Genesys 8.0

Proactive Contact

Solution Guide

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Document Version: 80g_sg-pc_11-2012_v8.0.002.00

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Preface

Welcome to the *Genesys 8.0 Proactive Contact Solution Guide*. This document provides information on configuring the Proactive Contact solution. As deploying the Proactive Contact solution requires configuring various Genesys products, this guide consolidates proactive contact configuration information into one guide. It starts with an overview of the Proactive Contact solution and continues with step-by-step instructions for configuring the applications and components that are required to run Proactive Contact 8.0. It also provides a sample Voice XML application (see page 30).

This document is valid for all 8.x release(s) of this product.

Note: For versions of this document created for other releases of this product, 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:

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on page 33.

About Proactive Contact

The Genesys Proactive Contact solution results from integrating the Outbound Contact product with the Genesys Voice Platform (GVP) product.

The solution provides the ability to proactively initiate and handle outbound campaign calls using GVP.

Intended Audience

This document is primarily intended for system engineers and other members of an implementation team who will install and maintain Proactive Contact 8.0. It has been written with the assumption that you have a basic understanding of:

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

This guide also assumes that:

- You are familiar with the Genesys Framework architecture and functions that support Outbound Contact 8.0 and Genesys Voice Platform 8.1.
- You have already installed and are familiar with the individual Outbound Contact and GVP solutions.
- If you choose to report on your Proactive Contact solution activity using Genesys tools, you are familiar with the Genesys reporting architecture and reporting-related applications—Genesys Info Mart, Stat Server, Interaction Concentrator, and GVP Voice Application Reporter (VAR).

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Document Change History

This section lists content that is new or that has changed significantly since the first release of this document. The most recent changes appear first.

New in Document Version v8.0.002.00

In “Create a Trunk Group DN to represent VoIP resources controlled by GVP” on page 19, the `make-call-rfc3725` option was incorrect. The correct option name is `make-call-rfc3725-flow`, and changed accordingly.

Chapter

1 Overview

This chapter provides an overview of the Proactive Contact solution using Outbound Contact 8.0 and Genesys Voice Platform (GVP) 8.1. It introduces a description of the configuration needed for this solution.

This chapter contains the following sections:

Note: This document assumes that you can successfully install and configure the individual Outbound Contact and GVP solutions. This document does not provide installation or configuration information about the individual solutions.

What Is a Proactive Contact Solution?

The Genesys Proactive Contact Solution allows the management and execution of outbound calling campaigns to your customers, dynamically connecting them to an IVR for self-service, or to an agent for assisted service.

The Proactive Contact solution combines the Outbound Contact and GVP solutions to provide the following benefits and to make the following functionality available:

- Automatically launch different VoiceXML Applications depending on the detected call result. One Application could be started when live voice is detected, and another Application could be started when answering machine is detected.

- Start the VoiceXML Application only after answering machine beep tone is detected.
- Store in the Calling List the result of the call progress detection, call time, other outbound mandatory attributes, and updated user data from the customer Voice Application for each dial attempt.
- Apply Outbound Contact treatments (including new customer-focused treatments built with SCXML scripting, introduced in Outbound Contact 8.0) to unsuccessful call results. Such treatments can be to redial at a specified time or to dial the next record for a `Busy` call result.
- Finalize the outbound call in GVP or send it to an agent for further processing.

New in This Release

Outbound Contact 8.0, GVP 8.1, and SIP Server 8.0 provide the following new or changed functionality for the Proactive Contact solution:

- Outbound Contact 8.0:
  - Support of an Outbound-VoIP environment with the following Outbound Contact dialing modes:
    - Power GVP
    - Progressive GVP

    For more information, see Chapter 3 on page 21 and the *Outbound Contact 8.0 Deployment Guide*.L
  - Support for HTTP interface to Outbound Contact Server. For more information, see "Configuring HTTP Server Proxy" on page 26.
- GVP 8.1:
- Support for Outbound Contact campaigns.
- Call Progress Detection and Answering Machine Detection.
- Outbound call resource management.

> **Note:** GVP 8.1 also supports using Composer 8.0.2 to create the VoiceXML applications.

- SIP Server 8.0: Support for partitioning functionality.

Component Products

The Proactive Contact solution is enabled through the integration of the following Genesys products/servers:

- Genesys Outbound Contact
  - Outbound Contact Server (OCS) (the dialing engine)

> **Note:** Genesys Administrator replaces Configuration Manager and Outbound Contact Manager (OCM) in Outbound Contact 8.0. However, OCM 7.6 and Configuration Manager 8.0 can still be used with Outbound Contact 8.0. For more information Genesys Administrator, see *Framework 8.0 Genesys Administrator Help*.

