Outbound Contact Deployment Guide

OCS Option Descriptions

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OCS Option Descriptions

action-queue-quota

- Default Value: `10000`
- Valid Values: A positive integer, greater than `10`
- Changes take effect: After restart
- Configuration Level: OCS Application
- Logical Group: SCXML-based Treatments

Specifies the number of action items to process from an SCXML action queue before returning control to OCS.

agent-assignment

- Default Value: `no/false`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign Group
- Logical Group: Dynamic Agent Assignments

Controls the ability of the Campaign Group to be used in agent reassignment. The value `no/false` is used for Campaign Groups that have calls distributed by the switch and not distributed by Universal Routing Server.

agent-assignment-max-num

- Default Value: `0`
- Valid Values: `0` to `n`
- Configuration Level: Campaign Group
- Logical Group: Dynamic Agent Assignments

Defines the maximum number of agents in the Campaign Group when determining agent reassignment. When the value is set to `0`, there are no restrictions for the maximum amount of agents in the Campaign Group. The `agent-assignment-max-num` option and dynamic agent reassignment, in accordance with the availability of ports, is applied irrespective of the value that is specified for the agent-assignment-min-num option (before OCS 8.1.3, these were not applied if the value of the **agent-assignment-min-num** was set to zero).

agent-assignment-min-num

- Default Value: `0`
- Valid Values: `-1, 0 ... n`
- Configuration Level: Campaign Group
- Logical Group: Dynamic Agent Assignments

Defines the minimum number of agents in the Campaign Group when determining agent reassignment.

- When the value is set to `0`, the Campaign Group is always considered to be understaffed. Agents are assigned to this Campaign Group even when the lowest priority Campaign Groups are understaffed.
- When the value is greater than `0`, the Campaign group is considered understaffed until the number of assigned agents is at least equal to the specified value. For instance, if you provision a campaign group with the value 100, the campaign group is considered understaffed until it has 100 agents. Agents are reassigned to the campaign group accordingly.
- When the value is set to "`-1`", the Campaign Group is considered always staffed, even if there are no assigned agents. This setting prevents assignment to the Campaign Group and OCS assigns agents to this Campaign Group only if the following items are true:
  - These agents can not be assigned to any running activities (inbound activity and running associated Campaign Groups) with higher priority due to the restrictions imposed by the options regarding the agent assignment.
  - Any running activity with lower priority is staffed; that is, the number of assigned agents is not less than the non-zero minimum values specified in the **agent-assignment-min-num** or **inbound-agent-assignment-min-num** option.
  - The **inbound-agent-assignment-min-num** option is not set to `zero`.
  - The **agent-assignment-min-num** options for all active associated Campaign Groups are not set to `zero`.

agent-assignment-priority

- Default Value: `1`
- Valid Values: `1... n`
- Configuration Level: Campaign Group
- Logical Group: Dynamic Agent Assignments

Defines the priority of the Campaign Group when determining agent reassignment. As the value increases, the priority for the specified Campaign Group also increases.

agent_logout_preview_call_result

- Default Value: `-1`
- Valid Values: `-1, 0, 1,...n`

- Configuration Level: Campaign Group, Application
- Logical Group: Agent Desktop

Enables OCS to change the call result for `Preview, Personal CallBack`, or `Campaign CallBack` records that are on an agent's desktop after receiving an `EventAgentLogout` message from Stat Server.

- When the value is `-1`, OCS updates the record with the previous call result.
- When the value is greater than or equal to `0`, OCS updates the record in the database table with the integer value of this option. For Genesys Administrator to display the call result as a string, the integer value of this option must match a call result enumeration value listed in the Defined Constants topic of the *Outbound Contact Reference Manual*.

agent_preview_mode_start

- Default Value: `no/false`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign Group, Application
- Logical Group: Agent Desktop

Controls whether agents must send the `PreviewDialingModeStart` event before they can receive preview records or callbacks. If set to `true`, before sending a personal or group callback, OCS checks the agent's status to see whether his or her desktop sent `PreviewDialingModeStart`.

agent-reassignment-if-waiting-ports

- Default Value: `no/false`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Dynamic Agent Assignments

When set to `true`, OCS calculates the "effective pool" of agents, which is a number of agents that can effectively work with the given number of available ports. If this effective pool is smaller than the currently-assigned number of agents and less than the **agent-assignment-max-num**, then the remainder of the agents is reassigned to other activities. To prevent too frequent reassignments, OCS initiates a new reassignment only when the time since a previous reassignment is longer than the timeout configured in the **agent-reassignment-if-waiting-ports-timeout** option. This option is applicable to dialing sessions with agent-assignment enabled.

agent-reassignment-if-waiting-ports-timeout

- Default Value: `30`
- Valid Values: A positive integer

- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Dynamic Agent Assignments

Specifies the timeout, in seconds, after which an agent can once again be reassigned from a dialing session with no available dialing ports to a different activity. This option is applicable to dialing sessions with agent-assignment enabled and with the **agent-reassignment-if-waiting-ports** option set to `true`.

agent-reassignment-if-waiting-records

- Default Value: `no/false`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Dynamic Agent Assignments

When set to `true`, OCS reassigns all agents from this Campaign Group to other activities when there are no available dialing records for the Campaign Group, and the duration of the "waiting records" condition has surpassed the time set in the **agent-reassignment-if-waiting-records-timeout** option. This option is applicable to dialing sessions with agent-assignment enabled.

agent-reassignment-if-waiting-records-timeout

- Default Value: `30`
- Valid Values: A positive integer
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Dynamic Agent Assignments

Specifies the timeout, in seconds, during which OCS waits to reassign agents from a Campaign Group that has no available dialing records to some other activity. This timeout is not applicable if all agents have been reassigned away from the Campaign Group and new records are retrieved into the dialing buffers. This option is applicable to dialing sessions with agent-assignment enabled and with the **agent-reassignment-if-waiting-records** option set to `true`.

all

- Default Value: `CallStats`
- Valid Values: A valid path and file name for the audit log
- Configuration Level: Application
- Changes Take Effect: Immediately

- Logical Group: Dialing Regulations

Specifies a full path to the Audit Log flat file, including the filename without the extension.

Note:	This option is configured in the log-call-stats section.

am-beep-detection

- Default Value: `no/false`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: GVP, Outbound Contact VoIP Dialing Modes

Specifies whether GVP is forced to detect an answering machine beep tone before playing music or starting the VoiceXML application in certain Outbound VoIP dialing modes, specifically Power GVP, Progressive GVP, Progressive with Seizing (ASM) and Predictive with Seizing (ASM).

- When set to `true`, GVP delays playing music or starting the VoiceXML application until the beep tone is detected.
- When set to `false`, GVP starts playing music or executing the VoiceXML application immediately after the answering machine is detected. This may result in the message being played before the beep tone, which is the indication for the answering machine to start recording. Depending on the length of the message, the answering machine may not record all or any of the message.

am-detection-map

- Default Value: An empty string (`""`)
- Valid Values: A name of a `Business Attribute` value configuration object, or `default`
- Configuration Level: Calling List, Application
- Logical Group: Dialing

Specifies the name of the `Business Attribute` value configuration object that contains the AM-detection map to be used for a particular Calling List or to be used application-wide. See Per-Record Basis for more information.

Dependency: If the CX Contact option **custom-format** is configured, OCS does not support the **am-detection-map** option for all custom CX Contact fields (`Other21+`) and fields `c_other1,..,c_other20.`

am-drop-field

- Default Value: An empty string
- Valid Values: * (asterisk) OR `<field name>:<value1>[,<value2[,value3]...]`, where:

  - * (asterisk) is any value
  - `<field name>` is the name of the field in the Calling List
  - `<value1>[,<value2[,value3]...]` is an optional comma-separated list of values for this field

    For example:
  - **am-drop-field** = *
  - **am-drop-field** = `cd_device_index:2,3,6`
- Configuration Level: Calling List (higher priority), Campaign Group, Application
- Changes Take Effect: When the next record is retrieved from the Calling List table
- Logical Groups: Dialing
- Introduced: 8.1.517.04

Specifies how OCS handles an outbound call on a particular device when the call is placed in any auto-dialing mode and Answering Machine (AM) is detected. Any existing field from the Calling List (including user-defined) can be used. If the field with the configured field name exists in the Calling List, OCS checks the value of the field for each record. A record is marked to be handled in accordance with the configured value. The specified field is not required to have `send_attribute` configured. If the option is set to * (asterisk), all calls to the detected AM will be dropped.

Dependency: If the CX Contact option **custom-format** is configured, OCS does not support the **am-drop-field** option for all custom CX Contact fields (`Other21+`) and fields `c_other1,..,c_other20`.

asm_channel_num

- Default Value: `0`
- Valid Values: `0` or a positive integer less than the `Number of CPD Ports` property of the Campaign Group
- Configuration Level: Campaign Group
- Changes Take Effect: Immediately
- Logical Group: ASM Dialing

Specifies the maximum number of engaging ports that can be used by the given Campaign Group. This option always works in pair with the `Number of CPD Ports` property which is defined on the `Advanced` tab of `Campaign Group` configuration object. OCS considers the `Number of CPD Ports` to be the total number of ports available to the Campaign Group, for example, the sum of engaging ports and ports for outbound dialing. The following table summarizes OCS behavior for different variations of the CPD Ports setting:

OCS Behavior and CPD Port Configuration

CPD port configurations	Number of CPD ports = 0	Number of CPD ports > 0
`asm_channel_num = 0`	No restrictions.	No restriction on the number of engaging ports (although they must not be greater than 'Number of CPD Ports' property).

`asm_channel_num > 0`	Only the number of engaging ports is restricted.	Both the engaging ports and the ports for outbound dialing are restricted.

This option can be used with hardware configurations that use a separate pool of engaging lines (ports for agent engagement). See the CPD Server **use-engaging-lines** option which controls engaging mode of CPD Server. This option can also be useful for blended environments to limit the number of agents being engaged and thus allocate some portion of the agents to always be available to handle inbound calls.

Note:	Assigning the **asm_channel_num** option with a value of less than the number of agents available for the Campaign Group might cause an excessive overdial rate if the classical Predictive Algorithm is being used. See the predictive_algorithm option.

asm_drop_am_announcement_data

	CPD Server	SIP Server
Default Value	An empty string ("")	none
Valid Values	Path to the file in the VOX format (string)	A prompt ID for an announcement, as configured in GVP Media Control Platform
Configuration Level	Campaign Group, Application	Campaign Group, Application
Changes Take Effect	Immediately	Immediately
Logical Groups	Dialing Regulations, ASM Dialing	Dialing Regulations, ASM Dialing

- (For ASM modes only) Specifies the message to be played if an answering machine is detected before releasing the established customer call in the ASM modes.

The values differ depending on whether you use CPD Server or SIP Server, as follows:

- (For CPD Server) The full name (including the path) to the file (in the VOX format). CPD Server plays this announcement and then releases the established customer call because either of the following occurs:
  - The customer leg could not be bridged with the engage call leg
  - No destination DN is specified for bridging answering machine detected calls.
- (For SIP Server) The Prompt ID for the message, as configured in GVP Media Control Platform. For more information on the Prompt ID, see the GVP documentation.

This option can be used with the asm_drop_announcement_data option. While the **asm_drop_announcement_data** option instructs OCS to play the same announcement for all call results, using both options allows CPD Server to play a different announcement for Answering Machine call results than for Answer call results.

Note:	This option, added in OCS 7.6.101.04, can only be used in the Active Switching Matrix (ASM) mode.

asm_drop_announcement_data

	CPD Server	SIP Server
Default Value	An empty string ("")	none
Valid Values	Path to the voice file (including the name) in the VOX format (string)	A prompt ID for an announcement, as configured in GVP Media Control Platform
Configuration Level	Campaign Group, Application	Campaign Group, Application
Logical Groups	Dialing Regulations, ASM Dialing	Dialing Regulations, ASM Dialing

Specifies the message to be played before releasing the established customer call in the ASM modes.

If the established customer leg of the call has to be released by CPD Server or SIP Server (in an Outbound-IP environment) because it could not be bridged with the agent engaging call leg, a predefined announcement to the customer can be used before the call is released.

The values are as follows: For CPD Server--The full name (including the path) to the file (in the VOX format) with the announcement that OCS provides to CPD Server for all call results.

Note:	CPD Server must be able to access this network path so that this file can be used.

If no value is specified, OCS does not add the `OCS_DROP_ANNOUNCE_DATA` attribute to the extensions parameter of the Outbound Contact Server `RequestMakePredictiveCall` event.

If a value is specified, the full path to the voice file will be used by CPD Server in the following extensions parameter of the Outbound Contact Server `RequestMakePredictiveCall` event:

`OCS_DROP_ANNOUNCE_DATA`
Data Type: String
Contains the full name of the voice file in `.vox` format.

CPD Server will play the specified file before releasing the established customer call. If CPD Server successfully opens the file specified in the `OCS_DROP_ANNOUNCE_DATA` attribute, it prints a `dx_playvox success` message to the log file. If there was an error, a `dx_playvox failed` message is printed in the log file.

For SIP Server--The Prompt ID for the announcement, as configured in GVP Media Control Platform. For more information on the Prompt ID, see the GVP documentation.

This option can be used with the asm_drop_am_announcement_data option. The **asm_drop_am_announcement_data** option instructs OCS to play the same announcement for Answering Machine call results, while the **asm_drop_announcement_data** option instructs the component to the same announcement for all other call results.

Note:	When using Trunk Group DNs in an Outbound-IP environment, OCS uses the standard `TApplyTreatment` event with a `MUSIC_DN` parameter, according to SIP Server requirements. In this scenario, OCS releases the call only after the

	announcement is played, which occurs when it has received `EventTreatmentEnd` from SIP Server.

assured-connect

- Default Value: `false`
- Valid Values: `false`, `true`
- Configuration Level: Individual record and chain of records (via SCXML), Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Dialing, ASM Dialing

At the Campaign Group or Application level, this option enables/disables assured (guaranteed) connection for a specific Campaign Group or the entire OCS application:

- When set to `false`, OCS does not apply assured connection to any record.
- When set to `true`, OCS applies assured connection to an individual record or a chain based on the **assured-connect-field** option and/or the **assured-connect** option that is set using the `set_flex_attr` custom action of the SCXML treatment. See Setting Options for Individual Records or Chain of Records for more information about custom actions.

assured-connect-field

- Default Value: Empty string
- Valid Values: `field name:[:list of values]`, where:

field name	Name of a field in the Calling List.
list of values	An optional comma-separated list of values for this field.

