Composer Help

Add Record Block

4/30/2025

Add Record Block

Contents

Use this block to automate building of Calling Lists by adding a new record to a specified Calling List. For example, you can use the Add Record block to automatically develop a Calling List, such as one to follow up on inbound calls that were abandoned during traffic peaks. You can then configure a routing workflow to detect abandoned calls and add records to the Calling List with the parameters of the incoming interactions. The Calling List can then be used by an outbound campaign that dials out to these customers during off-peak hours and has the Agent apologize and follow up. Also see:

- OCS Application Variables
- Using the Outbound Blocks

This block has the following properties:

Name Property

Find this property's details under Common Properties for Workflow Blocks or Common Properties for Callflow Blocks.

Block Notes Property

Find this property's details under Common Properties for Workflow Blocks or Common Properties for Callflow Blocks.

Contact Info Property

Click the down arrow and select the variable that contains the contact telephone number (home, work, cell), FAX number, or e-mail address.

Contact Info Type Property

Click the down arrow and select a Contact Information Type: **No Contact Type**, **Home Phone**, **Direct Business Phone**, **Business with Extension**, **Mobile**, **Vacation Phone**, **Pager**, **Modem**, **Voice Mail**, **Pin Pager**, **Email Address**, **Instant Messaging**.

Exceptions Property

Find this property's details under Common Properties for Workflow Blocks or Common Properties for Callflow Blocks.

Condition Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Logging Details Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Log Level Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Enable Status Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Record Status Property

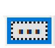
Click the down arrow and select a record status, such as **Ready**, **Retrieved**, **Updated**, **Stale**, **Cancelled**, **Agent Error**, **Missed Callback**.

Record Type Property

Click down arrow and select the Type of record, such as **No Record Type**, **Unknown**, **General**, **Campaign Rescheduled**, **Personal Rescheduled**, **Personal Callback**, **Campaign CallBack**, **No Call**.

Call Time Property

This property specifies the time when record was called.

1. Click under **Value** to display the  button.

2. Click the button to open the Call Time dialog box.
3. From the **Type** dropdown, do one of the following:
    - Select **Literal** from the dropdown menu and then specify the call date and time.
    - Select **Variable** from the dropdown menu and then select the variable that contains the call timetime.
4. Click **OK** to close the dialog box.

Call Time From Property

This property specifies the time frame when a record can be called.

1. Click under **Value** to display the button.
2. Click the button to open the Call Time From dialog box.
3. From the **Type** dropdown, do one of the following:
    - Select **Literal** from the dropdown menu and then specify the time.
    - Select **Variable** from the dropdown menu and then select the variable that contains the time.
4. Click **OK** to close the dialog box.

Call Time Until Property

This property specifies the time frame when a record can be called.

1. Click under **Value** to display the button.
2. Click the button to open the Call Time Until dialog box.
3. From the **Type** dropdown, do one of the following:
    - Select **Literal** from the dropdown menu and then specify the time.
    - Select **Variable** from the dropdown menu and then select the variable that contains the time.
4. Click **OK** to close the dialog box.

Scheduled Date and Time Property

This property specifies the date/time at which scheduled call should be dialed.

1. Click under **Value** to display the button.
2. Click the button to open the Scheduled Data and Time dialog box.
3. From the **Type** dropdown, do one of the following:
    - Select **Literal** from the dropdown menu and then specify the date and time.
    - Select **Variable** from the dropdown menu and then select the variable that contains the date and time.
4. Click **OK** to close the dialog box.

Time Zone Property

This property specifies the name of a Time Zone, associated with the customer record and configured in Configuration Server.

1. Click under **Value** to display the button.
2. Click the button to open the Time Zone dialog box.
3. From the **Type** dropdown, do one of the following:
    - If you are connected to Configuration Server, select **Configuration Server** from the dropdown menu. Select the Time Zone from the **Value** field.
    - Select **Literal** from the dropdown menu and then enter the Time Zone in the **Value** field.
    - Select **Variable** from the dropdown menu and then select the variable that contains the Time Zone from the **Value** field.
4. Click **OK** to close the dialog box.

Attempts Property

Click the down arrow and select the variable that specifies the maximum number of attempts to dial the record in the Calling List during one Campaign.

Calling List Property

This property specifies the name of a Calling List, which is configured in Configuration Server.

1. Click under **Value** to display the button.
2. Click the button to open the Calling List dialog box.
3. From the **Type** dropdown, do one of the following:
    - If you are connected to Configuration Server, select **Configuration Server** from the dropdown menu. Select the Calling List from the **Value** field.
    - Select **Literal** from the dropdown menu and then enter the Calling List in the **Value** field.
    - Select **Variable** from the dropdown menu and then select the variable that contains the Calling List from the **Value** field.
4. Click **OK** to close the dialog box.

Call Result Property

Click the down arrow and result code as defined in a Configuration Manager Enumeration table, such as Abandoned, Agent Callback Error, All Agents Busy, Answer, Answering Machine Detected, Bridged, Busy, Call Drop Error, and so on.

Campaign Property

This property specifies the name of an Outbound Campaign associated with the Calling List, which is configured in Configuration Server.

1. Click under **Value** to display the button.
2. Click the button to open the Campaign dialog box.
3. From the **Type** dropdown, do one of the following:
    - If you are connected to Configuration Server, select **Configuration Server** from the dropdown menu. Select the Campaign from the **Value** field.
    - Select **Literal** from the dropdown menu and then enter the Campaign in the **Value** field.
    - Select **Variable** from the dropdown menu and then select the variable that contains the Campaign from the **Value** field.
4. Click **OK** to close the dialog box.

Chain ID Property

Click the down arrow and select the variable that contains a unique chain identifier (optional). If missing, it is assumed that a record forms a new chain.

Chain N Property

Click the down arrow and select the variable that contains a unique number in a chain (optional). If missing, the next available number is assigned.

OC Server Property

This property identifies the Outbound Contact Server that will interact with the block. You can specify a different OCS application for a specific block. By default, the OCS_URI application variable is used. If the datasource is Config Server, Composer will read the OCS host, listening port and connection protocol from config server. If the datasource is Literal/Variable, the format should be `[http|https]://<host>:<port>`.

User Data Property

Use this property to specify key-value pairs for user data attached to the interaction.

1. Click under **Value** to display the  button.
2. Click the  button to open the User Data dialog box.
3. Click **Add** to open the Select Items dialog box.
4. Opposite Key, leave Literal in the first field and enter the input parameter name in the second field.
5. Opposite **Value**, click the down arrow and select either literal or variable.
    - If you select **Literal**, enter the name of the key in the second field.
    - If you select **Variable**, select the name of the variable from the second field.
    - Select the **Value is numeric box if applicable.**
6. Click **OK** to close the Select Items dialog box. The User Data dialog box shows your entry.
7. Continue adding parameters in this fashion.
8. Click **OK** when through in the User Data dialog box.