- Genesys Administrator (a web-based user interface that provides provisioning, monitoring, and deployment abilities for Genesys solutions)
- Management Framework
- Genesys Voice Platform Solution (the dialog engine)
  - Media Control Platform (MCP)
  - Resource Manager (RM)
  - Reporting Server (RS)—Optional
- SIP Server
- Composer (optional—a tool to develop VoiceXML applications)
- Universal Routing (optional—supplementary routing engine)
  - Universal Routing Server (URS)
  - Interaction Routing Designer (IRD)
- Genesys Info Mart (optional—for reporting on Proactive Contact solution activities)
- Interaction Concentrator (optional—required as the data collector if you are using Genesys Info Mart)

For more information about how GVP enables OCS customers to make outbound calls, see "Configuring Genesys Voice Platform" on page 17. For more information about how the other Proactive Contact components function, see the additional deployment guides that are listed in "Related Documentation Resources" on page 33.

Proactive Contact Dialing Modes

The Proactive Contact solution operates in either of two modes:

- Power GVP: The predictive algorithm calculates the number of dial requests (dialing or established) using the Campaign Group `Max Queue Size` parameter. It cannot be restricted by the `Number of CPD Channels` property of the Campaign Group, see page 25 for more information about this field.
- Progressive GVP: The predictive algorithm calculates the number of dial requests (dialing or established) as the total number of ports available for the Campaign Group. It may be restricted by the `Number of CPD Ports`

property of the Campaign Group.The total number of ports is equal to the total ports configured for the Campaign Group trunk group as reported by SIP Server.

Proactive Contact Architecture

Figure 1 shows the architecture for the Proactive Contact solution.

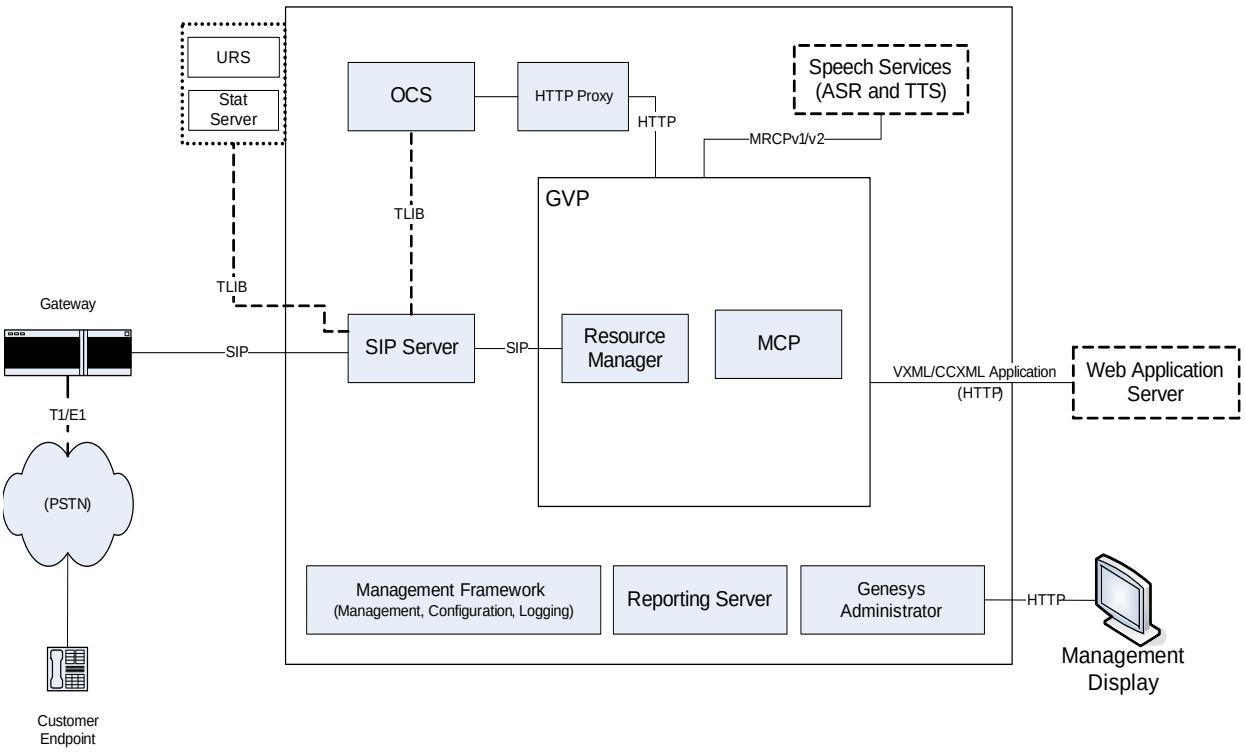

Figure 1: Proactive Contact Architecture

Supported Scenarios

The Proactive Contact solution supports the following environmental scenarios:

- Single tenant or multi-tenant environments.
- GVP with OCS and SIP Server in an Outbound-VoIP environment (see Figure 2 on page 15)

Figure 2 illustrates GVP with OCS and SIP Server in an Outbound-IP environment.