- For example: `is_assured:yes,true` or `is_assured:1,2,4`
- Configuration Level: Calling List, Campaign, Application
- Changes Take Effect: When record is retrieved from the Calling List table
- Logical Groups: Dialing, ASM Dialing

If the field with the configured field name exists in the Calling List, OCS checks the value of the field for each record. A record is marked for assured connection if either of the following conditions are met:

- The value in the field matches exactly one of the values given in the list of values.
- The value in the field is not NULL or zero (`0`) and the list of values is empty.

Dependency: If the CX Contact option **custom-format** is configured, OCS does not support the **assured-connect-field** option for all custom CX Contact fields (`Other21+`) and fields `c_other1,..,c_other20`.

beep-on-merge

- Default value: `false`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Outbound Contact VoIP Dialing Modes, ASM Dialing

Enables the playing of a beep tone to the agent on the engaging call immediately before the agent is bridged to the customer call when running in Outbound VoIP dialing modes.

call_answer_type_recognition

- Default Value: `no_am_detection`
- Valid Values: `no_progress_detection, no_am_detection, positive_am_detection, full_positive_am_detection, accurate_am_detection, telephony_preset`
- Configuration Level: Individual record and chain of records (via SCXML), Campaign Group, Application
- Logical Group: Dialing

Specifies answer, answering machine, and fax detection settings when dialing using CPD Server, SIP Server, or OBN Manager.

Note:	This option does not apply when OCS uses T-Server for dialing and PBX equipment for call progress detection.

The values are as listed in the following table:

Option Value Description

Option Value	Non-IP Outbound Environment Description	Outbound-IP Environment Description
`no_progress_detection` **Note:** The **call_answer_type_recognition** option cannot be set to `no_progress_detection` on DM3 hardware because of line-side PDK protocol restrictions.	Disables call progress detection, and the call is transferred as soon as it is established.	No SIT, answering machine, or fax tone is detected; the call is connected, as if it were answered by an actual person. **Note:** If a SIP error message contains the call result with SIT tone information (for example, if a carrier sends the `SIT Invalid number` call result in the SIP error message “404 Not Found”), the information can be used as a detected tone despite the `no_progress_detection` option setting.
`no_am_detection`	Disables answering machine detection but detection of all other devices is still enabled.	SIT and fax tones are detected but answering machines tones are not; if no SIT or fax tone is

		detected, the call is connected as if it were answered by an actual person.
`positive_am_detection` **Note:** This value works only with tape-based answering machines. It does not work with modern digital answering machines.	Enables standard answering machine detection (Positive Answering Machine [PAM] mode).	SIT, answering machine, and fax tones are detected; answering machine detection should be performed with default parameters for Media Gateway or Media Server.
`full_positive_am_detection`	Enables full positive answering machine detection (Full Positive Answering Machine [FPAM] mode).	SIT, answering machine, and fax tones are detected; answering machine detection is performed with the highest probability of live voice detection, if supported by Media Gateway or Media Server. If it is not supported, this value functions in the same way as the `positive_am_detection` value.
`accurate_am_detection`	Enables or disables detection, based on an analysis of the duration of the greeting.	SIT, answering machine, and fax tones are detected; answering machine detection is performed with the highest probability of answering machine detection, if supported by Media Gateway or Media Server. If it is not supported, this value functions in the same way as the `positive_am_detection` value.
`telephony_preset`	Causes the same behavior as the `no_am_detection` value. If the user selects `telephony_preset`, this value is automatically converted to the `no_am_detection` value.	Tones are detected in accordance with the default configuration for SIP Server and Media Gateway.

call_timeguard_timeout

- Default Value: `0` (milliseconds)
- Valid Values: `0...`<n> (milliseconds)
- Configuration Level: Campaign Group, Application
- Logical Groups: Dialing Regulations, Dialing

Enables a user to set a timeout for post-connect call progress detection. The call is transferred to a queue when the timeout expires, regardless of the call result or the completion of call progress detection. The timeout is calculated from the moment that CPD Server receives an `EventEstablished` message. If this option is set to `0` (zero) or if it is not present, CPD Server does not break call progress detection.

Note:	This option applies when OCS uses SIP Server, CPD Server or OBN Manager for dialing. It does not

	apply when OCS uses T-Server for dialing and PBX equipment for call progress detection. You must specify a value greater `0` for this option when configuring Trunk Group DNs in an Outbound-IP environment. For more information about Outbound-IP environment requirements, see Outbound VoIP Deployment.

call_transfer_type

- Default Value: `one_step`
- Valid Values: `one_step, two_step`
- Configuration Level: Campaign Group, Application
- Logical Group: Dialing

Specifies the transfer type that the dialer (CPD Server or OCS) use for outbound calls. This option applies when OCS uses CPD Server or for two-step transfers in Outbound IP environment (see Outbound VoIP Deployment). It does not apply when OCS uses PBX equipment for call progress detection.

For an environment using CPD Server as the dialer, CPD Server translates the `one_step` value as either `mute` or `single_step` depending on the switch that is being used; check your switch documentation.

The `two_step` value is commonly used to overcome some switch transfer issues such as *ring splash* on a Meridian switch. Ring splash occurs when a dialer transfers a connected call to an agent, and the caller hears a ringback before he or she hears the agent answer. For some switches, this ringback cannot be turned off, either by a command in the CTI link or by a switch setting.

As a workaround to this situation, Genesys uses a *two-step* transfer. In a two-step transfer, the switch puts the original leg of the call on hold and starts to initiate a transfer. For a moment, the caller hears silence or music depending on whether the `music on hold` feature is enabled on the trunk or queue. For the second leg of the call, the Origination DN (usually a queue), as defined in the Campaign Group, is dialed. The transfer process is complete when an agent answers the call. The call_wait_in_queue_timeout option is a timer and the value determines how long the call should wait (in the queue) before an agent answers. If the timer expires, the dialer drops the call, and the record is marked with the `Dropped` call result.

Note:	Genesys recommends turning off the `music on hold` feature on the trunk or queue when using a two-step transfer.

call_wait_agent_connected_timeout

- Default Value: 6 (seconds)
- Valid Values: A positive integer
- Configuration Level: Campaign Group, Application
- Logical Group: Dialing

Specifies the timeout, in seconds, from the time the engaging call is dialed to the time the call is answered by an agent. This timeout applies only to engaging calls in ASM mode; that is, calls that engage an agent before the customer answers. If the agent answers the call, the agent is seized for that call. The value of this option indicates how long to wait for an agent to be seized after dialing that agent.

Note:	This option applies when OCS uses CPD Server for dialing. It does not apply when OCS uses T-Server for dialing and PBX equipment for call progress detection.

call_wait_connected_timeout

- Default Value: `120` (seconds)
- Valid Values: `0-7200` (seconds)
- Configuration Level: Campaign Group, Application
- Logical Group: Dialing

Specifies the timeout upon of expiration of which dialer should consider that call is not answered by call party. When OCS is dialing calls through CPD Server or OBN Manager:

- For ISDN: Specifies the timeout, in seconds, between dialing and the determination that the called party is not answering.
- For analogue and line-side DNs: Specifies the timeout between the first ring and the determination that the called party is not answering.

When OCS is dialing calls through T-Server or SIP Server:

- The value of this option is passed to the T-Server as an `AttributeTimeout` in the `MakePredictiveCall` message. The timeout value received in the request has a higher priority than T-Server's own options, and it is used to set up the duration of the No Answer interval on the switch.
- Set the value between 6 and 99 when using the Aspect switch classification board. The default value of `120` causes the `RequestMakePredictiveCall` requests sent by OCS to fail because the switch accepts only two digit values.
- For a VoIP environment in which SIP Server is used for dialing, the maximum value of this option is 32 seconds for all dialing modes. It can be set to a higher value if the **predictive-timerb-enabled** option is disabled on SIP Server, but additional settings might need to be applied to SIP Server and Genesys Media Server (MCP) to accommodate the higher value. For more information, see the "Increasing Ringing Period for Predictive Calls" chapter in the *SIP Server Deployment Guide*. To ensure accurate reporting of T-Library attributes, set the **call_wait_connected_timeout** option to the value of less than 32 seconds in the VoIP environment.

call_wait_in_queue_timeout

- Default Value: `10` (seconds)
- Valid Values: A positive integer
- Configuration Level: Campaign Group, Application

- Logical Group: Dialing

Specifies the maximum amount of time, in seconds, that an outbound call is allowed to stay in a queue. This option applies when OCS uses CPD Server or for two-step transfers in an Outbound IP environment (see Outbound VoIP Deployment).

Note:	For CPD Server usage, after this timeout expires, CPD Server can release the call only when the two-step transfer is used (see the call_transfer_type option, and CPD Server controls the consult leg of the transferred call.

call_wait_original_establish_timeout

- Default Value: 4 (seconds)
- Valid Values: A positive integer or `0`
- Configuration Level: Campaign Group, Application
- Logical Group: Dialing

Specifies the timeout, in seconds, between the end of a positive call progress detection response from Dialogic—such as `Answer, Answering Machine (AM), or Cadence Break`—and an `EventEstablished` from T-Server.

This option applies only when OCS uses CPD Server. It does not apply when OCS uses PBX equipment for call progress detection.

callback-observe-campaign

- Default Value: `true`
- Valid Values: `true/yes`, `false/no`
- Configuration Level: Campaign, Application
- Changes Take Effect: When Campaign Group is loaded
- Logical Group: Record Processing

When set to `true`, OCS will use the Campaign DBID when retrieving callbacks and rescheduled records. That is, only records scheduled by the given Campaign will be retrieved. When set to `false`, OCS will retrieve records previously scheduled by any campaign.

callback-observe-group

- Default Value: `no/false`
- Valid Values: `yes/true` or `no/false`
- Configuration Level: Campaign, Application
- Changes Take Effect: Upon loading of the Campaign Group

- Logical Group: Record Processing

Specifies whether OCS should select Personal Callbacks and Personal Rescheduled records from the Calling Lists based on both the Campaign DBID and the Group DBID or just the Campaign DBID. If these records are selected based on both DBIDs, then it is guaranteed that they will be processed by the same group to which the agent belonged when these records where initially scheduled.

- When set to `true`, OCS selects them based on the Campaign DBID and the Group DBID.
- When set to `false`, OCS selects them based on the Campaign DBID only.

Note:	In a scenario in which one or more Campaign Groups share the same Campaign, and thus the same Calling Lists, OCS updates the `group_id` field in the list with the current Group DBID, in addition to the `campaign_id`, when records are marked as `Retrieved`. The ability to identify the Campaign Group name associated with personal records is only available for Calling Lists that have the `group_id` field included in the format. To maintain backward compatibility with Calling Lists using format 6, OCS checks the format for the `group_id` field and the **callback-observe-group** option. If format 6 is being used, the `group-id` field is not updated and OCS ignores this option value.

caller-id-sets

- Default Value: An empty string
- Valid Values: A comma-separated list of Script object names (Caller ID sets)
- Configuration Level: Campaign Group
- Changes Take Effect: Upon Campaign Group activation, for example, when the Campaign Group is loaded
- Logical Groups: Dialing

Specifies a comma-separated list of Script object names (Caller ID sets). It may contain zero, one, or more names of Script objects. Processing is similar to how OCS processes treatment options at the Campaign Group level.

caller-id-rotation

- Default Values: `asc`
- Valid Value: `asc, desc, random`
- Configuration Level: Campaign Group
- Changes Take Effect: Upon Campaign Group activation, for example, when the Campaign Group is loaded
- Logical Groups: Dialing

Specifies the method of Caller ID rotation. The Campaign Group rotates through the available pool of Caller IDs for each phone number. Each time an attempt is made per number, the next available Caller ID from the pool is selected and used as CPNDigits for the call attempt.

- When set to `asc`—sequential, in ascending order—OCS selects the next Caller ID per ASC order defined by option names (integer values).
- When set to `desc`—sequential, in descending order—OCS selects the next Caller ID per DESC order defined by option names (integer values).
- When set to `random`, OCS selects a random Caller ID from the pool.

campaign-callback-distr

- Default Value: `random`
- Valid Values: `random, equal-from-zero`, or `equal-from-avg`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Agent Desktop, Dialing

Specifies how campaign callbacks are distributed to agents when the predictive_callback option is set to `false` and campaign callback notifications are distributed as UserEvents. The option values that define this distribution are as follows:

- For the `random` value, OCS randomly distributes callbacks between eligible agents, as it did previously.
- For the `equal-from-zero` or `equal-from-avg` values, OCS monitors the actual number of campaign callbacks distributed to each agent in the campaign group from the moment the dialing session/campaign group is loaded until it is unloaded. When OCS needs to distribute new campaign callback, it selects an agent who has processed the fewest number of campaign callbacks since the dialing session/campaign group was loaded. If two or more agents have processed the same minimum number, an agent is selected randomly from among them.

