB Server
- Configuration Server

OCM and OCS

OCM connects to one OCS at a time by prompting the user during login. OCM supports dynamic reconfiguration of all OCS Application objects listed on OCM's Connections tab. Multiple instances of OCM can be connected to one OCS concurrently. If multiple OCS Application objects are defined on the OCM Application object's Connections tab, the list of OCS Application objects is displayed for the user to select.

If the connection between OCM and OCS is lost, OCM prompts the user to reconnect or to select a backup OCS (if available).

OCM and DB Server

OCM establishes an active connection to the DB Server that is associated with the calling list on which the user is working.

If the original connection fails, OCM prompts the user to reconnect to the DB Server or to select a backup DB Server (if available).

CPD Server Connections

A CPD Server connects to one T-Server (and one switch) only.

In a multi-site/multi-switch environment, Outbound Contact needs at least one CPD Server per switch.

CPD Server and T-Server

The CPD Server connection to T-Server is set up on the Connections tab of the CPD Server Application object.

Warm Standby

CPD Server with a T-Server in Warm Standby mode supports reconnection without manual intervention and without double dialing of records.

If CPD Server's connection to the primary T-Server is lost, the currently running campaign pauses. CPD Server connects to the backup T-Server. The currently running campaign continues to run after the switchover to the new server. Some calls might be lost in warm standby mode. According to an internal timer expiration, OCS tracks the lost call and marks the calls record as `state` to prevent double dialing.

If the connection to the backup T-Server is lost, CPD Server reconnects to the primary T-Server. After switching over to the primary T-Server, CPD Server runs without manual intervention.

No Backup

If CPD Server loses its connection to a T-Server that is not in a standby mode, CPD Server tries to reconnect to the same T-Server. It reconnects without manual intervention and without double dialing of records. The currently running campaign pauses until the connection is restored.

Some calls might be lost while CPD Server is trying to reconnect to T-Server. OCS tracks the lost calls and marks the call record as `state` to prevent double dialing.

CPD Proxy Server Connections

A CPD Proxy Server connects to several CPD Servers, which must be connected to the same switch only.

CPD Proxy Server and CPD Server(s)

The CPD Proxy Server connections to CPD Servers are set up on the Connections tab of the CPD Proxy Server Application object.

Warm Standby

CPD Proxy Server with a CPD Server in Warm Standby mode supports reconnection without manual intervention and without double dialing of records. If CPD Proxy Server's connection to the primary CPD Server is lost, the currently running campaign slows down due to decreasing of dialing resources available. CPD Proxy Server connects to the backup CPD Server. After the switchover to the backup CPD Server is completed the currently running campaign speeds up due to an increasing of dialing resources available. Some calls might be lost during reconnection in warm standby mode on CPD Server side. CPD Proxy Server reports to OCS about such calls as an Error to OCS. OCS tracks the lost call and marks the calls record accordingly to prevent double dialing.

If the connection to the backup CPD Server is lost, CPD Proxy Server reconnects to the primary CPD Server. After switching over to the primary CPD Server, CPD Proxy Server runs without manual intervention.

No Backup

If CPD Proxy Server loses its connection to CPD Server that is not in a standby mode, CPD Proxy Server tries to reconnect to the same CPD Server. It reconnects without manual intervention and without double dialing of records. The currently running campaign slows down until the connection is restored.

Some calls might be lost while CPD Proxy Server is trying to reconnect to CPD Server.

CPD Proxy Server reports to OCS about such calls as an Error to OCS. OCS tracks the lost calls and marks the calls record accordingly to prevent double dialing.

Transport Layer Security Connections

Outbound Contact Server, CPD Server, and CPD Proxy Server support TLS with any Genesys TLS-supporting client/server.

Outbound Contact Manager and the Outbound Contact Configuration Wizard do not support TLS.

Note: If you are configuring TLS between OCS and DB Server, add a Database Access Point (DAP) to DB Server on the Connections tab of the OCS Application object.

See the TLS section of the *Genesys 7.6 Security Deployment Guide* for more information.



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