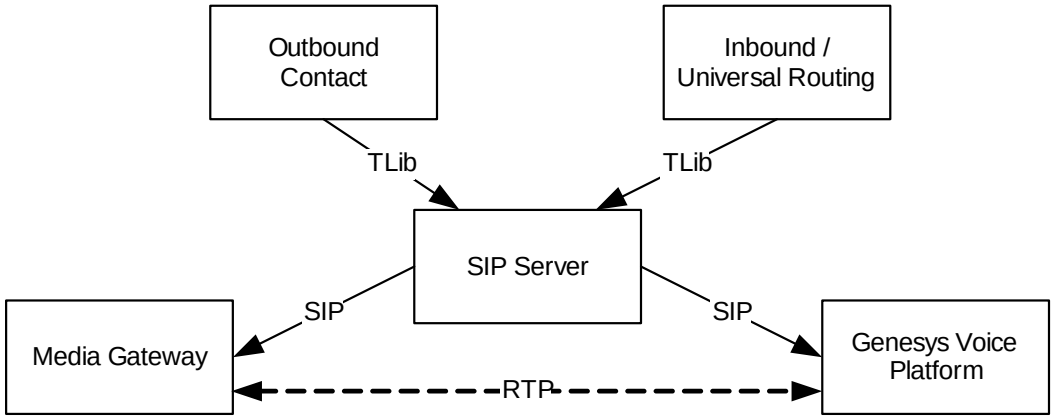

Figure 2: GVP with OCS and SIP Server in an Outbound-VoIP Environment

Summary of Solution Configuration Steps

To configure the Proactive Contact solution, do the following:

Task Summary: Configuring the Proactive Contact solution

Task	Description
Install and configure GVP.	1. Install and configure GVP as described in the *Genesys Voice Platform 8.1 Deployment Guide*. 2. Perform integration steps for Proactive Contact, as described in Chapter 2 on page 17.
Install and configure Outbound Contact.	1. Install and configure Outbound as described in the *Outbound Contact 8.0 Deployment Guide.* 2. Perform integration steps for Proactive Contact, as described in Chapter 3 on page 21.

Chapter

2 Configuring Genesys Voice Platform

This chapter describes how to configure Genesys Voice Platform (GVP) for a Proactive Contact solution. It includes the following sections:

Before You Begin

This guide assumes that you have successfully installed and configured the GVP solution. This document provides information about specific configuration requirements to integrate an installed GVP deployment into a Proactive Contact solution. For information about installing and configuring the GVP solution itself, see the *Genesys Voice Platform 8.1 Deployment Guide* and other resources listed in “Related Documentation Resources” on page 33.

Task Summary: Configure GVP for Outbound Calling

Task Summary: Configure GVP for Outbound Calling

Objective	Related Actions
Check that the prerequisite components are successfully deployed.	Make sure that all required GVP components are deployed before you begin the integration procedures. The key GVP components are: • Resource Manager • Media Control Platform (MCP) • Call Control Platform (CCP)—optional for CCXML • Fetching Module • Squid Proxy (Third-party component) For more information on how to deploy these components, see the *Genesys Voice Platform 8.1 Deployment Guide*.
Integrate GVP with SIP Server.	See the *Voice Platform Solution 8.1 Integration Guide*.

Configure the SIP Server Application.	Go to: `Provisioning > Environment > Applications > <your_SIP_Server_application> > TServer` section.
	1. Configure the treatment timeout:
	  • `sip-invite-treatment-timeout`—Set this option to `30`.
	2. Configure the default behavior for how SIP Server responds when receiving CPD results from the gateway or MCP.
	  • `am-detected`—For answering machine detection, set this option to `connect`.
	  • `fax-detected`—For fax machine detection, set this option to `connect`.
	  • `cpd-info-timeout`—Set this option to the length of time, in seconds, that SIP Server will wait for the CDP results. Set this to `7` or higher for CPD on MCP, leave the default of `3` for CPD on media gateway.