If an agent logs out of the group, OCS clears the agent's history, including the number of callbacks processed. When an agent logs into the group, OCS assigns the number of callbacks processed by this agent, as follows:

- If you set the value to `equal-from-zero`, OCS assigns `0` as the number of callbacks processed.
- If you set the value to `equal-from-avg`, OCS assigns the average number of callbacks processed by agents in the group. You might use this value in a scenario in which an agent logs in for the first time at mid-day and want to ensure that all agents receive callback requests. Otherwise, this new agent would receive all requests until he or she reached the group average.

campaigngroup-auto-complete

- Default Value: An empty string
- Valid Values: `no-records`
- Configuration Level: Campaign Group, Application

- Changes Take Effect: Immediately
- Logical Group: Record Processing
- Introduced: 8.1.528.25

If set to `no-records`, OCS automatically completes (stops and unloads) a Campaign Group when all dialing records are depleted for it.

campaigngroup-preload-uri

- Default Value: An empty string
- Valid Values: A valid URI
- Configuration Level: Application
- Changes Take Effect: At the next activation of the schedule item
- Logical Groups: CX Contact, Outbound Schedule

Specifies the URI of the external system (Campaign Manager) to which OCS sends Campaign Group pre-load requests.

campaigngroup-states-interval

- Default Value: `10`
- Valid Values: `0` (zero), a positive integer
- Configuration Level: Campaign Group, Application
- Logical Group: CX Contact, HTTP-based Notifications
- Changes Take Effect: Next attempt to send notification to Web or Application server

Defines the time interval (in seconds) for sending periodic Campaign Group state notifications. If this option is set to zero (`0`), no periodic notifications are sent. (Notifications for Campaign Group state changes continue to be sent). For more information about this feature, refer to Campaign Group Status Reporting.

campaigngroup-states-uri

- Default Value: No default value
- Valid Values: A valid URI
- Configuration Level: Campaign Group, Campaign, Application
- Logical Group: CX Contact, HTTP-based Notifications
- Changes Take Effect: Next attempt to send notification to Web or Application server

Specifies the URI of the Web or Application server to which the Campaign Group status information is being sent. For more information about this feature, refer to Campaign Group Status Reporting.

campaign_name_field

- Default Value: An empty string ("")
- Valid Values: A valid field name from the Calling List table with an appropriate data type to store the campaign name.
- Configuration Level: Calling List, Application
- Logical Group: Record Processing

All calling list records in Genesys Administrator and the Calling List table include the campaign name and the campaign ID. OCS stores the campaign name in a user-defined field in the Calling List table. This option specifies the name of that field in the Calling List table. If the value of the **campaign_name_field** option is any string (not an empty string), when OCS updates the `campaign_id` field with the DBID of the campaign, it also updates the field specified by this value with the name of the campaign.

Note:	Misuse of this option can cause statements from OCS to fail on a SQL Server.

cancel-on-desktop

- Default Value: `true`
- Valid Values: `true, false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Agent Desktop

Specifies how OCS behaves when it receives a `RequestRecordCancel` request but finds records on an agent's desktop that have the specified phone or the customer ID.

- When set to `true`, OCS finalizes these records as cancelled when it receives a `RequestRecordCancel` request.
- When set to `false`, OCS does not finalize records on an agent's desktops as cancelled when it receives `RequestRecordCancel` request. As a result, agents can complete calls and their associated record that are still in progress, rather than being locked out the record.

OCS also notifies the `RequestRecordCancel` requester (agent desktop or third party application) in the `RecordCancelAcknowledge` response about the inability to handle cancellation request completely. The `GSW_MESSAGE` attribute displays the following message: "Incomplete processing: record(s) on desktop."

Note:	This functionality does not affect `RequestRecordCancel` requests made by the record handle or any `DoNotCall` requests. `GSW_MESSAGE` is not a new attribute to the desktop protocol, but it is for third-party protocol.

channel_num

- Default Value: `0` (Switch Level); `40` (Application Level)
- Valid Values: `0` or a positive integer
- Configuration Level: Switch, Application
- Logical Group: Dialing

Specifies the total number of available channels (CPD ports) to be used by a Campaign Group or on the switch when using the Predictive or Progressive dialing mode.

- If OCS dials a call through T-Server, the value of this option is taken from the `Options` tab of the `Switch` object.
- If OCS dials through CPD Server, the option is not used. OCS derives the proper number of CPD ports directly from CPD Server through the protocol events.

This option works as follows:

1. Before requesting the next call from T-Server, OCS calculates the number of busy channels on the switch.
2. OCS dials an outbound call when the number of busy channels is less than the value specified for the **channel_num** option.

If the default value `0` (zero) is assigned to **channel_num**, there are no restrictions on the switch, and OCS dials continuously.

Note:	For the dynamic allocation of ports among Campaign Groups running in a VoIP environment, OCS uses the total number of ports, which is reported by SIP Server in the `total-ports` parameter of EventResourceInfo messages, instead of the **channel_num** option that is defined for a Switch object.

check_dnc_callback

- Default Value: `no/false`
- Valid Values: `yes/true`, `no/false`
- Configuration Level: Application
- Changes Take Effect: Immediately
- Logical Groups: Dialing Regulations, Dialing

Enables or disables a special predial check of *callback* records against the Do Not Call (DNC) List. This option applies to the Personal CallBack, Campaign CallBack, and Personal Rescheduled record types. The value set for this option determines whether a scheduled call is processed or not processed, depending at which time the DNC restriction was applied.
If the option is set to `yes` or `true`, OCS identifies the record type and, after comparing the timestamps, determines whether the DNC restriction was applied *after* or *before* a customer agreed

to a scheduled call from an agent:

- If *after*, OCS processes the call.
- If *before*, OCS does not process the call.

See also DNC Rule for Scheduled Calls.

The **check_dnc_callback** option works only if the **check_dnc_list** option is set to `true`. If you set **check_dnc_callback** to `true`, it may override **check_dnc_list** = `true` for the Personal CallBack, Campaign CallBack, or Personal Rescheduled records, based on the timestamp comparison.

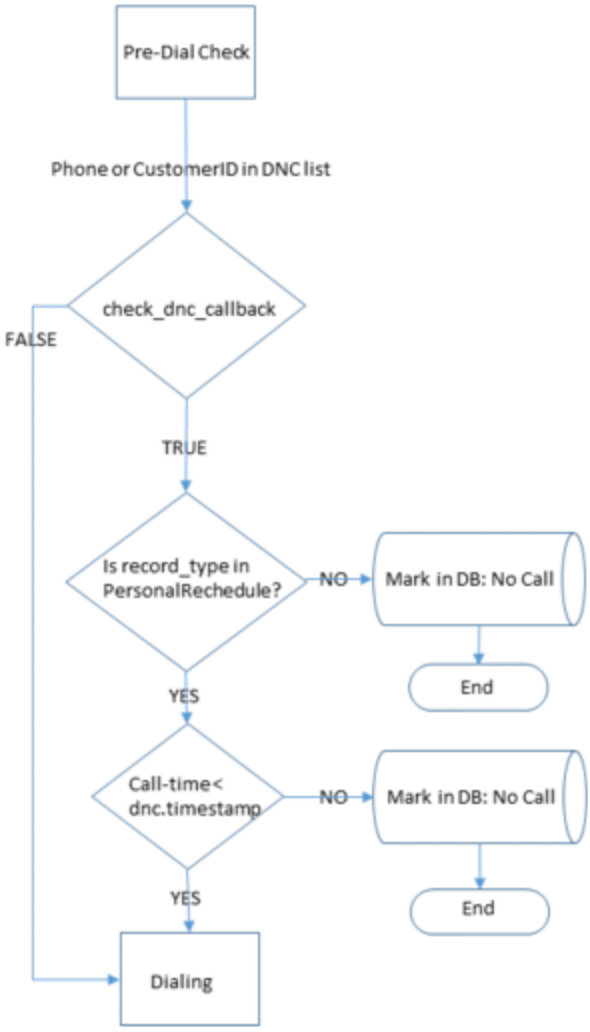
DNC Rule for Scheduled Calls

The purpose of the Do Not Call (DNC) rule for scheduled calls is to determine whether a Personal CallBack, Campaign CallBack, or Personal Rescheduled record can be dialed even though the phone number or customer ID on the record is on the DNC List. The callback might be permissible, for example, if both of the following conditions are met:

- The **check_dnc_callback** option is set to `true`, which enables OCS to perform a predial check of callback type records.
- The customer had requested a callback *before* submitting a `DNC` request.

The algorithm for the predial check is as follows:

1. OCS checks the `DNC` List to determine whether the record to be dialed is on it.
2. If yes, OCS reads the value of the `check_dnc_callback` option:
   - If **check_dnc_callback** = `false`, OCS dials the record.
   - If **check_dnc_callback** = `true`, OCS continues the predial check.
3. OCS checks the record type:
   - If the record type is not a callback, OCS marks the record DNC. End of predial check.
   - If the record type is Personal CallBack, Campaign CallBack, or Personal Rescheduled, OCS continues the predial check.
4. OCS checks the time stamp:
   - If the timestamp of the original call (when the callback was scheduled) precedes the timestamp of the DNC request, OCS will dial the callback record. End of predial check.
   - It the timestamp of the original call does not precede the timestamp of the DNC request, OCS will not dial the callback record. End of predial check. The following figure shows the algorithm for the DNC rule for scheduled calls.



DNC Rule for Scheduled Calls

check_dnc_list

- Default Value: `yes/true`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign, Application
- Changes Take Effect: Immediately
- Logical Groups: Dialing Regulations, Dialing

Enables or disables a predial check against the Do Not Call list for all types of records.

- If you set this option to `yes` or `true` or if the option is not defined in the configuration, OCS performs a predial check against the `Do Not Call` (DNC) List.
- If this option is set to `no` or `false`, OCS dials without performing a predial check.

Note:	When set to `false`, OCS also does not check any records that are already delivered to an agent's desktop against the phone number (or `customer_id`) in the newly submitted request (by phone or `customer_id` respectively). Therefore, OCS does not issue a `RecordCancel` notification to the desktop.

contact-processed-notification

- Default Value: `false`
- Valid Values: `true/false`, `yes/no`
- Configuration Level: Application, Campaign Group
- Changes Take Effect: Immediately
- Logical Group: HTTP-based Notifications
- Introduced: 8.1.528.21

Controls whether OCS generates contact-processed notifications for the chains in a given Campaign Group.

contact-processed-notification-uri

- Default Value: An empty string
- Valid Values: The URI of the remote Web or Application Server with HTTP or HTTPS scheme
- Configuration Level: Application, Campaign Group
- Changes Take Effect: Immediately
- Logical Group: HTTP-based Notifications
- Introduced: 8.1.528.21

Specifies the URI of the remote Web or Application Server with an HTTP or HTTPS scheme. If set to an empty string, OCS does not attempt to send any notification, similar to pre-dial validation.

conversion

- Default Value: ""
- Valid Values: Any value that can be stored in the field for which this option is configured
- Configuration Level: Field
- Changes Take Effect: Immediately
- Logical Group: Historical Reporting

Marks the field that indicates that the answered call was a successful transaction. If it is updated with a value equal to what is configured in this option's value, it will be recognized by Genesys Info Mart

as a conversion indicator.

Note:	This option should be specified for only one field within a calling list.

cpd-on-connect

- Default Value: `false`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Outbound Contact VoIP Dialing Modes, Dialing

Specifies when call progress analysis is started in Outbound VoIP dialing modes. If value is set to no/`false`, OCS instructs Media Server to start call progress analysis as soon as the media stream is available. If set to `yes/true`, OCS instructs Media Server to delay call progress analysis until the call is answered.

cpd-recording

- Default Value: `false`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Outbound Contact VoIP Dialing Modes, Dialing

(For VoIP dialing modes) Enables or disables the recording of the call progress detection phase of the call. If value is set to no or `false`, the recording is disabled; otherwise it is enabled.

CPNDigits

- Default Value: Empty string
- Valid Values: String of characters, according to the formats specified in the appropriate numbering/dialing plan.
- Configuration Level: Individual record and chain of records (via SCXML), Calling List, Campaign Group, Application
- Logical Groups: Dialing Regulations, Dialing

Specifies the Calling Party Number (CPN).

Notes:	The SCXML setting at the chain/record level has a higher priority.

	• Starting in release 8.0.001, this option can be configured for individual records or chain-of-records to enable fine-tuning of record processing. Unlike other options, which can be configured at the individual record level in the Business Attributes object, this option is defined using SCXML treatments, which provides greater flexibility in the calculation of the option value and enables the definition of complicated business logic, based on that calculation. For example, record property, time of day, day of the week, or any other parameter that can be calculated inside the SCXML treatment executable content (JavaScript) can now affect the value of this option. • Starting in release 7.6, this option can be applied to a campaigns running in Proactive Contact (Power GVP or Progressive GVP) mode. Its value can be passed to OBN Manager if GVP 7.5 or 7.6 is used or SIP Server if GVP 8.0 or later is used.

For more information about the Caller ID Support feature and the CPN options, see the following resources:

- Extensions related to `TMakePredictiveCall()` in the "Extensions" section of the "Unstructured Data" chapter in the *Genesys Developer Program T-Library SDK Developer's Guide*
- *Framework T-Server for Alcatel A4400/OXE Deployment Guide*
- *Framework T-Server for Avaya Communication Manager Deployment Guide*
- Q.931 ISDN user-network interface layer 3 specification for basic call control

CPNDisplayName

- Default Value: An empty string (`""`)
- Valid Values: Any string
- Configuration Level: Individual record and chain of records (via SCXML), Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Dialing

Defines the value of the `DisplayName` attribute used by SIP Server, for which its behavior is identical to its own **display-name** option setting. This option takes effect only when OCS is dialing using SIP Server or using CPD Server in HMP Transfer mode.

CPNPlan

- Default Value: `0`

- Valid Values: `0-15`
- Configuration Level: Campaign Group, Application
- Logical Group: Dialing

Specifies the decimal representation of the Numbering Plan code.

CPNPresentation

- Default Value: `0`
- Valid Values: `0-3`
- Configuration Level: Campaign Group, Application
- Logical Group: Dialing

Specifies the decimal representation of the Presentation Indicator code.

CPNScreening

- Default Value: `0`
- Valid Values: `0-3`
- Configuration Level: Campaign Group, Application
- Logical Group: Dialing

Specifies the decimal representation of the Screening Indicator code.

CPNType

- Default Value: `0`
- Valid Values: `0-7`
- Configuration Level: Campaign Group, Application
- Logical Group: Dialing

Specifies the decimal representation of the Type of Number code.

customer_id

- Default Value: An empty string (`""`)
- Valid Values: `<The name of a user-defined field in the calling list to serve as a customer identifier>`
- Configuration Level: Campaign, Application
- Logical Group: CX Contact, Dialing

Specifies a user-defined field in the `Calling List` table that will serve as a customer identifier. When this option is not present in the `Application` object, or if the value of this option is the name of a field that does not exist in the `Calling List` table, OCS uses the phone number in order to determine which records cannot be dialed.

