Composer Help

Reschedule Record Block

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Contents

Use this block to Reschedule a customer interaction from the specified Calling List. A record is typically rescheduled during a call when a customer requests a callback at a certain time. For additional information on using this block, including returned results and fault codes, consult the *Universal Routing 8.1 Reference Manual* and the section on updating call results and custom fields in the *Outbound Contact 8.1 Reference Manual*. 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.

OC Server Property

This property identifies the Outbound Contact Server (OCS) application that the block will interact with. It allows you to specify a different OCS application for a specific block. By default, the OCS_Record_URI application variable is used.

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

2. Click the button to open the Application Selection dialog box.

3. The next step depends on whether you are connected to Configuration Server.

   - If you are connected, select **Configuration Server** from the **Type** dropdown menu. Select the name of the Outbound Contact Server object from the **Value** field.

   - You can also select **Literal** and enter the name of the server in the **Value** field.

   - You can also select **Variable** and select the variable containing the name from the **Value** field.

If the datasource is Configuration Server, Composer reads the OCS host, listening port, and connection protocol from Configuration Server. If the datasource is Literal/Variable, use the format `[http|https]://<host>:<port>`.

Scheduled Date and Time Property

Specify 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 Date and Time dialog box.

3. The next step depends on whether you are connected to Configuration Server.

4. Do one of the following.

   - Select **Literal** and select the date and time from the **Value** field.

   - Select **Variable** and select the name of the variable containing the date and time.

   - Select **Delay** and select an amount of time to delay from the **Value** field.

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.