Configure GVP for Call Progress Detection (CPD).	Go to: `Provisioning > Environment > Applications > <your_mcp_application> > cpa`. Configure the `cpa` section as required for your deployment. For more information, see the "Configuring the Media Control Platform" chapter in the *Genesys Voice Platform 8.1 User's Guide*.

Task Summary: Configure GVP for Outbound Calling (Continued)

Objective	Related Actions
Create a Trunk Group DN to represent VoIP resources controlled by GVP	Go to: `Provisioning > Switching > Switches` To configure GVP-controlled resources as a DN in the SIP Server switch for making outbound calls: 1. Create a `Trunk Group` DN, using any name for the DN. 2. On the `Options` tab, in the `TServer` section, configure the following mandatory parameters: • `contact` • `request-uri` • `subscription-id` • `make-call-rfc3725-flow` • `refer-enabled` • `ring-tone-on-make-call`
Configure a gateway trunk DN.	Go to: `Provisioning > Switching > Switches` **Basic Trunk Configuration** 1. `Number`—Enter a text-based name for this trunk. 2. `Type`—Select `Trunk` from the drop-down list. 3. `Contact`—Enter the IP address and port of the media gateway. **Related Configuration for CPD** 1. To enable CPD on a media gateway, set the `cpd-capability` option to either `audiocodes` or `paraxip` on this Trunk DN. 2. Set the `cpd-info-timeout` option to the length of time, in seconds, that SIP Server will wait for the `INFO` with CPD results, after the `200 OK` is received from the media gateway.
Create a Logical Resource Group.	See the “Configuring Resource Manager” chapter in the *Genesys Voice Platform 8.1 User’s Guide*.
Create an IVR Profile.	See the “Provisioning IVR Profiles” chapter in the *Genesys Voice Platform 8.1 User’s Guide*.
Create a VoiceXML Application.	The VoiceXML application must be written in Next Generation Interpreter (NGI) format. The application can transfer the call to an agent using the `<transfer>` tag only. You can create the VoiceXML application using Composer. For more information, see the *Composer 8.0.2 Help* file, and “Sample VoiceXML Application” on page 30.

Chapter

3 Configuring Outbound Contact

This chapter describes how to configure Outbound Contact for a Proactive Contact solution. It includes the following sections:

Before You Begin

This guide assumes that you have successfully installed and configured the Outbound Contact solution. This document provides information about specific configuration requirements to integrate an installed Outbound Contact deployment into a Proactive Contact solution. For information about installing and configuring the Outbound Contact solution, see the *Outbound Contact 8.0 Deployment Guide* and other resources listed in “Related Documentation Resources” on page 33.

Note: Outbound Contact 8.0 supports using the Power GVP dialing mode in a traditional environment and the Power GVP dialing mode and Progressive GVP dialing mode in a VoIP environment for a Proactive Contact solution.

If you intend to use the Power GVP dialing mode for a traditional environment, you must use GVP 7.6 with OBN Manager. For information on this dialing mode, see the *Genesys 7.6 Proactive Contact Solution Guide.* For information about the distinction among these modes, see the *Outbound Contact 8.0 Deployment Guide.*

Task Summary: Configure Outbound Contact for a Proactive Contact Solution

Task Summary: Configure Outbound Contact for a sProactive Contact Solution

Objective	Related Actions
Check that the prerequisite components are successfully deployed.	Make sure that Outbound Contact Server is deployed. For more information, see the *Outbound Contact 8.0 Deployment Guide.*
Configure Campaign Groups.	Specify the maximum number of dialing requests for Power GVP dialing mode: `Max Queue Size` For more information on this and other Campaign Group options, see "Configuring a Campaign Group".
Configure HTTP Server Proxy.	See "Configuring HTTP Server Proxy" on page 26.
Configure OCS to detect beeps for answering matching call results.	When treating answering machine detection, consider the following OCS option: • `am-beep-detection` For more information on this option and other OCS options, see the *Outbound Contact 8.0 Deployment Guide.*
Configure the SIP Server.	Go to: `Provisioning > Environment > Applications > <your_SIP_Server_application> > TServer` section. If switch partitioning is used, configure the `partition-id` option with the name of the Trunk Group DN, which determines the resource allocation for calls made from this Trunk Group DN. For more information on this option, see the *SIP Server 8.0 Release Note.*

Task Summary: Configure Outbound Contact for a sProactive Contact Solution (Continued)

Objective	Related Actions
Configure a connection to SIP Server on the OCS application object.	Go to: `Provisioning > Environment > Applications > <your_OCS_application> Configuration` section. 1. Go to the `Connections` section. 2. Add the SIP Server application that controls the Trunk Group DNs.
Confirm that you have configured GVP 8.0	See Chapter 2 on page 17.