Notes:	• Configuring customer ID at the Campaign level allows you to define distinct customer ID fields for different campaigns. • The `Field` configuration object that is used as the value for the **customer_id** option must specify the `send_attribute` key-value pair listed on its `Options` tab. The section name is created according to the section naming convention that is described in the Section Names topic. The value of the `send_attribute` key-value pair must be `GSW_CUSTOMER_ID`. For more information, see Attaching Record Information to Desktop and OCS User Events in the *Outbound Contact Reference Manual*. • This option can be used to identify the customer for both Do Not Call requests and Record cancellation requests. For more information about its use for Do Not Call requests, see User-Defined Field for Do Not Call. For more information about its use for Record Cancellation requests, see Record Cancellation Requests and Customer ID.

db-stat-recalc-interval

- Default Value: `180`
- Valid Values: Integers from 5 to maximum integer
- Changes take effect: Immediately
- Configuration Level: Campaign, Application
- Logical Group: Real-Time Reporting
- Introduced: 8.1.300.18

Specifies the frequency, in seconds, of Reporting Stored Procedure execution. In cases where the Reporting Stored Procedure is still executing when the time comes to execute it again, that execution is skipped.

Note:	Overly frequent executions of the Reporting Stored Procedure might affect the performance of the database, which stores calling lists, and so might affect OCS dialing.

default_campaigncallback_priority

- Default Value: 1;1
- Valid Values: Any two non-negative integers separated by a semicolon.
- Changes Take Effect: After Campaign is reloaded and restarted.
- Configuration Level: Application, Campaign, or Campaign Group
- Logical Group: Prioritization of Record Types

Specifies the priority of record types and the number of records to fetch for dialing. The two numbers that make up the value of the option are divided by a semicolon and represent the following two parameters:

- `priority`: 1 is the highest priority; 0 (zero) means do not dial. Recommended values are 0 (zero), 1, 2, or 3.
- `n_records`: A valid value is any positive number or 0 (zero). 0 (zero) means do not dial.

See Flexible Prioritization of Record Types for more information.

default_campaignrescheduled_priority

- Default Value: 1;1
- Valid Values: Any two non-negative integers separated by a semicolon.
- Changes Take Effect: After Campaign is reloaded and restarted.
- Configuration Level: Application, Campaign, or Campaign Group
- Logical Group: Prioritization of Record Types

Specifies the priority of record types and the number of records to fetch for dialing. The two numbers that make up the value of the option are divided by a semicolon and represent the following two parameters:

- `priority`: 1 is the highest priority; 0 (zero) means do not dial. Recommended values are 0 (zero), 1, 2, or 3.
- `n_records`: A valid value is any positive number or 0 (zero). 0 (zero) means do not dial.

See Flexible Prioritization of Record Types for more information.

default_general_priority

- Default Value: 1;2
- Valid Values: Any two non-negative integers separated by a semicolon.
- Changes Take Effect: After Campaign is reloaded and restarted.

- Configuration Level: Application, Campaign, or Campaign Group
- Logical Group: Prioritization of Record Types

Specifies the priority of record types and the number of records to fetch for dialing. The two numbers that make up the value of the option are divided by a semicolon and represent the following two parameters:

- `priority`: 1 is the highest priority; 0 (zero) means do not dial. Recommended values are 0 (zero), 1, 2, or 3.
- `n_records`: A valid value is any positive number or 0 (zero). 0 (zero) means do not dial.

See Flexible Prioritization of Record Types for more information.

desktop-chains-limit

- Default Value: 1
- Valid Values: Integer, from 1 to `MAXINT`
- Configuration Level: Agent Group, Application
- Changes Take Effect: Next Campaign Group activation
- Logical Group: Agent Desktop

Controls how many preview interactions can reside simultaneously at an agent's desktop. A preview interaction is a chain of records delivered to an agent's desktop by a User Event, such as in Preview mode, Direct Push Preview Mode, Personal Callback (in any mode), Personal Rescheduled (in any mode), or Campaign Callback (if configured to be delivered as a User Event).

Note:	This option affects only delivery of interactions in Direct Push Preview mode. This option does not limit interactions delivery in other modes, such as Preview. This option also does not limit callbacks and rescheduled records delivery.

dial_log_buffer

- Default Value: 16384 (bytes)
- Valid Values: `2-32768`
- Configuration Level: Calling List, Application
- Changes Take Effect: When the next dial log file is opened
- Logical Group: Dial Log

Specifies the size of the buffer used for the `Record History` Log file output, and the frequency within which OCS updates the `History` Log file.

The smaller the setting of the size limit for the OCS buffer, the more frequently OCS must empty the buffer by unloading the data into the file.

dial_log_delimiter

- Default Value: An empty string ("")
- Valid Values: Any character combination
- Configuration Level: Calling List, Application
- Changes Take Effect: When the next dial log file is opened
- Logical Group: Dial Log

Specifies the delimiters that are used between the fields of the log for the calling list (the Record History Log text file). Because the flat files are produced for this option, delimiters must be added to the log. The default value is an empty string. If the value of the option is an empty string (string length of 0), the ASCII TAB character (code 9) is used.

You can place this option in the OCS `Application` object or in a specific list. OCS first looks for the option in the `OCServer` section on the `Options` tab of a list. If it does not find the option there, it looks on the `Option` tab (`OCServer` section) of the application object. For additional information, see Log Options Defined.

dial_log_destination

- Default Value: An empty string ("")
- Valid Values: `<directory path>`
- Configuration Level: Calling List, Application
- Changes Take Effect: When the next dial log file is opened
- Logical Group: Dial Log

Specifies the path to the directory that stores a log for the calling list (the Record History Log text file).

You can put this option in the OCS `Application` object or in a specific list. OCS first looks for the option in the OCServer section on the `Options` tab of a list. If it does not find the option there, it looks on the `Option` tab (OCServer section) of the `Application` object. If OCS still does not find the option, then OCS does not maintain a log for the list. For additional information, see Log Options Defined.

dialer-num-attempts

- Default Value: 3
- Valid Values: `1-25`
- Configuration Level: Campaign Group, Application
- Logical Groups: GVP, Dial Log

Specifies the number of attempts that OBN Manager will attempt to pass a request to the GVP dialer (IPCS or VCS) for a dial from it's internal dialing queue.

Note:	This option only applies when OCS uses OBN Manager for dialing. It does not apply when OCS uses T-Server for dialing and PBX equipment for call progress detection.

dialer-ttl

- Default Value: `5`
- Valid Values: `3-1440`
- Configuration Level: Campaign Group, Application
- Logical Groups: GVP, Dialing

Specifies the Time To Live (in minutes) during which OBN Manager will attempt to pass a request to the GVP dialer (IPCS or VCS) for a dial from it's internal dialing queue.

Note:	This option only applies when OCS uses OBN Manager for dialing. It does not apply when OCS uses T-Server for dialing and PBX equipment for call progress detection.

dialing_rate_limit

- Default Value: `100`
- Valid Values: `0-N`
- Configuration Level: Campaign Group, Switch, Application
- Logical Group: Dialing

If configured at the Campaign Group or Application level, this option specifies the maximum number of dialing requests per second. If set to `0` (zero), OCS does not dial at all.

If configured at the Switch level, this option specifies the maximum number of calls per second that are shared between all Campaign Groups running in the auto dialing modes (Progressive, Predictive, Progressive with seizing, Predictive with seizing, and Predictive GVP) that use the switch. The option does not apply to engage call legs. If the option is set to `0` (zero), OCS does not dial for any of the Campaign Groups that use the switch.

> **Important**
>
> The values of this option set at the Switch level do not affect the values set at the Campaign Group and Application levels.

digital-dialer-uri

- Default Value: An empty string

- Valid Values: Any valid URI (for example: `http://ccs-ui.usw.gen.com/dialmanager/v2/`)
- Configuration Level: Application
- Changes Take Effect: Immediately
- Logical Group: CX Contact

Specifies the URI of the CX Contact Dial Manager, which will be used as a Dialer for SMS and Email campaigns in Power dialing mode. OCS will expand the URI to a particular endpoint automatically. For example:

-
  - `http://ccs-ui.usw.gen.com/dialmanager/v2/dial/sms/`
  - `http://ccs-ui.usw.gen.com/dialmanager/v2/dial/email/`

digits-detection

- Default Value: `none`
- Valid Values: `none, all, answer, am`
- Configuration Level: Individual record and chain of records (via SCXML), Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Dialing Regulations

Controls whether or not the DTMF detection takes place on the CPD Server side. When set to `true`, OCS instructs the CPD Server to perform the DTMF detection.

Note:	OCS only instructs the CPD Server if: the dialing mode is ASM, and either one or both of the **asm_drop_announcement_data** and **asm_drop_am_announcement_data** OCS options for the specific Campaign Group are set to a non-empty value (that is, the message that will be played is defined before digit detection occurs).

For SIP Server and VoIP Environment, this option instructs OCS to activate the VoiceXML application for the opt-out feature.

digits-detection-pattern

- Default Value: Empty
- Valid Values: Any string of keys (digits)
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Dialing Regulations

Specifies the string of keys (digits) that represents the signal for which OCS awaits before configuring an `Opt-Out` request.

Note:	If the value of this option is an empty string, OCS behaves as if digits-detection = none. OCS does not require an exact match of the configured keys to those received from CPD Server. Instead, OCS treats any string starting from the digits that are configured in this option as a match. This means that user inputs like 9, 99, 9#, and similar inputs match the specified pattern of 9 and cause the configured reaction.

For SIP Server and VoIP Environment, the value of this option is passed to the VoiceXML application using the SIP Headers.

digits-detection-timeout

- Default Value: `0`
- Valid Values: Any non-negative integer
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Dialing Regulations

Specifies the timeout limitation for digit detection. A value of `0` means *do not wait*.

Note:	OCS passes the `OCS_DIGITS_DETECTION_TIMEOUT` pair to CPD Server only if the `OCS_DIGITS_DETECTION` pair is set to a value of 1 in the `req_MakePredictiveCall` configuration option.

For SIP Server and VoIP Environment, the value of this option is passed to the VoiceXML application using the SIP Headers.

digits-reaction

- Default Value:`DoNotCall|AllChain`
- Valid Values: Any string in the following format: `<digit(s)>|<protocol request>[|<flag>]`, consisting of three sections separated by a | symbol, the last of which, is optional. For example, `1|DoNotCall|AllChain, 2|DoNotCall, 3|DoNotCall|RecordOnly`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Dialing Regulations

Specifies how OCS reacts to the call when it receives the opt-out signal. OCS uses the value of this option to build the desktop protocol request after receiving (from the CPD Server) a string of detected digits that matches the string that is specified in the **digits-detection-pattern** option.

This request always targets the phone number or record handle of the record that is being processed. Only `DoNotCall` and `RequestRecordCancel` requests are supported. The `Chain/Record` request is applicable, only if it can be controlled by the end user by using the `AllChain` or `RecordOnly` value in

the **digits-reaction** option.

To detect a match for the configured digits received from CPD Server, OCS does not need an exact match. Instead, OCS treats any string as a match, starting from the digit or digits configured in this option. This means that user inputs like 9, 99, 9#, or similar inputs can match and cause the configured reaction.

For SIP Server and VoIP Environment, the value of this option is passed to the VoiceXML application using the SIP Headers.

direct-personal-callback

- Default Value: `true`
- Valid Values: `true/yes, false/no`
- Configuration Level: Campaign Group, Application
- Logical Groups: Interactions Processing in Push Preview Dialing Mode, Agent Desktop

Controls how `personal callback` records of type are processed in the `Push Preview` dialing mode.

- When the value is set to `true`, OCS will submit the personal callback interaction directly to the agent.
- When the value is set to `false`, OCS will submit the personal callback interaction to an interaction queue assigned to the Campaign Group. This allows the Universal Routing Server strategy to distribute this interaction.

Note:	This option is used with Interaction Server in `Push Preview` dialing mode only.

direct-push-preview

- Default Value: `false`
- Valid Values: `true`, `false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Next Campaign Group activation
- Logical Groups: Interactions Processing in Push Preview Dialing Mode

Controls the dialing mode that OCS uses for a Campaign Group that is started in Push Preview dialing mode. A value of `false` indicates that the Campaign Group will run in Push Preview mode with Interaction Server. A value of `true` indicates that the Campaign Group will run in Direct Push Preview mode, even if Interaction Server is present in the Campaign Group connections.

disposition-code-field

- Default Value: An empty string
- Valid Values: A valid name of the field in the calling list

- Configuration Level: Calling List, Application
- Changes Take Effect: Immediately
- Logical Group: Record Processing, CX Contact
- Introduced: 8.1.528.25

When the option is set to a non-empty string, OCS does the following:

- Uses the specified field name to store a disposition code value provided in the GSW_DISPOSITION_CODE key-value pair to OCS from an agent desktop or from a negative pre-dial validation when updating the record (if **record_save_intermediate-results** = `true`) or when finalizing the record. The disposition code value is stored in the calling list only if it is explicitly provided to OCS in the GSW_DISPOSITION_CODE key-value pair.
- Updates the specified field as set in #1 regardless of the presence of the Field object in the Format object.
- Delivers the field to ICON in record details in GO Chain Events. (Note that the **disposition_code** field is configured without **send_attribute**).

divert_to_unknown_dn

- Default Value: `no/false`
- Valid Values: `yes/true`, `no/false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Call Processing

Specifies OCS's reaction to an `EventDiverted` with either an unknown `ThirdPartyDN` or without an agent logged in to it.

If set to `no` or `false`, immediately upon receiving this type of `EventDiverted`, OCS updates the record with the `Stale` call result and the `Agent Error` record status.

If set to `yes` or `true`, OCS does not update the record, and continues to monitor the outbound call.

