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Web Services and Applications Configuration Guide

Outbound

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Outbound

This page displays the options and privileges associated with Outbound campaigns for Workspace Web Edition.

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Important

In initial releases, some values depicted below were hard coded; modifying these options might not have any effect.

outbound.call-result-automatically-selected

- Default Value: ""
- Valid Values: Any available call result value: `outbound.call-result-values`.
- Changes take effect: At the next interaction.
- Description: Specifies the call result to be selected by default for outbound records. The specified call result must be defined by the values that are specified for the `outbound.call-result-values` option. If set to an empty value, the current call result of the outbound record is selected, or unknown is selected if there is no current value. Has a dependency on `privilege.outbound.can-use`.

outbound.call-result-values

- Default Value: `Answered, NoAnswer, AnsweringMachine, Busy, WrongNumber`
- Valid Values: One or more items from the following list: `Abandoned` (Abandoned), `AgentCallbackError` (Agent Callback Error), `AllTrunksBusy` (All Trunks Busy), `Answered` (Answered), `AnsweringMachine` (Answering Machine), `Busy` (Busy), `CallDropError` (Call Drop Error), `DialError` (Dial Error), `DoNotCall` (Do Not Call), `Dropped` (Dropped), `DroppedNoAnswer` (Dropped No Answer), `FaxDetected` (Fax Detected), `GeneralError` (General Error), `GroupCallbackError` (Group Callback Error), `NoAnswer` (No Answer), `NoDialTone` (No Dial Tone), `NoEstablished` (No Established), `NoFreePortError` (No Free Port Error), `NoProgress` (No Progress), `NoRingback` (No Ringback), `NuTone` (Nu Tone), `Ok` (Ok), `PagerDetected` (Pager Detected), `Silence` (Silence), `SitDetected` (Sit Detected), `SitInvalidNum` (Sit Invalid Num), `SitNoCircuit` (Sit No Circuit), `SitOperintercept` (Sit Operintercept), `SitReorder` (Sit Reorder), `SitUnknown` (Sit Unknown), `SitVacant` (Sit Vacant), `Stale` (Stale), `SwitchError` (Switch Error), `SystemError` (System Error), `TransferError` (Transfer Error), `Unknown` (Unknown), `WrongNumber` (Wrong Number), `WrongParty` (Wrong Party)
- Changes take effect: At the next interaction.
- Description: Specifies the list of call results that are available for the agent to use for an outbound interaction. The call results are displayed in the order in which they appear in the list. Has a dependency on `privilege.outbound.can-use`.

outbound-callback.ringing-bell

- Default Value:
- Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the outbound callback ringing sound configuration string of a scheduled callback pushed to the agent as a preview. For example: `'BELL|7|0'`. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or

WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

Has a dependency on `privilege.outbound.can-use`.

`outbound.delay-voice-state-change.timeout`

- Default Value: 0
- Valid Values: An integer value.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the duration in milliseconds for which Agent Desktop will delay changing the state of the Voice channel to **Ready**, to allow completion of any Outbound interaction that is being marked done.

`outbound.preview.max-simultaneous-preview-record`

- Default Values: -1
- Valid Values: An integer.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the maximum number of simultaneous Outbound Preview records an agent can view in the interaction window. A 0 or a negative value indicates no limit. Has a dependency on `privilege.outbound.can-use`.

`outbound.treatment-mode`

- Default Value: An empty string
- Valid Values: `personal`, `campaign`
- Changes take effect: When the session is started or restarted.
- Description: Specifies the type of treatment to be applied for the outbound record after it is marked as processed. If not set or set to an invalid value, no treatment is applied for the outbound record. This option can be overridden by a routing strategy as described in this [Configuration Guide](#).

`privilege.outbound.can.cancel-record`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to cancel a preview record. If an agent cancels a preview record, it is not processed again during the current campaign. Has a dependency on `privilege.outbound.can-use`.

privilege.outbound.can-dial-alternative-chained-record

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to dial a number from the preview record chain that is different than the number selected by the system. Has a dependency on privilege.outbound.can-use.

privilege.outbound.can-get-next-preview-record

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to request a new preview record while processing of the previous preview record terminates. Has a dependency on privilege.outbound.can-use.

privilege.outbound.can-mark-do-not-call

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to mark a contact as Do Not Call. Has a dependency on privilege.outbound.can-use.

privilege.outbound.can-reject-record

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to decline a preview record. If an agent declines a preview record, it can be processed by another agent in the campaign. Has a dependency on privilege.outbound.can-use.

privilege.outbound.can-reschedule

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to reschedule an outbound record for an active call. Use the privilege.outbound.can-reschedule-before-call privilege to allow rescheduling before the call is dialed. Has a dependency on privilege.outbound.can-use.

privilege.outbound.can-reschedule-before-call

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to reschedule an outbound record before calling the contact. Requires privilege privilege.outbound.can-reschedule. Has a dependency on privilege.outbound.can-use.

privilege.outbound.can-reschedule-on-new-number

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to reschedule an outbound record on a new number (which adds a new record to the chain). Requires privilege privilege.outbound.can-reschedule. Has a dependency on privilege.outbound.can-use.

privilege.outbound.can-set-call-result

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to set a call result to the outbound record. Has a dependency on privilege.outbound.can-use.

privilege.outbound.can-use

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows access to the Outbound Campaign functions

privilege.outbound.push-preview.can-use

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows access to the Outbound push preview Campaign functions. Has a dependency on privilege.outbound.can-use.