Configuring a Campaign Group

A `Campaign Group` is the main configuration object in Outbound Contact. It can be found as a `Campaign Group` tab of the `Campaign` object in Configuration Manager, or under `Provisioning > Outbound Contact > Campaigns > <Campaign Name> > Campaign Groups` tab in Genesys Administrator. The Campaign Group is defined as a Campaign (a set of Calling Lists) that is associated with to work resources such as an Agent Group or a Place Group.

For a VoIP environment, a Campaign Group is called Outbound VoIP - Ready, when the following conditions are met:

- A Trunk Group DN is configured for the Campaign Group.
- This Trunk Group DN belongs to the SIP Server switch object.
- SIP Server that controls the Trunk Group DN is listed on the Configuration tab/Connections section of the following:
  - The OCS configuration object
  - The Campaign Group object (optional)

`Note:` To create a Campaign Group, you must have one or more Agent Groups or Place Groups. If there are no agents who will handle Genesys Voice Platform (GVP) outbound calls, so that all calls are processed by voice application(s) only, Genesys recommends that you create an empty Agent Group or Place Group, so that you can create a Campaign Group.

Procedure:
Configuring a Campaign Group object

Purpose: To configure a Campaign Group for the Proactive Contact solution.

Start of procedure

1. In Genesys Administrator, select `Provisioning > Outbound Contact > Campaigns`.
2. In the Details pane, double-click the Campaign for which you want to configure a Campaign Group. Select the `Campaign Groups` tab.
3. Click the `New` button.
4. In the `Campaign Group` dialog box, configure the parameters on the `General` section, as described in Table 1.

Table 1: General Section Parameters

Parameter	Comment
Name	The name of the Campaign Group. The format is `<Campaign name>@<Agent Group name or Place Group name>`. This name must be unique within the tenant. The name is automatically populated by the system.
Tenant	Automatically populated by the system.
Campaign	The name of the Campaign that is used to create the Campaign Group.
Group Type	The type of group (agent or place).
Group	The name of the group that is used.
Description	Optional: default is `[Blank]`. A brief description of the Campaign Group.
State Enabled	Required: default is `[on]`. A check box that indicates that this Campaign Group is active and can be loaded and started by OCS as Dialing Session. For more information, see *Framework 8.0 Genesys Administrator Help.*

5. Configure the parameters on the `Advanced` section, as described in Table 2.

Table 2: Advanced Tab Parameters

Parameter	Comment
Dial Mode	Choose `Power GVP` or `Progressive GVP`.
Voice Transfer Destination	Optional parameter for Proactive Contact Solution. If omitted, SIP Server should be configured on the `Connections` tab of the Campaign Group. This parameter is required for proper reporting via Interaction Concentrator.
Operation Mode	Not applicable to the Proactive Contact solution.
Optimization Method	Not applicable to the Proactive Contact solution.
Target Value, %	Not applicable to the Proactive Contact solution.
Maximum Queue Size	(Power GVP dialing mode only) The maximum number of dialed and established calls for the Campaign Group.
IVR Profile	The GVP IVR Profile to use for the Campaign Group.
Interaction Queue	Not applicable to the Proactive Contact solution.
Trunk Group DN	Required only if you are using Outbound Contact in an Outbound-VoIP environment, and want to create a Campaign Group which is VoIP ready. If specified, OCS uses this DN as the DN on behalf of which outbound calls originate. The name of the Trunk Group DN is the same as the partition-id value specified in SIP Server, which determines the resource allocation for calls made from this Trunk Group DN.
Script	Not applicable to the Proactive Contact solution.
Minimum Record Buffer Size and Optimal Record Size	Both the minimum and the optimum buffer size coefficients are set as a percentage of the desired `Max Queue Size` value for Power GVP dialing mode or as percentage of Total Ports for Progressive GVP dialing mode. For example, if the `minimum = 100`, `optimum = 150`, and `Maximum Queue Size = 200`, OCS keeps 300 chains in its buffer for the given Campaign Group, and then fetches more records when the buffer size falls to fewer than 200 chains.
Number of CPD Channels	Identifies the maximum number of channels (or ports), that a Campaign Group can use to place calls. This max number is used in the Progressive GVP dialing mode.

End of procedure

Configuring HTTP Server Proxy

OCS now supports communication with OCS clients, like GVP using HTTP requests/responses. This enables GVP to send requests to update records over HTTP protocol without having to rely on SIP Server.