Notes:	• If a call is diverted to a DN, on which OCS has not been registered, then the corresponding record will not be updated in a calling list upon call release. Instead, it will stay in a `Retrieved` status until the timer set by the `stale_clean_timeout` option expires. • In release 7.5 and higher, an "unknown DN" is a DN that is either excluded from any `Place` object, or is included in a `Place` object but the `Place` object does not have an associated agent. An agent is associated to a `Place` object when a Campaign Group that is configured with this agent is activated within OCS.

dnc-reread

- Default Value: An empty string ("") (Do Not Call rereads are not active)
- Valid Values: Time and frequency of the Do Not Call rereads in DAYS@HH24:MM:SS format.
- Configuration Level: Table Access Point, Application
- Changes Take Effect: Immediately
- Logical Group: Dialing Regulations

You can set this option in the Annex tab of the Do Not Call lists' Table Access configuration object or the OCS Application configuration object. If the option is set for a specific Table Access object, only the Do Not Call table accessible through this Table Access object is affected. Setting the option at the OCS Application level affects all Do Not Call tables, unless you also configure different values at the Table Access level. In that case, the Table Access setting takes priority for the associated table.

At the configured time, OCS rereads all loaded Do-Not-Call lists into memory. Configure the rereads as follows:

- DAYS is the frequency of updates in days (each Nth day). The value for DAYS must be greater than 0. The option value following the @ sign defines at what time the Do Not Call reread occurs.
- HH (hours) defines the hour when the reread should happen. Format is 24 hours. and can be any value between 0 (midnight) and 23.
- MM (minutes) defines the minutes after the specified hour when the reread should begin. You can enter any value between 0 and 59.
- SS (seconds) defines the seconds after the specified minute when the reread should begin. You can enter any value between 0 and 59.
- OCS calculates the time for the next reread using as a base time the time when last reread occurred or the time when Do Not Call list was first read into memory (if no rereads have yet occurred). For example, if the frequency of rereads is configured at 7 days, OCS rereads the Do Not Call list every 7 days following the initial read.

Related Documentation: Deploying DNC Functionality

dnc-default-duration

- Default Value: 0 (indicates that the DNC duration is indefinite)
- Valid Values: 0 to MAX_INT
- Configuration Level: Campaign Group
- Changes Take Effect: For subsequent DNC requests with the GSW_RECORD_HANDLE attribute
- Logical Group: Dialing Regulations

This option specifies the DNC default duration, in seconds. OCS will only refer to this option if no value is specified in the GSW_DURATION attribute and if GSW_RECORD_HANDLE is specified. If a value is specified for both GSW_DURATION and **dnc-default-duration**, the GSW_DURATION attribute value takes priority.

Related Documentation: Deploying DNC Functionality

dnc-purge

- Default Value: `0`
- Valid Values: `0` to `MAX_INT`
- Configuration Level: Table Access Point, Application
- Changes Take Effect: Immediately
- Logical Group: Dialing Regulations

This option specifies a delay, in seconds, before an expired DNC entry is purged.

- If the value is set to `0`, OCS does not purge expired DNC entries from DNC tables.
- If the value is set to a positive integer, OCS purges expired DNC entries that have expired before the time calculated as the current UTC time minus this value.

The purge occurs after OCS reads the DNC table after restart or after OCS re-reads the DNC table in accordance with the dnc-reread option.

Related Documentation: Deploying DNC Functionality

dnc-use-duration

- Default Value: `false`
- Valid Values: `true`, `false`
- Configuration Level: Application
- Changes Take Effect: After OCS restart
- Logical Group: Dialing Regulations

A value of `false` means that Do Not Call expiration is off. A value of `true` means that Do Not Call expiration is on. In this case, OCS looks for the `expires_at` value in the Do Not Call table.

Related Documentation: Deploying DNC Functionality

dynamic-port-allocation

- Default Values: `false/no`
- Valid Values: `false/no, true/yes`
- Configuration Level: Switch, OCS Application, CPD Server Application
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

Defines whether the dynamic ports allocation is in effect for the Campaign Groups that dial through a specific Switch (when OCS sends dial requests to T-Server) or through a specific CPD Server or Proxy (when OCS sends dial requests to CPD Server or Proxy). The level of the configuration is very important for this option. For Campaign Groups that use a T-Server associated with a specific Switch, it should be configured at that Switch or the OCS Application level. For Campaign Groups that share the same CPD Server/Proxy, it should be configured at the CPD Server or Proxy Application level.

When the value of this option is set to `true`, OCS performs a dynamic allocation of ports for all the Campaign Groups that use the corresponding Switch or CPD Server/Proxy and have the `Number of CPD ports` property set to `0`. This property is defined on the `Advanced` tab of the `Campaign Group` configuration object. When the value of this option is set to `false`, OCS does not perform dynamic port allocation among any Campaign Groups and all ports are assigned statically.

OCS dynamically allocates the total number of ports only among running Campaign Groups. To retain static allocation and reserve ports for specific Campaign Groups, the `Number of CPD ports` property for these Campaign Groups should be set to a value that is greater than `0`. As such, the total number of dynamically allocated ports for Campaign Groups is the total number of ports available for the corresponding Switch or CPD Server or Proxy minus the sum of ports reserved for running Campaign Groups with a static allocation of ports.

If OCS dials through T-Server and the `dynamic-port-allocation` option is defined at the Switch level, the total number of available ports is taken from the channel_num option that is specified in the `Annex` tab of the `Switch` object. If OCS dials through CPD Server/Proxy, OCS receives the total number of available ports directly from CPD Server or Proxy. In the latter case, the number of available ports is defined by the CPD Server or Proxy configuration.

To protect Campaign Groups with small estimated numbers of required ports relative to other Campaign Groups, OCS uses these small estimated values as the maximum number of available ports, without further scaling these numbers. OCS considers the estimated number of ports to be small if this number is less than 30 percent (%) of the average ports distributed between all participating Campaign Groups.

When the **dynamic-port-allocation** option is set to `false`, OCS uses a static allocation of ports in accordance with the `Number of CPD ports` Campaign Group property and the **asm_channel_num** option for all Campaign Groups that share the corresponding Switch or CPD Server/Proxy. For more information, see the **asm_channel_num** option and Separate Tracking of Engaging CPD Ports topic.

encoding

- Default Value: none
- Valid Values: (See the ICU Home Converter Explorer page for a list of valid values.)
- Configuration Level: Application
- Changes Take Effect: After OCS restart
- Logical Group: HTTP-based Notifications

OCS sends this option value to an HTTP proxy, which can then transcode the JSON body of HTTP requests or responses according to the settings specified. If the option value is not specified, no conversion takes place.

To change the default, set this option to the name of a converter that can translate UTF-8 data to the local character set. Converters can be found at ICU Home Converter Explorer.

engaged_answer_action

- Default Value: `soft_answer`
- Valid Values: `hard_not_ready, hard_ready, soft_answer`
- Configuration Level: Switch, Application
- Changes Take Effect: Immediately
- Logical Groups: Agent Desktop, ASM Dialing

Determines the agent's place state after an engaging call is established.

- When set to `hard_not_ready`, OCS sends a request to T-Server to force the teleset to a `Not Ready` state.
- When set to `hard_ready`, OCS sends a request to T-Server to force the teleset to a Ready state.
- When set to `soft_answer`, OCS uses the agent state provided by Stat Server.

Note:	When using this option, OCS takes the value of the hard_request_to_login_dn option into account. In other words, if **hard_request_to_login_dn is set to `true`, OCS sends `RequestAgentReady` to the login DN instead of the DN where the call was answered.**

engaged_release_action

- Default Value: `soft_previous`
- Valid Values: `soft_previous, hard_ready, hard_not_ready`
- Configuration Level: Switch, Application
- Changes Take Effect: Immediately
- Logical Groups: Agent Desktop, ASM Dialing

Determines the agent's place state after an engaging call has been released.

- When set to `soft_previous`, OCS uses the agent state provided by Stat Server.
- When set to `hard_ready`, OCS sends a request to T-Server to force the teleset to a Ready state.
- When set to `hard_not_ready`, OCS sends a request to T-Server to force the teleset to a `NotReady` state.

Note:	When using this option, OCS takes the value of the hard_request_to_login_dn option into account. In other words, if **hard_request_to_login_dn** is set to `true`, OCS sends `RequestAgentReady` to the login DN instead of the DN where the call was answered.

force-unload-wait-db

- Default Value: `false`
- Valid Values: `true/yes, false/no`
- Configuration Level: Campaign, Application
- Logical Group: Record Processing
- Changes Take Effect: The next time that the dialing session for this campaign is unloaded forcefully

Controls how OCS handles requests for a records update sent to the database when a dialing session for the campaign is unloaded forcefully. When set to `false/no`, OCS does not wait for a database response for the records update request and terminates the connection to DB Server immediately after the last update request is sent. This ensures that the dialing session/campaign group is forcefully unloaded almost immediately. However, this may cause some records to be left in the `Retrieved` state, even though OCS has requested that those records be returned to either the Ready state or marked as `Stale`.

When set to `true/yes`, OCS waits for database responses for all update requests that were sent before terminating the connection to DB Server. This ensures that all records are updated properly in the database. However, this may slow down the forced unloading process and keep the dialing session/campaign group in an `Unloading` state longer, depending on the number of calling list records in the OCS buffers. OCS holds these records in the buffers to properly mark them when unloading a dialing session/campaign group.

gvp-modes-use-switch-rate-limit

- Default Value: `no/false`
- Valid Values: `yes/true, no/false`
- Configuration Level: OCS Application
- Logical Group: Dialing

When set to `true/yes`, Progressive GVP and Power GVP dialing modes are added to the list of auto dialing modes, which can use dialing rate limits defined at Switch level.

hard_request_to_login_dn

- Default Value: `no/false`
- Valid Values: `yes/true, no/false`
- Configuration Level: Switch, Application
- Changes Take Effect: Immediately
- Logical Group: Agent Desktop

Determines which DN receives the `AgentReady` or `AgentNotReady` request when an agent's `Place` in the database has more than one DN associated with it.

You can use this option when Outbound Contact is configured as follows:

- An agent's Place is configured with an ACD Position and an Extension.
- The outbound_release_action option is set to hard_ready or hard_not_ready.

When both of these conditions are met, OCS sends an AgentReady or AgentNotReady request after receiving an EventReleased message on either of the agent's DNs, depending on the value of this option.

- When set to yes or true, OCS sends an AgentReady or AgentNotReady request to the DN where the agent is logged in.
- When set to no or false, OCS sends an AgentReady or AgentNotReady request to the DN that received the EventReleased message.

history_length

- Default Value: 30
- Valid Values: Any positive integer from 30 to 300
- Configuration Value: Campaign Group, Application
- Logical Group: Predictive Algorithm

Specifies the point at which OCS switches from the Progressive mode to Predictive mode. As soon as OCS starts dialing in Progressive mode, it begins to collect call flow statistics or call history to create predictive statistics.

OCS fills the call history in the order in which calls are established (answered by dialed party), meaning if the **history_length** option has value of 40, the *first* 40 established calls (not 40 randomly-chosen established calls) must be completed before the Campaign switches to predictive mode.

For large agent groups (approximately 1000 agents), Genesys recommends that you set the value of **history_length** to 100 or higher, and that you also control the number of CPD ports.

These settings help maintain the target busy factor and minimize the number of abandoned calls in large agent groups.

history-uri

- Default Value: none
- Valid Values: URI
- Configuration Level: Calling List, Campaign, Application
- Logical Groups: Record Processing, HTTP-based Notifications, CX Contact
- Changes Take Effect: Next dial attempt, or next attempt to send the Call Report Record to Web or Application Server, if the previous attempt failed

Specifies the URI of the Web or Application Server.

Related Documentation: Submitting Call Report Records

history-wait-condition-threshold

- Default Value: 0
- Valid Values: Positive Integer
- Minimum Value: 0
- Configuration Level: Campaign Group, Application
- Logical Groups: Record Processing, HTTP-based Notifications, CX Contact
- Changes Take Effect: Next dialing session

Specifies the number of calls for which at least one call report record failed, which triggers a wait condition for the OCS dialing session (see Notes).

Notes:	• A record is considered failed if it posted to Web or Application Server but failed to save as a result of error response or timeout. • A value of 0 means that any call for which at least one call report record failed triggers a wait condition. • When a wait condition occurs, a campaign remains in running state but dialing is suspended. • A wait condition is cleared when all call report records marked for re-submission are successfully processed.

Related Documentation: Submitting Call Report Records

history-wait-recovery-timeout

- Default Value: 30 (seconds)
- Valid Values: Positive integer, starting from 5
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Next dialing session
- Logical Groups: Record Processing, HTTP-based Notifications

Specifies the time to wait before re-submitting the failed call report record.

Related Documentation: Submitting Call Report Records

http-body

- Default Value: An empty string
- Valid Values: JSON string (and support for macro expressions)
- Configuration Level: Treatment
- Changes Take Effect:
- Logical Groups: HTTP-based Notifications

Specifies the HTTP body. All macro expressions are expanded in the same manner as for the Execute SQL Statement treatment, especially record-level macro parameters, such as $GSW_PHONE and $GSW_CUSTOMER_ID. See Send HTTP Request Action Type for details.

Example:

```
{
"data": {
"listid": 5711,
"appendOnly": false,
"fields": {
"client_id": "$GSW_CUSTOMER_ID"
}
}
}

{
"data": {
"listid": 5711,
"appendOnly": true,
"fields": {
"device": "$GSW_PHONE"
}
}
}
```

http-connection-pool-size

- Default Value: 64
- Valid Values: Positive integer
- Configuration Level: Host, Application
- Changes Take Effect: Next dial attempt
- Logical Groups: HTTP-based Notifications, Pre-dial Validation, CX Contact

Defines the maximum number of simultaneous connections to the Web or Application Server running on the specified host at the specified port number.

Note:	OCS parses URI and detects the name of the host at which Web or Application Server is to be contacted. OCS then attempts to find the host configuration object with the name that exactly matches the host setting from the URI. If found,

	OCS attempts to read this option from the Annex of the host configuration object. If not found, OCS reads this option from the OCS Application object.

http-custom-headers

- Default Value: An empty string
- Valid Values: Custom HTTP headers in the following format:
  `<header1_name>: <header1_value>[|<header2_name>: <header2_value>...]`
- Configuration Level: Application, Host
- Changes Take Effect: After OCS Application restart
- Logical Groups: HTTP-based Notifications, CX Contact
- Introduced: 8.1.516.04

Specifies the custom HTTP headers. In the valid values format, the header name and its value are delimited with a colon followed by a space (:), and headers are delimited with a pipe (|). A semicolon and colon could be part of the header value. When set at the Host level, it must be configured on the Host object representing the host of an external Web or Application Server. The Host-level setting applies only to outgoing HTTP requests and takes precedence over the Application-level setting.

