Outbound Contact Deployment Guide

Field Object

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Contents

Field Object

The `Field` object defines a field in a Calling List database table. Fields are single pieces of data (for example, a telephone number) within a record.

There are two types of fields in a calling list:

- Genesys mandatory fields--These fields must exist in all Calling List tables. See "Identifying Mandatory Fields" in the "Formats" topic in *Framework Genesys Administrator Help* (`Provisioning Your Environment < Outbound Contact Objects > Formats`). This topic contains a list of mandatory fields and associated data types, as well as a short description for each field.

- User-defined fields--These custom fields contain business-related data.

Creating a New Field Object

Start

1. In Genesys Administrator, go to `Provisioning > Outbound Contact > Fields`.
2. Click New.
3. On the `Configuration` tab, define the fields as described in the following subsection.
4. On the `Options` tab, define option(s) in the `default` section.
5. Click `Save and Close`.

End

Field Object--Configuration Tab Fields

Name

Required; the default value is `[Field]`. The field name is the name of the column in the database table. This value must be unique within the tenant. Depending on the database management system (DBMS), the field name in this object has to conform to the same rules as the field's name in the database table.

Tenant

Automatically populated by the system.

Data Type

Required; the default value is `[Unknown Data Type]`. You must select a value other than `default` for this object. The type of data stored in this field corresponds to a data type supported by the relational database management system.

The **Campaign Data Type Values** table provides information on data type values. The **DATETIME**

formats table provides information on DATETIME formats.

Campaign Data Type Values

Data Type Value	Description
char	Character string with a fixed length
datetime	Date and time1 Data for the DATETIME field type is presented in the specific format of the Calling List when it is populated. This format is database dependent.
float	Real number
int2	Integer; the maximum value for this field with this data type that OCS can handle is 4294967295, which is 2^{32}-1.
varchar	String of variable length
[Unknown Data Type]	Default value. You must change this default value and replace it with another value from this table.

DATETIME formats

DBMS	Data type for Date/Time User Field	Required Format	Example
MSSQL	DATETIME	YYYY.MM.DD hh:mm:ss	2003.04.15 11:32:56
Sybase	DATETIME	YYYY.MM.DD hh:mm:ss	2003.04.15 11:32:56
Oracle	DATE	MM/DD/YYYY HH24:MI:SS	/15/2003 23:32:56
Informix	DATETIME YEAR TO SECOND	YYYY-MM-DD hh:mm:ss	2003-04-15 12:32:56
DB2	TIMESTAMP	yyyy-mm-dd-hh.mm.ss.nnnnnn	2003-04-15-12.32.56.123456

Description

Optional; the default value is [Blank]. A brief description of the field.

Length

Required for char and varchar data types only; not used for any other data types. The default value is [0]. The length of the field in the database.

Field Type

Required; the default value is [Unknown Field Type]. You must select a different value than the default for this object. Outbound business-specific information is stored in this field. The **Field Type Values** table provides information on field type values.

Field Type Values

Field Type Value	Description
Agent	Login ID of the last agent who handled an outbound call associated with this record.
Application	Unique Application identifier (DBID).
Call Time	Time of the actual dialing attempt.
Campaign	Campaign database identification number (DBID) with which this record is associated.
Chain	ID of records that are linked in a chain. All records associated with one customer account have the same chainID. **Important:** When OCS retrieves a record from a database, it converts a string with a chain_id value to an integer value. The maximum integer value that OCS supports is 2,147,483,647.
Contact Info	Contact telephone number (home, work, cell) or e-mail address. `Contact Info` in 7.1 was `Phone Number` in 6.5.1.
Contact Info Type	Type of contact information, such as telephone or e-mail address. `Contact Info Type` in 7.1 was `Phone Type` in 6.5.1.
Dialing Result	Result of a dialed call.
From	Earliest time after midnight to dial a call.
Group	Unique Agent Group or Place Group identifier (DBID).
Number in Chain	Priority assigned to a given record in the chain. The smallest number is processed first.
Number of Attempts	Number of dialing attempts.
Record ID	Unique ID number for the current record.
Record Status	Status of the record.
Record Type	Type of record, such as General, Scheduled, Personal CallBack, NoCall
Scheduled Time	Time at which scheduled call should be dialed
Switch ID	Unique Switch identifier (DBID).
Time Zone	Time-zone database identification number (DBID) of the record.
To	Latest time after midnight to dial a call.
Treatments History	History of applied treatments for the given chain (see the `treatment_sched_threshold` option).
User-Defined Field	An optional field that contains custom business data.
[Unknown Field Type]	Default value. You must replace this value with another value from this table.

Default Value

Optional; the default value is [Blank]. The default value for the field. All formats that include the field will use this default value. The value should be consistent with the data type of the field. For example, if the data type is integer, the default value should be an integer value only. When Genesys Administrator imports records from an ASCII file in which a field is missing or has no value, Genesys Administrator populates the field with this default value--if the nullable checkbox is *not* selected. If the field is nullable, Genesys Administrator accepts a blank value. See also Framework Genesys Administrator Help (Provisioning Your Environment > Outbound Contact Objects > Calling Lists > Overview).

Primary Key

Optional; the default is unchecked. The checkbox indicates whether the field is a primary key in a database table. In Outbound Contact, the only primary key fields are chain_id and chain_n. For more information about these fields, see *Framework Genesys Administrator Help*.

Unique

Optional; the default is unchecked. The checkbox indicates whether the field value is unique within the table.

Nullable

Optional; default is unchecked. The checkbox indicates whether the field value can be set to NULL.

State Enabled

Required; default is checked. Unchecking this checkbox disables the entire format object. Do not change the default.

Editing Fields in the Field Object

Default and Description are the only fields in the Field object that you can edit after you save the object. To modify the Default and Description of a field, double-click the Field object. A field cannot be deleted as long as it is associated with at least one format. Field objects are closely related to Format, Table Access, and Calling List objects. Refer to Calling List Objects and Format Objects for more information.