The HTTP interface in OCS, HTTP Proxy, is a gateway between HTTP version 1.1 and outbound protocols (primarily Agent Desktop Protocol). At its startup, when OCS determines that an HTTP port is configured (see Procedure: Configuring OCS for HTTP), OCS automatically starts the HTTP Proxy. You, as the end user, do not need to start this child process manually.

For more information, see the Architecture chapter in the *Outbound Contact 8.0 Deployment Guide*.

Procedure: Configuring OCS for HTTP

Purpose: To configure the OCS application object to communicate with clients using HTTP requests/responses.

Start of procedure

1. In Genesys Administrator, go to Provisioning > Environment > Applications and double-click your OCS application object.
2. Configure a separate listener port on the Configuration tab/Server Info section with the Connection Protocol set to `http`.

End of procedure

For information on the HTTP API specifications, see the *Outbound Contact 8.0 Reference Manual*.

For a sample VoiceXML application, see “Sample VoiceXML Application” on page 30.

Invoking a Voice Application

To invoke a GVP Voice Application on an established customer call, OCS uses the `TApplyTreatment` T-Lib API function with the `PlayApplication` subtype.

Configuring the URI of the Voice Application

OCS reads the `initial-page-url` option in the `gvp.service-prerequisite` section of the IVR Profile that is associated with the Campaign Group to determine the URI for the VXML application to be executed by GVP.

In addition to the URI of the VXML application, OCS also defines beep detection for the treatment application if the treatment is applied to the Answering Machine call result only. This is controlled by the OCS `am-beep-detection` option. For more information on the `am-beep-detection` option, and other OCS parameters, see the *Outbound Contact 8.0 Deployment Guide.*

Alternative Voice Application for Answering Machine Detection

OCS can invoke a dedicated Voice Application for the Answering Machine call result by delivering the URI of the specific Voice Application in the `Parameters` list of `TApplyTreatment()` function call.

OCS reads the `am-initial-url` option in the `default`, `OCServer`, or `<OCS application name>` section of the IVR Profile Annex tab that is associated with the Campaign Group to determine the URI of the specific VoiceXML Application. If the URI for Answering Machine is specified, it is used in `TApplyTreatment()` function call for the Answering Machine call result only. If it is not specified, then the URI is set with the `initial-page-url` option.

Note: The Answering Machine Voice Application URI is not passed in the `ivr-profile-id` KV pair to SIP Server; therefore, GVP cannot pre-fetch it.

Applying a Treatment

After an outbound call is established on a Trunk Group DN, OCS can apply Treatments of the Transfer/Connect or Drop type to this call. Configure these Treatments using the Treatment configuration object with the Apply to Call action. For more information on configuring this object, see the Outbound Contact 8.0 Deployment Guide.

Treatment configuration objects always have higher priority than VXML application call handling. Consider the following examples:

- Example 1: A Treatment object of the Connect type is configured for the Answering Machine Detected call result. A Destination DN is also configured.

  Despite of the IVR profile ID presence in the configuration, OCS uses single step transfer to the Destination DN and completes call/record processing for calls when an answering machine is detected.
- Example 2: A Treatment object of the Drop type is configured for call the Answering Machine Detected call result.

  Despite of the IVR profile ID presence in configuration, OCS issues a release of the call and completes call/record processing for calls with Answering Machine Detected call result.

Apply to Call Treatments can be used as an alternative to VXML applications for call handling purposes. Although it is possible to perform the same call processing in a VXML application (transfer or drop), Treatments can be used to improve performance, so that GVP does not need to fetch, parse, and execute the VXML application each time for the simple operation of a call transfer or drop.

Chapter

4 Proactive Contact Solution Reference Information

This chapter provides reference information about the Proactive Contact Solution. It includes the following sections:

Records Retrieval From the Calling List

The procedure that OCS uses to calculate the number of chains to retrieve from the database when a proactive contact campaign is loaded or running differs from traditional `Predictive`, `Progressive`, or `Preview` modes.

For the Power GVP mode, when a dialing session for a proactive 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 chains retrieved from each Calling List is determined by the specified list weight that is set in Genesys Administrator when the Calling List is added to the Campaign. OCS then submits the records to GVP 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 chains in the OCS buffer is below the minimum buffer size specified for the Campaign Group.

For Progressive GVP mode the chains are retrieved as a percentage of Total Ports available to OCS (as reported by SIP Server on Trunk Group DN), and the total number of dialing requests submitted equals Total Ports as configured for a Campaign Group, or as reported by SIP Server for the given Trunk Group (whichever is less).