Example: **http-custom-headerst** = `X-Frame-Options: SAMEORIGIN|X-XSS-Protection:1; mode=block|X-Content-Type-Options: nosniff|Content-Security-Policy: script-src 'self'; object-src 'self'|Strict-Transport-Security: max-age=31536000; includeSubDomains`

http-headers

- Default Value: An empty string
- Valid Values: Exactly as specified in http-custom-headers
- Configuration Level: Treatment
- Changes Take Effect:
- Logical Groups: HTTP-based Notifications

Specifies the HTTP headers. All macro expressions are expanded in the same manner as for the Execute SQL Statement treatment. Note that the value of this option should be combined with the Application-level option **http-custom-headers**, in case if it's present. See Send HTTP Request Action Type for details.

http-method

- Default Value: POST
- Valid Values: POST | PUT | GET | DELETE
- Configuration Level: Treatment

- Changes Take Effect:
- Logical Groups: HTTP-based Notifications

Specifies the HTTP method. No support for macro expressions. See Send HTTP Request Action Type for details.

http-proxy

- Default Value: An empty string
- Valid Values: A string representing the URI of the HTTP tunneling proxy server supporting the HTTP CONNECT method, in the following format: `http://<host>[:<port>][/<path to HTTP proxy server resource>]`
- Configuration Level: Host, Application
- Changes Take Effect: At the next HTTP connection (existing connections will keep using the previous settings)
- Logical Group: HTTP-based Notifications, CX Contact
- Introduced: 8.1.528.05

Specifies the URI of the HTTP tunneling proxy server supporting the HTTP CONNECT method.

http-response-timeout

- Default Value: 3
- Valid Values: `1-3600` (seconds)
- Configuration Level: Host, Application
- Changes Take Effect: Next dial attempt
- Logical Groups: HTTP-based Notifications, Pre-dial Validation, CX Contact

Defines maximum time (in seconds) that OCS will wait for the response from the Web or Application Server for its request for pre-dial validation or SCXML document. The maximum valid value is `3600` seconds. If a higher value is configured, OCS applies the default value of 3.

Note:	OCS parses the URI and detects the name of the host at which Web or Application Server is to be contacted. OCS then attempts to find a host configuration object with the name that exactly matches the host setting from the URI. If found, OCS attempts to read this option from the Annex of the host configuration object. If not found, OCS reads this option from the OCS Application object.

http-retry-applies-to

- Default Value: An empty string

- Valid Values: `validation, contact-processed, pre-load`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Next retry attempt
- Logical Groups: HTTP-based Notifications, Pre-dial Validation, CX Contact
- Introduced: 8.1.528.21

Specifies a comma-separated list of HTTP service types to which the functionality of retrying to send failed HTTP requests are applied. An empty string means that OCS does not resend failed HTTP requests if there are any connectivity errors.

http-retry-max-attempts

- Default Value: `0`
- Valid Values: `0-30`
- Configuration Level: Host, Application
- Changes Take Effect: Next retry attempt
- Logical Groups: HTTP-based Notifications, Pre-dial Validation, CX Contact
- Introduced: 8.1.528.21

Specifies the maximum number of attempts for OCS to resend failed HTTP requests. A value of `0` (zero) means that OCS does not resend failed HTTP requests if there are any connectivity errors.

icon_attribute

- Default Value: `0`
- Valid Values: `0,1,2`
- Configuration Level: Field
- Logical Group: Historical Reporting

Defines how the field's value will be stored by ICON.

- If set to `0`, ICON will not store the value of this field.
- If set to 1, ICON will use a non-secured table.
- If set to 2, ICON will use a secured table.

Note:	For ICON to store a field’s value correctly, you must configure the `icon_attribute`. Depending on the KVP, you might also need to configure the send_attribute option in order for ICON to receive the KVP to store. For more information about configuring the send_attribute option, refer to the Outbound section of the ICON documentation.

Genesys Info Mart requires the following two options to be configured in order to calculate metrics: right_person and conversion.

ignore-empty-group

- Default Value: `false`
- Valid Values: `true/yes, false/no`
- Configuration Level: Campaign, Application
- Changes Take Effect: Immediately
- Logical Group: Record Processing

Specifies how to handle record processing when no agents are logged into group.

- When the value is set to `false`, OCS functions as it did previously and retrieves callback/rescheduled records when the scheduled time approaches, regardless of agent availability, and does not return any records back to the database when a group becomes empty.
- When the value is set to `true`, OCS behaves as follows:
  - When the last agent logs out of the group, OCS returns all records retrieved for the Campaign Group back to the calling list with the Ready status.
  - When there are no agents logged into the group, no records of any type are retrieved for the Campaign Group.

Note:	If agent assignment is activated for the Campaign Group and the agent-reassignment-if-waiting-records option is set to `true` for this Campaign Group, the Campaign Group will behave as follows:
	• If all agents are reassigned out of the group, all records will be flushed from the buffers.
	• Whenever records need to be retrieved (each 10 seconds for General records, each 100 seconds for rescheduled records), before doing the actual retrieval, Campaign Group will determine the number of agents which are both:
	  • Configured for this Agent Group; and
	  • Logged In.
	Warning: If this number is 0, Campaign Group will consider itself empty and will not retrieve any records. If this number is greater than 0, Campaign Group will consider itself not empty and retrieve records. Agents may then be naturally assigned to this Campaign Group since it is no longer empty.

ignore-not-monitored

- Default Values: `false`

- Valid Values: `yes/true, no/false`
- Configuration Level: Application
- Changes Take Effect: Immediately
- Logical Groups: Agent Desktop

Specifies whether OCS accepts or ignores a TargetRemoved event with the agent status of NotMonitored that is generated by Stat Server. When set to `false`, OCS processes a TargetRemoved event with the agent status of NotMonitored in the same way as a TargetUpdated event. When set to `true`, OCS ignores a TargetRemoved event with the agent status of NotMonitored as the previous OCS versions did.

Note: Genesys recommends keeping this option set to its default value unless explicitly instructed otherwise by Genesys Customer Care.

inbound-agent-assignment-min-num

- Default Value: `0`
- Valid Values: `-1`, `0` -- `n`
- Configuration Level: Application
- Logical Group: Dynamic Agent Assignments

Defines the minimum amount of agents to perform inbound call activities. It is used when determining agent reassignment.

When the value is set to `0`, there are no restrictions for the minimum amount of agents performing inbound call activities. Agents are assigned to inbound call activities even when the highest priority Campaign Groups are understaffed.

To prevent assignment to the inbound activity, the *inbound-agent-assignment-min-num*' option should be set to special value "`-1`". In this case, OCS assigns agents to the inbound activity only if the agents cannot be assigned to any running associated Campaign Groups due to the restrictions imposed by the options regarding the agent assignment (maximum number of assigned agents, waiting records, and so on.)

inbound-agent-assignment-priority

- Default Value: `0`
- Valid Values: `0` -- `n`
- Configuration Level: Application
- Changes Take Effect: Immediately
- Logical Group: Dynamic Agent Assignments

Defines the priority of inbound call activities. It is used when determining agent reassignment. As the value increases, the priority for the specified agent also increases.

inbound_agent_outlier_limit

- Default Value: `600 (seconds)`
- Valid Values: Any non-negative integer
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

Specifies the minimum amount of inbound call time, in seconds, before OCS changes an agent's status changes to `Not Available`. If an agent is busy with an inbound call longer than the specified value (including the `After Call Work` state), then the predictive algorithm does not consider this agent available when calculating the number of predictive calls.

interaction-media-type

- Default Value: `outboundpreview`
- Valid Values: Any valid value for the media type business attribute
- Configuration Level: Calling List, Application
- Changes Take Effect: When the next interaction is created
- Logical Group: Interactions Processing in Push Preview Dialing Mode

Defines the media type of the interaction submitted to Interaction Server in the `Push Preview` dialing mode.

ivr_group

- Default Value: `false`
- Valid Values: `true/yes`, `false/no`
- Configuration Level: Place Group
- Changes Take Effect: After OCS reloads a dialing session for a campaign group
- Logical Group: Call Processing

Specifies whether OCS provides simplified resource availability management for IVR groups.

When this option is set to `true` or `yes`, OCS uses the simplified resource availability model when running a campaign for a Campaign Group linked to this Place Group. Places in that group can contain DNs of type `ACD Position`, `Extension`, or `Voice Treatment Port`.

ivr-profile-name

- Default Value: An empty string (`""`)
- Valid Values: `1-n`

- Configuration Level: Campaign Group, Application
- Logical Group: GVP

Populated after a nine-digit value is entered in the `IVR Profile` field in the `Advanced` tab of `Campaign Group` configuration object. The value itself is the IVR Profile DBID that is specified in the GVP EMPS IVR Profile.

ivr_record_processed

- Default Value: `false`
- Valid Values: `true/false, yes/no`
- Configuration Level: Campaign Group, Application
- Logical Group: GVP
- Changes Take Effect: Immediately

This option controls how OCS processes chain finalization in GVP dialing modes. It works similar to the record_processed option, but enables you to configure different OCS processing options for agent-related dialing modes and GVP modes.

Note:	In Progressive GVP dialing mode, if the **ivr_record_processed** option is not set, OCS uses the value in the **record_processed** option.

ivr_update_on_release

- Default Value: `false`
- Valid Values: `true/false, yes/no`
- Configuration Level: Place Group
- Changes Take Effect: After set to `true` or `yes`, when the **ivr_group** option is set to `true` or `yes`.
- Logical Group: Call Processing

Enables OCS to update the calling list record with values from the outbound call's `UserData`.

When this option is set to `true` or `yes`, OCS updates the fields from the calling list record with values from the corresponding `UserData` key-value pairs that are received in the `EventReleased` message. This is similar to `UpdateCallCompletionStats UserEvent` processing.

This option is also used in Power GVP dialing mode with OBN Manager in environments running GVP 7.6. In this dialing mode, when this option is set to `true` or `yes`, OCS updates the fields of the calling list record with values from the corresponding `UserData` key-value pairs that are received in the `eventOBNRecordProcessed` message from OBN Manager for unsuccessful call results. In this dialing mode, the **ivr_group** option has no effect on the described functionality.

license-file

- Default Value: None
- Valid Values: Any string
- Configuration Level: Application
- Logical Group: Licensing

Specifies the license address. This option is not OCS-specific. It is specified in the license section, which is optional. This option, along with the **num-of-licenses<** option, pertains to OCS license control. The license address format can be entered in either of the following formats:

- The host name and port of the license server, as specified in the SERVER line of the license file, in the port@host format; for example,
  `7260@ctiserver`
- The full path to, and the exact name of, the license file - for example,
  `/opt/mlink/license/license.dat`

Note:	Changes that you make to this option take effect after an application is restarted.

lifo-mode

- Default Value: `false`
- Valid Values: `true, false`
- Configuration Level: Campaign Group
- Changes Take Effect: At the next Campaign Group activation
- Logical Group: Dialing

When set to `true`, designates a Campaign Group as a Last In First Out (LIFO) Campaign Group, with a special logic for record processing.

lifo-record-expiration

- Default Value: `3600`
- Valid Value: Any positive integer
- Configuration Level: Campaign Group
- Changes Take Effect: At the next Campaign Group activation
- Logical Groups: Dialing

Specifies the timeout, in seconds, for how long a record is kept in the dialing buffer when Last In First Out (LIFO) mode is enabled (lifo-mode is set to `true`). If the timeout expires but the dialing of a given record is not initiated, the following sequence of events happens:

1. The record is removed from the dialing buffer.
2. The record is assigned a Queue Full (18) call result.
3. A treatment is applied to that call result from a set of supported treatments by LIFO Campaign Groups.
4. The record is finalized in the calling list table.

When this option is set to `0`, records will not be expired in the dialing buffer.

lifo-unload-pace

- Default Value: `30`
- Valid Values: Any positive integer
- Configuration Level: Campaign Group
- Changes Take Effect: At the next Campaign Group activation
- Logical Groups: Dialing

Specifies the number of chains that OCS attempts to process per second while a LIFO Campaign Group is unloading when Last In First Out (LIFO) mode is enabled (the lifo-mode option is set to `true`).

When this option is set to `0`, all chains are processed in the buffers in one cycle and 1-second intervals are not established.

local_file_maxage

- Section: `scxml` in OCS application/Annex
- Default Value: `10000`
- Valid Values: Any integer greater than or equal to `0`
- Changes Take Effect: During startup. Changes to this option are not applied dynamically.
- Logical Group: SCXML-based Treatments

Defines time in milliseconds for how long a SCXML treatment fetched from local file (*file:// type of URL*) is cached. When the same SCXML treatment is to be used for the new session within the configured timeout, the cached version of the SCXML treatment will be used instead of fetching it from local file. If both **maxAge** (or **local_file_maxage** for local files) and **maxStale** are set to `0`, SCXML treatments will not be fetched from cache.

log_call_stats

- Default Value: `no`
- Valid Values: `yes/true, no/false`
- Configuration Level: Application
- Changes Take Effect: Immediately

- Logical Groups: Dialing Regulations, Dial Log

Specifies whether to create a separate logging subsystem. If you set this option to yes or `true`, OCS creates a separate logging subsystem for Audit Logging, in order to capture additional statistics on telephony events. OCS does not overwrite the data in any existing audit log or replace it with new data. The Audit Logging function *add*s data to a cumulative log.

If you are running OCS 8.1.0 or earlier, the separate log file is created in the same directory where the OCS application resides. When the size of this log file reaches 10 MB, a new log file of the same type is created.

If you are running OCS 8.1.1 or later, the location of the log file and the maximum size of a log segment are defined by the log options `all` and `segment`. You can also specify an `expire` option, which defines a maximum number of log file segments or a time interval after which the segments of the log file are deleted. These options are contained in the configuration section log_call_stats.

Note:	Be careful not to confuse this option **log_call_stats**, which activates Audit Logging, with the section **log_call_stats**, which contains the options used to configure Audit Logging.

