

GENESYS

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Outbound Contact Deployment Guide

Format Object

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Format Object

Format objects contain fields that form a structure for a database table. Outbound Contact provides two default Format objects: Default_Outbound_ 6 (for backward compatibility) and Default_Outbound_70. By default, both of these objects contain Genesys mandatory fields only.

Creating a New Format Object

Start

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

End

Format Object--Configuration Tab Fields

Name

Required; the default is value [Format]. The name must be unique within the tenant. When the name is specified, it cannot be changed.

Tenant

Automatically populated by the system.

Description

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

State Enabled

Required; default is checked. A check box that indicates a customer interaction can be directed to this target. A more complete description can be found in *Framework Genesys Administrator Help*.

Populating Format with Fields

• To populate a newly created Format object (currently empty) and with fields (all mandatory and perhaps some custom fields).

Start

- 1. After creating and saving a Format object, in the Details panel, double-click the format.
- 2. In the Navigation panel, click the Fields tab.
- 3. In the Details panel, click Add.
- 4. From the Field dialog box, select one or more fields that you want to include in the Format object.

	These fields were created by default as part of
Note:	the Default_Outbound_6 and
	Default_Outbound_70 formats.

- 5. To customize this format with user-defined field(s), in the Field dialog box, click New.
- 6. Define the field(s) following the procedures in the section Creating a New Field Object.

	Do not remove mandatory fields.
Note:	Warning: You cannot delete a format if it is associated with a Table Access object or Filter object. You cannot modify existing fields after you associate the format with a Table Access object.

- 7. Click OK in the Field dialog box.
- 8. Click Save and Close.

End