Sample VoiceXML Application

The following sample sends the `RecordProcessed` response with key value pairs `GSW_CALL_RESULT = 40` (Wrong Party) and `GSW_TREATMENT = RecordTreatCampaign`, and then releases the call. For more information on the HTTP API specifications, see the *Outbound Contact 8.0 Reference Manual*.

Note: OCS attaches KV pair with key name `GSW_RECORD_URI` to outbound call, so that this information becomes available in VoiceXML Application. For more information, see the *Outbound Contact 8.0Reference Manual*.

```
<?xml version="1.0"?>
<vxml xmlns="http://www.w3.org/2001/vxml"
xmlns:vg="http://www.voicegenie.com/2006/vxml21-extension"
version="2.1">
<meta name="application" content="OCS Sample Application"/>
<form>
   <block>
          <audio src="prompts/brand.vox" />
     <audio src="prompts/welcometogenesys.vox" />

     <!-- construct HTTP request URI -->
     <var name="GSW_RECORD_URI"
expr="session.connection.protocol.sip.headers['gsw_record_uri']"/>
     <var name="GSW_AGENT_REQ_TYPE" expr="'RecordProcessed'"/>
     <var name="OCS_REQUEST_URI"
          expr="GSW_RECORD_URI + '?req=' + GSW_AGENT_REQ_TYPE"/>

     <!-- generate namelist for the record update -->
     <var name="GSW_CALL_RESULT" expr="40"/>
     <var name="GSW_TREATMENT" expr="'RecordTreatCampaign'"/>
     <!-- send the request -->
     <data name="ProcessRecord" method="post"
       srcexpr="OCS_REQUEST_URI" enctype="application/json"
       namelist="GSW_CALL_RESULT GSW_TREATMENT"/>

     <audio src="prompts/goodbye.vox" />
     <disconnect/>
   </block>

   <!-- error handling -->
   <catch event="error.badfetch.http.400">
     <log>Failed.  Reason: 400 Bad Request.</log>
   </catch>
   <catch event="error.badfetch.http.410">
     <log>Failed.  Reason: 410 Gone.</log>
   </catch>
```

```
    <catch event="error.badfetch.http.500">
      <log>Failed.  Reason: 500 Internal Server Error.</log>
    </catch>
    <catch event="error.badfetch.http.503">
      <log>Failed.  Reason: 503 Service Unavailable.</log>
    </catch>
    <catch event="error.badfetch">
      <log>Failed.  Reason: Unknown. </log>
    </catch>
  </form>
  </vxml>
```

Supplements

Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

Outbound Contact

- *Outbound Contact 8.0 Deployment Guide*, which provides architectural information, instructions on how to install and configure Outbound Contact 8.0 components, configuration option descriptions, and other related information.
- *Outbound Contact 8.0 Reference Manual*, which describes application features for Outbound Contact 7.6 and provides information about constants, and communication protocols.
- *Outbound Contact Manager 7.6 Help*, which describes how to use Outbound Contact Manager (OCM), if using OCM.
- *Framework 8.0 Log Events Help*, which describes in further detail log event messages for Outbound Contact Server and Call Progress Detection (CPD) Server, among other products.

GVP

- *Genesys Voice Platform 8.1 Deployment Guide*, which provides detailed installation and configuration instructions for GVP.
- *Genesys Voice Platform 8.1 User's Guide* which provides instructions for the administration, provisioning, and configuring of GVP and its components.
- *Genesys Voice Platform 8.1 Troubleshooting Guide*, which provides trap and basic troubleshooting information for GVP.

- *Genesys Voice Platform 8.1 Legacy Genesys VoiceXML 2.1 Reference Manual*, which describes the VoiceXML 2.1 language as implemented by the Legacy GVP Interpreter (GVPi) in GVP 7.6 and earlier, and which is now supported in the GVP 8.1 release.
- *Genesys Voice Platform 8.1 Genesys VoiceXML 2.1 Reference Help*, which provides information about developing Voice Extensible Markup Language (VoiceXML) applications. It presents VoiceXML concepts, and provides examples that focus on the GVP Next Generation Interpreter (NGI) implementation of VoiceXML.
- *Genesys Voice Platform 7.6 Deployment Guide*, which describes OBN Manager.

SIP Server

Framework 8.0 SIP Server Deployment Guide, which provides information about configuring and installing SIP Server.

Voice Platform Solution

- *Voice Platform Solution 8.1 Integration Guide*, which provides information about integrating GVP 8.1, SIP Server 7.6, and, if applicable, IVR Server.