If you set the option to `no, false`, or if the option is not present, OCS does not create the separate logging subsystem.

maxAge

- Section: **scxml** in OCS application/Annex
- Default Value: `0`
- Valid Values: Any integer greater than or equal to `0`
- Changes Take Effect: During startup. Changes to this option are not applied dynamically.
- Logical Group: SCXML-based Treatments

Defines time in seconds for how long a http-fetched SCXML treatment is cached. When the same SCXML treatment is to be used for the new session within the configured timeout, the cached version of the document will be used instead of fetching it from the application server.

If both **maxAge** (or **local_file_maxage** for local files) and **maxStale** are set to `0`, SCXML treatments will not be fetched from cache.

maxStale

- Section: **scxml** in OCS application/Annex
- Default Value: `0`
- Valid Values: Any integer greater than or equal to `0`
- Changes Take Effect: During startup. Changes to this option are not applied dynamically.
- Logical Group: SCXML-based Treatments

Defines the time in seconds to extend the lifetime of a cached SCXML treatment. For example, if the value of the maxAge option is set to `60` seconds and the value of the maxStale option is set to `30` seconds, then the fetched SCXML treatment will be cached for the timeframe of `90` seconds. If both **maxAge** (or **local_file_maxage** for local files) and **maxStale** are set to `0`, SCXML treatments will not be fetched from cache.

merge-method

- Default Value: `bridging`
- Valid Values: `bridging`, `transfer`
- Configuration level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Outbound Contact VoIP Dialing Modes, ASM Dialing

Defines the OCS merge method for outbound and engaging calls in the ASM mode when dialing using SIP Server.

- When set to `transfer`, OCS connects the customer call to the longest-waiting engaging call across all Media Servers. See Transfer Method for details.
- When set to `bridging`, OCS attempts to find an established engaging call on the same Media Server as the customer call.

If there is no established engaging call on the same Media Server, OCS releases the customer call, with the option to play a configured announcement before releasing it, according to the asm_drop_announcement_data option.

If bridging the customer call is not possible in this scenario, you can customize this setting using the on-bridging-unable option at the Campaign Group-Level. Using this option, OCS connects the customer call to the first established engaging call, regardless of the Media Server on which the engaging call is established using the transfer method in `TMergeCall`.

num-of-licenses

- Default Value: `0 (all available licenses)`
- Valid Values: The string `max` or an integer from `0` to `(9999 + num-sdn-licenses)`
- Configuration Level: Application
- Logical Group: Licensing

Specifies how many licenses OCS checks out initially. This option is not OCS-specific. It is specified in the **license** section. This option, along with the **license-file** option, pertains to OCS license control. When the value increases, OCS will apply the change immediately. When the value decreases, it will take effect the next time OCS is started.

ocs-urs-interact

- Default Value: `false`

- Valid Values: `true, yes, no, false`
- Configuration Level: DN (only Communication DN type)
- Changes Take Effect: Next time a "Claim Agent" request is received by OCS
- Logical Group: Dynamic Agent Assignments

When set to `true` or `yes`, the specified Communication DN will be used for the "Claim Agent" request delivered by URS to OCS. OCS ignores "Claim Agent" requests if they are distributed for a DN that is not configured for this option or if this option is set to the value `false` or no for the specified DN.

on-asm-overdial

- Default Value: `drop`
- Valid Values: `transfer`, `drop`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Outbound Contact VoIP Dialing Modes, ASM Dialing, Call Processing

Defines OCS's behavior in Progressive ASM and Predictive ASM dialing modes in a VoIP environment when an outbound call cannot be bridged immediately to an established engaging call. If configured as `drop`, the outbound call is dropped, optionally with an announcement (see asm_drop_announcement_data and asm_drop_am_announcement_data options). If configured as `transfer`, OCS attaches the `GSW_ASM_OVERDIAL=1` key-value pair to the outbound call and uses single-step transfer to deliver the call to the Voice Transfer Destination as defined by the Campaign Group configuration. However, no announcement will be played, even if the announcement options are configured.

Note:	If the transfer attempt returns any errors, OCS drops the outbound call and finalizes the record.

> **Tip**
>
> The `GSW_ASM_OVERDIAL` key-value pair can be used in the routing strategy to distinguish overdialed outbound calls and process them in a separate logical branch of the strategy.

on-bridging-unable

- Default Value: `drop`
- Valid Values: `transfer`, `drop`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Outbound Contact VoIP Dialing Modes, ASM Dialing

Defines OCS's behavior when there is no established engaging call on the same Media Server and it is not possible to use the bridging method.

on-schedule-disable

- Default Value: `next_cycle`
- Valid Values: `next_cycle`, `disable_actions`, `terminate`
- Configuration Level: Outbound Schedule (`default` section only), OCS Application
- Changes Take Effect: The next time an Outbound Schedule is disabled.
- Logical Group: Outbound Schedule

Specifies how OCS responds to a dynamic change to the Outbound Schedule, specifically, when an Outbound Schedule configuration object is marked as disabled.

- When set to `next_cycle`, OCS continues executing Schedule actions; disabling takes effect on the next execution cycle of the Schedule (it is not activated).
- When set to `disable_actions`, OCS stops executing further schedule actions without changing the states of Schedule items.
- When set to `terminate`, OCS stops executing further Schedule actions, and sends the Complete command (stop, if required, followed by unload) to all active or running Schedule items.

Regardless of the option value, OCS does not activate a disabled Outbound Schedule at the next activation time. For more information, see Dynamic Disabling of Schedules.

Note:	OCS applies any other dynamic changes to schedule parameters at the next activation.

ocs-urs-broadcast

- Default Value: `false`
- Valid Values: `yes/true`, `no/false`
- Configuration Level: Application
- Changes Take Effect: Immediately
- Logical Groups: Dynamic Agent Assignments

Controls how OCS handles ClaimAgentsFromOCS requests received from URS over a Communication DN. If this option is set to `true`, OCS disregards the Target Application ID parameter of a ClaimAgentsFromOCS request and processes this request as if a Target Application ID of the request equals the Application ID of the processing OCS. If this option is set to `false`, OCS processes a ClaimAgentsFromOCS request only if the Target Application ID parameter of the request matches the actual Application ID of the processing OCS.

outbound_agent_outlier_limit

- Default Value: `600` (seconds)
- Valid Values: Any non-negative integer, from `0` to the maximum integer supported by your operating system
- Configuration Level: Campaign Group, Application
- Logical Group: Predictive Algorithm

Specifies the minimum amount of outbound call time, in seconds, before OCS changes an agent's status changes to `Not Available`. If an agent is busy with an outbound call longer than the specified value (including the `After Call Work` state), then the predictive algorithm does not consider this agent available when calculating the number of predictive calls.

Note:	OCS takes this option into account regardless of the setting for the predictive-longcalls-truncation option.

outbound_answer_action

- Default Value: `soft_answer`
- Valid Values: `hard_not_ready, hard_ready, soft_answer, hard_acw`
- Configuration Level: Switch, Application
- Changes Take Effect: Immediately
- Logical Group: Agent Desktop

Determines the agent's place state after an outbound call is established.

- When set to `hard_not_ready`, OCS sends a request to T-Server to force the teleset to a `Not Ready` state.
- When set to `hard_ready`, OCS sends a request to T-Server to force the teleset to a Ready state.
- When set to `soft_answer`, OCS uses the Agent State provided by Stat Server.
- When set to `hard_acw`, OCS sends a request to T-Server to force the teleset to the After Call Work state after an outbound call is established on an agent's DN.

Note:	When using this option, OCS takes the value of the hard_request_to_login_dn option into account. In other words, if **hard_request_to_login_dn** is set to `true`, OCS sends `RequestAgentReady` to the login DN instead of the DN where the call was answered. The `hard_acw` value was added in OCS version 7.6.101.29.

outbound_contact_server

- Default Value: `undefined`
- Valid Values: `yes`/`true`, `no`/`false`, `undefined`
- Configuration Level: DN
- Changes Take Effect: Immediately
- Logical Group: Real-Time Reporting

Controls which Communication DNs are used by OCS.

Applying this option to the Communication DNs (CommDNs) reduces the number of DNs used for OCS. OCS uses CommDNs to communicate with Stat Server and third-party applications. Set this option to `true` or `yes` if you want OCS to communicate with a third-party application through this DN. The value `undefined` has the same effect as if this option is absent.

outbound_release_action

- Default Value: `soft_previous`
- Valid Values: `hard_ready`, `hard_not_ready`, `soft_previous`, `hard_acw`
- Configuration Level: Switch, Application
- Changes Take Effect: Immediately
- Logical Group: Agent Desktop

Determines the agent's place state after an outbound call is released.

- When set to `hard_ready`, OCS sends a request to T-Server to force the teleset to the Ready state.
- When set to `hard_not_ready`, OCS sends a request to T-Server to force the teleset to the `Not Ready` state.
- When set to `soft_previous`, OCS uses the Agent State provided by Stat Server.
- When set to `hard_acw`, OCS sends a request to T-Server to force the teleset to the After Call Work state after an outbound call is released from an agent's DN.

Note:	When using this option, OCS takes the value of the hard_request_to_login_dn option into account. In other words, if `hard_request_to_login_dn` is set to `true`, OCS sends RequestAgentReady to the login DN instead of the DN where the call was answered. The `hard_acw` value was added in OCS version 7.6.101.29.

overflow_dn

- Default Value: `false`

- Valid Values: `yes/true, no/false`
- Configuration Level: DN
- Logical Group: Call Processing

Designates a DN to which the switch reroutes overflow calls. Outbound calls that are answered by the called party but remain in an ACD Queue too long before an agent answers are recognized by the switch as overflow calls. If this option is set to `true` or `yes`, Outbound Contact treats such call as overflow calls. Outbound Contact supports two different methods of handling these overflow calls. The DN configuration in Genesys Administrator determines which method OCS uses. The two methods are as follows:

- If the overflow DN is an `Extension/ACD Position` DN, OCS instructs T-Server to release the call. To use this method, set the **overflow_dn** option to `true` on the `Options` tab of the `Extension/ACD Position` DN to which the switch delivers overflow calls. When OCS receives an `EventRinging` message on this DN, it automatically sends a request to T-Server to answer the call, and then updates the record with the `Dropped` call result. After receiving the `EventEstablished` response from T-Server, OCS sends a request to T-Server to release the call.
- If the overflow DN is a Queue or a Routing Point, the call is transferred to a Destination DN such as voicemail or IVR for a prerecorded message. To use this method, set the **overflow_dn** option to `true` on the `Options` tab of the ACD Queue or Routing Point from which the overflow calls are distributed to the destination DNs. When OCS receives an `EventQueued` on this DN, it automatically destroys the call in its memory, and then updates the record with the `Dropped` call result.

If you set the value of this option to `false` or `no`, OCS does not treat calls as overflow calls if they remain in an ACD Queue (waiting for an agent) beyond the timeout period. OCS does not update the record as `Dropped`, and the call is not released as an overflow call.

pa-abandon-rate-limit

- Default Value: `0`
- Valid Values: Any number between `0` and `100` in decimal format (for example, 3.55)
- Configuration Levels: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, Dialing Regulations

Specifies the maximum allowed value of the expected Abandon Rate, as a percentage. If the Abandon Rate, which is expected for the outbound dialing pace calculated in accordance with a given Target Value of the optimization method, exceeds this value, the predictive algorithm restricts the outbound dialing pace so that the expected Abandon Rate matches this value.

This option is used in all Predictive dialing modes and for all optimization methods. If the option is set to `0` (zero) or `100`, the restriction is not applied.

Note:	If the Answering Machine Detection (AMD) false-positive rate is configured by using the **pa-amd-false-positive-rate** configuration option, OCS includes AMD false-positive rates in the expected Abandon Rate.

pa-amd-false-positive-rate

- Default Value: `0` (zero)
- Valid Values: Any value from `0` to `100`, in decimal format (for example, `1.5`)
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, Dialing Regulations

Specifies, as a percentage, the AMD (Answering Machine Detection) false positive rate as a proportion of total calls answered by live individuals.

pa-amd-test-percentage

- Default Value: `0` (zero)
- Valid Values: Any integer from `0` to `100`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, Dialing Regulations

Specifies, as a percentage, the number of randomly selected AMD calls passed to agents during the test for the AMD false positive rate. A value of zero (`0`, the default) means that the test is not to be run.

OCS can account for the AMD false positive rate when running Predictive (or Predictive with Seizing) campaigns in a VoIP environment. OCS can also use the AMD false positive rate when running Progressive (or Progressive with Seizing) campaigns for reporting purposes.

Note:	This feature is not available for deployments using CPD Server.

pa-dial-expire

- Default Value: 2
- Valid Values: `1-6000`
- Configuration Level: Campaign Group, Application
- Logical Group: Predictive Algorithm

Specifies the timeout (in minutes) that the predictive algorithm uses to clean up calls that are in a Dialed or in a Queued state.

If an outbound call is dialed or queued, and no further events about this call are received by the predictive algorithm within the specified timeout, the call is removed from the predictive algorithm's memory buffer.

Note:	This option is used for queued calls only if the **pa-queue-expire** option is not configured or is set to `0`.

These removed calls are excluded from all the types of calculations performed by the predictive algorithm including the predicting next calls.

Note:	For Push Preview and Power GVP dialing modes, be aware of the following: The `Dialed` state means that the interaction was submitted to Interaction Server but was not delivered to the agent desktop or finalized by the routing strategy (Processes block). Set the value significantly higher than the default value of 2, because the distribution time for multimedia interactions is significantly higher than the distribution time for calls.

pa-exclude-long-dialing

- Default Value: `false`
- Valid Values: `true, false`
- Configuration Level: Campaign Group
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

The option enables or disables the exclusion of current outbound calls with long dialing durations from pacing calculations when OCS uses the Advanced Small Group predictive algorithm.

- If the option is set to `true`, OCS excludes current calls with long dialing times from pacing calculations.
- If it is set to `false`, OCS includes these calls in pacing calculations.

