Composer Help

Cancel Record Block

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Cancel Record Block

Contents

Use this block to cancel a customer record in a calling list. You can identify the customer record to cancel by using the Record Handle, Contact Info, or Customer ID property (one of these must be specified). If you specify more than one of these properties, the identifiers are prioritized as follow: Record Handle (highest), Contact Info, Customer ID (lowest). 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.

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.

Contact Info Property

Select the variable that contains contact information, such as telephone number (home, work, cell), FAX number, or e-mail address. This parameter can be used for Inbound calls to reference the customer record when Record Handle is not available.

Customer ID Property

Select the variable that identifies the customer when a user-defined field is present in the calling list as described in the *Outbound Contact 8.1 Deployment Guide*. You can use for Inbound calls to reference the customer record when Record Handle is not available.

OC Server Property

This property identifies the Outbound Contact Server processing this Calling List. 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>.

Record Handle Property

Select the variable that identifies the customer using the Record ID assigned by Outbound Contact Server if available. Either Record Handle, Contact Info or Customer ID must be specified.

Tenant Property

Select the variable that identifies the tenant associated with the Calling List.

Update Record Chain Property

Select False to indicate if only the customer record should be cancelled. Select True if all records

chained to the customer record should be canceled.

ORS Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new ORS Extensions property.