Management Framework

- *Framework 8.0 Genesys Administrator Help*, which provides information about configuring and provisioning contact center objects by using the Genesys Administrator.

Composer

- *Composer 8.0.2 Deployment Guide*, which provides information about installing and configuring Composer Voice.
- *Composer 8.0.2 Help*, which provides information about using Composer Voice, a GUI for developing applications based on VoiceXML and CCXML.

Universal Routing

- *Universal Routing 8.0 Deployment Guide*, which provides a high-level overview of Universal Routing features and functions, including product architecture, system availability, redundancy information, and deployment planning. It also provides instructions for deploying Universal Routing components, and describes how to start and stop these components once you have configured and installed them.

- *Universal Routing 8.0 Reference Manual*, which describes and defines routing strategies, Interaction Routing Designer (IRD) objects, Universal Routing Server (URS) and other server functions and options, number translation, pegs, and statistics used for routing.
- *Universal Routing Business Process User's Guide*, which contains step-by-step instructions for creating interaction workflows (business processes), which direct incoming customer interactions through various processing objects. The goal is to generate an appropriate response for the customer.
- *Universal Routing 8.0 Interaction Routing Designer Help*, which describes how to use IRD to create routing strategies. It also describes Interaction Workflow view, where you create business processes that route incoming interactions through various processing objects with the goal of generating an appropriate response for the customer.
- *Universal Routing 8.0 Application Configuration Guide*, which contains information on the various types of routing solutions that can be implemented, including skills-based routing, business-priority routing, share agent by service level agreement routing, and cost-based routing.

Genesys Info Mart and Interaction Concentrator

- *Genesys Info Mart 8.0 Deployment Guide*, which describes the architecture, configuration requirements, and installation steps for Genesys Info Mart, including information about specific Interaction Concentrator and attached data configuration requirements that allow you to extract outbound campaign information directly from one or more Interaction Concentrator databases.
- *Genesys Info Mart 8.0 Reference Manual* for your relational database management system (RDBMS), which describes the structure of the Genesys Info Mart database and tables.
- *Genesys Info Mart 8.0 User's Guide*, which describes how Genesys Info Mart populates data for outbound contact attempts.
- *Interaction Concentrator 8.0Deployment Guide*, which describes the architecture, configuration requirements, and installation steps for Interaction Concentrator, including information about how to make data from the Genesys Outbound Contact solution available in Interaction Database (IDB).
- *Interaction Concentrator 8.0Physical Data Model* for your RDBMS, which describes the structure of the database and IDB tables.

Genesys

- *Genesys Technical Publications Glossary,* which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at http://genesyslab.com/support.

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

- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

Consult these additional resources as necessary:

- *Genesys 7 Hardware Sizing Guide,* which provides information about Genesys hardware sizing guidelines for the Genesys 7.x releases.
- *Genesys 8 Hardware Sizing Guide,* which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases.
- *Genesys Interoperability Guide,* which provides information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and Gplus Adapters Interoperability.
- *Genesys Licensing Guide*, which introduces you to the concepts, terminology, and procedures relevant to the Genesys licensing system.
- *Genesys Database Sizing Estimator 7.6 Worksheets,* which provides a range of expected database sizes for various Genesys products.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the system level documents by release tab in the Knowledge Base Browse Documents Section.

Genesys product documentation is available on the:

- Genesys Technical Support website at http://genesyslab.com/support.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

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:

80fr_ref_06-2008_v8.0.001.00

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

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. 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.

Type Styles

Table 3 describes and illustrates the type conventions that are used in this document.

Table 3: Type Styles

Type Style	Used For	Examples
Italic	• Document titles • Emphasis • Definitions of (or first references to) unfamiliar terms • Mathematical variables Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 38).	Please consult the *Genesys Migration Guide* for more information. Do *not* use this value for this option. A *customary and usual* practice is one that is widely accepted and used within a particular industry or profession. The formula, $x + 1 = 7$ where *x* stands for . . .

Table 3: Type Styles (Continued)

Type Style	Used For	Examples
Monospace font (Looks like `teletype` or `typewriter text`)	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. • Code samples. Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.	Select the `Show variables on screen` check box. In the `Operand` text box, enter your formula. Click `OK` to exit the `Properties` dialog box. T-Server distributes the error messages 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. Enter `exit` on the command line.
Square brackets ([ ])	A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.	`smcp_server -host [/flags]`
Angle brackets (< >)	A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise. **Note:** In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.	`smcp_server -host <confighost>`

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