This option takes effect only when the Advanced Small Group predictive algorithm is in effect (see the predictive_algorithm). For Campaign Groups using this new feature, OCS logs "Long Dialing" statistics string in the PA Session Info section of the OCS log. OCS does not apply this option in the Predictive GVP dialing mode.

pa-handle-expire

- Default Value: `30`
- Valid Values: `1-6000`
- Configuration Level: Campaign Group, Application
- Logical Group: Predictive Algorithm

Specifies the timeout (in minutes) that the predictive algorithm uses to clean up calls that exist on an agent's desktop. If an outbound call is dialled and is delivered to an agent, and no further events are received about this call are received by the predictive algorithm, the call will not be included when predicting the next call.

pa-handle-time-consider

- Default Value: `1800` (seconds)
- Valid Values: Any positive integer (from 1 to the maximum integer supported by your operating system)
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

Specifies the maximum call duration for all call types when calculating the average call duration. If a call's duration (including the `After Call Work` state) is more than the specified value, then the predictive algorithm does not include this call duration when calculating the average call duration.

pa-hitratio-min

- Default Value: `5`
- Valid Values: Between `0.0000000001` (`1.0e-10`) and `100.0` (in decimal format, for example: `0.55, 2, 3.5, 1.0e-9`)
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

Specifies the minimum value (in percent) of the hit ratio that is used to predict the dialing rate by the Classical Predictive algorithm. If the current estimated hit ratio is less than the value set by this option, OCS uses the value set by this option for pacing calculations.

Notes:	• Zero (`0.0`) is not a valid value for this option. This option only takes effect for Classical Predictive algorithm. • Setting the value lower than the default value for this option can cause significant overdialing.

pa-inbound-ignore

- Default Value: `none`
- Valid Values: `none, outbound, engage, all`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

Specifies which method OCS uses to ignore the sampled value of inbound traffic in dialing pace calculations. This enables users to specify how to handle dialing-pace calculations for outbound and

engaging calls in the `Predictive with seizing` dialing mode with respect to inbound traffic. The values function as follows:

- `none`—OCS does not ignore the inbound traffic and uses it to calculate the dialing pace for outbound and engaging call dialing.
- `outbound`—OCS ignores the inbound traffic for the dialing pace of outbound calls and uses it only for the dialing pace of engaging calls.
- `engage`—OCS ignores the inbound traffic for the dialing pace of engaging calls and uses it only for the dialing pace of outbound calls.
- `all`—OCS ignores the inbound traffic and does not use it for calculating the dialing pace for outbound and engaging calls.

Note:	This option was added to OCS, version 7.6.101.18.

pa-odr-interval

- Default Value: `480` (in minutes; that is, 8 hours for the standard length of a working day)
- Valid Values: `240` to the maximum integer supported by your operating system
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

Specifies the time interval, in minutes, that OCS uses to match the target value of the Overdial Rate. In other words, if set this option to the default value, the average overdial rate calculated at the end of an 8-hour day must meet the overdial rate specified in the predictive_max_overdial_rate option.

Note:	OCS defines the beginning of a time period to be the moment when the session is started or restarted or when the optimization method is changed to Overdial Rate. When the time period ends, the algorithm starts a new time period.

pa-odr-period-start-time

- Default Value: `-1`
- Valid Values: Any integer from `-1` to 86399 (the number of seconds in a 24-hour period)
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, Dialing Regulations

Specifies, in seconds after midnight, the beginning of the 24-hour period for the calculation of the Abandon Rate. At this second, OCS reinitializes the calculation by setting to zero (`0`) the following three parameters: total number of outbound calls connected to agents, total number of abandoned outbound calls, and total number of disconnected AMD calls. If this option is set to `-1` or an invalid value, or is not present, OCS does not reinitialize the calculation of the Abandon Rate.

pa-progressive-multiplier

- Default Value: 1
- Valid Values: 0 to N (maximum integer or floating point number; decimal point is delimiter, regardless of the locale)
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

Specifies the multiplier that OCS uses to calculate pacing based on the number of outbound calls that are simultaneously in progress and the number of agents that are in ready status.

If this option is set to 0 (zero), no dialing takes place.

This option only applies to Campaign Groups that are explicitly configured to run in Progressive and Progressive with Seizing dialing modes. OCS calculates the number of new outbound calls to be dialed as the largest integer (rounded down) that does not exceed the number of available agents multiplied by the value of the progressive multiplier.

For example:

- Progressive Multiplier = **2.4**
- Number of ready agents = **5**
- Number of queued calls = **1**
- Number of dialed calls = **3**

OCS calculates the number of new outbound calls as follows:

4 = [2.4 * (5 – 1 – {3/2.4})] = [2.4* (5 – 1 – 2)] = 4.8 (rounded down) = **4**

OCS supports both dynamic port allocation and dynamic reassignment of agents by ports when running Campaign Groups in Progressive with Progressive Multiplier or Progressive with Seizing with Progressive Multiplier dialing modes.

If this option is set to a value greater than 1, OCS applies the predictive_max_overdial_rate option in the same way as for Predictive mode. That is, if the real overdial rate of a running dialing session exceeds a non-zero value of the **predictive_max_overdial_rate** option, OCS switches to regular Progressive mode. In other words, OCS starts applying 1 instead of the value specified by the **pa-progressive-multiplier** option.

Note: Configuring this option does not impact any other options that control the pace of dialing, such as the maximum dialing rate or the number of CPD ports. OCS will continue to apply all other pacing-related settings.

pa-queue-expire

- Default Value: 0
- Valid Values: 0 to N (maximum integer)

- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

Specifies the timeout, in seconds, that the predictive algorithm uses to clean up calls that are in a Queued state. If an outbound call is queued, and no further events about this call are received by the predictive algorithm within the specified timeout, the call is removed from the memory buffer belonging to the predictive algorithm. If this call was queued with the `Answering Machine Detected` call result, the predictive algorithm considers the call as a `No Contact` call and decreases the Hit Ratio.

If the option is set to `0` or is not present, OCS uses the timeout value set in the **pa-dial-expire** option to determine when to clean up calls that are in a Queued state. In this case, the predictive algorithm does not check for the `Answering Machine Detected` call result.

pa-safe-dialing

(Added: 8.1.3)

- Default Value: `true/yes`
- Valid Values: `true/yes`, `false/no`
- Configuration level: Campaign Group, OCS Application
- Change takes effect: Immediately

This option supports the Safe Dialing feature.

If the value of this option is set to `true` or `yes`, OCS stops outbound dialing if there are 30 or more abnormal abandoned calls among the last 100 outbound calls that were answered by live persons, including calls that were transferred to agents but then abandoned.

Abandoned calls are considered abnormal if they were abandoned or dropped while there were available agents in the Ready state (for Transfer mode) or Engaged state (for ASM mode). OCS restricts the number of abnormal abandoned calls detected to the number of available agents during each 1-second interval.

OCS resumes outbound dialing and re-initiates the counting of last abnormal abandoned calls when the Campaign Group is stopped and started, or if the value of this option is set to a different valid value.

If the value of this option is set to `false` or `no`, OCS does not stop outbound dialing because of abnormal abandoned calls.

Note: OCS does not support Safe Dialing for IVR groups when the value of the **ivr_group** option is set to `true`, or when one or more Places that are associated with the Campaign Group contain Voice Treatment Port DNs.

pa-selfcheck-adt-threshold

- Default Value: `10`

- Valid Values: Any integers from 1
- Configuration Levels: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, Predictive Algorithm Self-Test

Specifies the percentage of the target Average Distribution Time that the Predictive algorithm uses as the threshold to report the dialing performance degradation. If the difference between the current and the target Average Distribution Time is less than the percentage of the expected Average Distribution Time, the Predictive algorithm does not generate a report. The PA reports performance degradation only if a suspicious condition is detected.

pa-selfcheck-awt-threshold

- Default Value: `10` (percent)
- Valid Values: integer >=1
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, Predictive Algorithm Self-Test

Specifies the percentage of the target Average Waiting Time that the predictive algorithm (PA) uses as the threshold to report a dialing performance degradation. If the difference between the current and the target Average Waiting Time is less than the percentage of the expected Average Waiting Time, the PA does not make a report. Otherwise, the PA reports the degradation only if a suspicious condition is detected for the Average Waiting Time.

For more information what a suspicious condition might be, see Predictive Algorithm Self-Diagnostic.

pa-selfcheck-bf-threshold

- Default Value: `10` (percent)
- Valid Values: `integer >=1`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, Predictive Algorithm Self-Test

Specifies the percentage of the target Busy Factor that the PA uses as the threshold to report a dialing performance degradation. If the difference between the current and the target Busy Factor is less than the percentage of the expected Busy Factor specified in this option, the PA does not make a report. Otherwise, the PA reports the degradation only if a suspicious condition is detected for the Busy Factor.

For more information what a suspicious condition might be, see Predictive Algorithm Self-Diagnostic.

pa-selfcheck-interval

- Default Value: `20` (minutes)
- Valid Values: 2 to the maximum integer supported by your operating system
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, Predictive Algorithm Self-Test

Specifies the time interval, in minutes, that the PA uses to calculate the current values of the optimization parameters and to track any suspicious condition for reporting dialing performance degradation.

pa-selfcheck-odr-threshold

- Default Value: `20` (percent)
- Valid Values: 1 to the maximum integer supported by your operating system
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, Predictive Algorithm Self-Test

Specifies the percentage of the target Overdial Rate that the PA uses as the threshold to report about a dialing performance degradation. If the difference between the current and the target Overdial Rate is less than the percentage of the expected Overdial Rate, the PA does not make a report. Otherwise, the PA reports the degradation only if a suspicious condition is detected for the Overdial Rate.

For more information what a suspicious condition might be, see Predictive Algorithm Self-Diagnostic.

pre-desktop-validation-expiration-timeout

- Default Value: `3600`
- Valid Values: `0-3600`
- Configuration Level: Calling List, Campaign, Application
- Changes Take Effect: At the next pre-desktop validation check
- Logical Groups: Pre-dial Validation

Specifies the number of seconds during which the received validation result (positive or negative) remains actual. When set to `0` (zero), the result remains actual for indefinite period of time.

pre-desktop-validation-type

- Default Value: `off`
- Valid Values:

  - `off`: Pre-desktop validation is turned off.
  - `info`: Pre-desktop validation is turned on and is used as a supplementary data provider for the agent desktop. Records are delivered to the desktop regardless of validation outcome.
  - `relaxed`: Pre-desktop validation is turned on and is used as a preliminary relaxed filter.
  - `strict`: Pre-desktop validation is turned on and is used as a preliminary strict filter.
- Configuration Level: Calling List, Campaign, Application
- Changes Take Effect: At the next chain chosen for delivery to the agent desktop
- Logical Groups: Pre-dial Validation

Specifies whether re-desktop validation is enabled on and is used as a supplementary data provider for the agent desktop, as a preliminary relaxed filter, or as a preliminary strict filter.

pre-desktop-validation-uri

- Default Value: No default value
- Valid Values: The valid URI of the external validation system
- Configuration Level: Calling List, Campaign, Application
- Changes Take Effect: At the next pre-desktop validation request
- Logical Groups: Pre-dial Validation, CX Contact

Specifies the URI of the external validation system.

pre-dial-validation

- Default Value: `false`
- Valid Values: `true/yes`, `false/no`
- Configuration Levels: Individual record and chain of records (via SCXML), Calling List, Campaign, Application
- Changes Take Effect: At the next dialing attempt
- Logical Group: Pre-dial Validation, CX Contact

Specifies whether pre-dial validation is in effect or not for the given record. When set to `true`, OCS performs pre-dial validation of the record, for example, it delivers an HTTP P0ST request to the Web or Application Server, waits for the response and then, processes the response. When set to `false`, OCS starts dialing the record without the pre-dial validation step.

Note:	Setting this option at the individual record level requires the use of an SCXML treatment script. For a complete description, see SCXML-based Treatments. See also the `sample06.scxml` sample script, which can be found in the OCS installation folder, in the `scxml_samples` subfolder.

predictive_algorithm

- Default Value: `small_group`
- Valid Values: `classical, small_group, advanced_small_group, time_optimized_odr`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

Controls which predictive algorithm (PA) OCS uses for dialing outbound calls when a dialing session/campaign is running in the `Predictive` or `Predictive with seizing` dialing mode.

Note:	If the optimization method is Busy Factor or Average Waiting Time, OCS uses the classical predictive algorithm regardless of the value specified for this option. A new valid value, `time_optimized_odr`, was added to release 8.0.

The values function as follows:

- `classical`—OCS uses the `classical` predictive algorithm based on classical queuing theory, regardless of the current number of available agents and the optimization parameter that are used.
- Small group values: These two values are optimized for small groups of agents. Either of these values can be used if the `Overdial Rate` is specified as an optimization parameter and the number of available agents does not exceed the number set in the small_group_size option. If the number of agents exceeds the number set in the **small_group_size** option, OCS uses the classical predictive algorithm. Also see Predictive Algorithm for Small Groups.

The two small group values include:

- `small_group`—OCS uses a small group predictive algorithm, which waits until all dialed calls are completed before dialing new calls.
- `advanced_small_group`—OCS uses an advanced predictive algorithm. This option value activates the new and improved predictive algorithm for small groups of agents. The advantages of this new algorithm include:
  - It better tracks inbound calls, because it counts inbound calls that are at all stages of processing and not just those that are queued.
  - It allows outbound calls to be initiated, even if one or more calls remain in the dialing stage, rather than waiting until all dialed calls are completed.

Using the `advanced_small_group` value may result in busier agents, as the Busy Factor increases or the waiting time between calls reduces for agents for the same `Overdial Rate`.

This value can be set in conjunction with the time-to-ready-tolerance option.

- `time_optimized_odr`—OCS uses the time-optimized predictive algorithm. When using this value, OCS monitors the predictive_max_overdial_rate. If it is greater than zero but less than the current overdial rate, OCS switches from the Predictive to the Progressive dialing mode.

Note:	The predictive algorithm self-diagnostic mechanism considers the situation where the `predictive_max_overdial_rate` is greater than zero but less the the current overdial rate as an incorrect configuration and reacts with a proper log message. See time-optimized predictive algorithm for more information.

predictive_callback

- Default Value: `no/false`
- Valid Values: `yes/true`, `no/false`
- Configuration Level: Campaign Group, Application
- Logical Group: Call Processing

Specifies how Outbound Contact Server handles a Campaign Callback. If this option is set to `yes` or `true`:

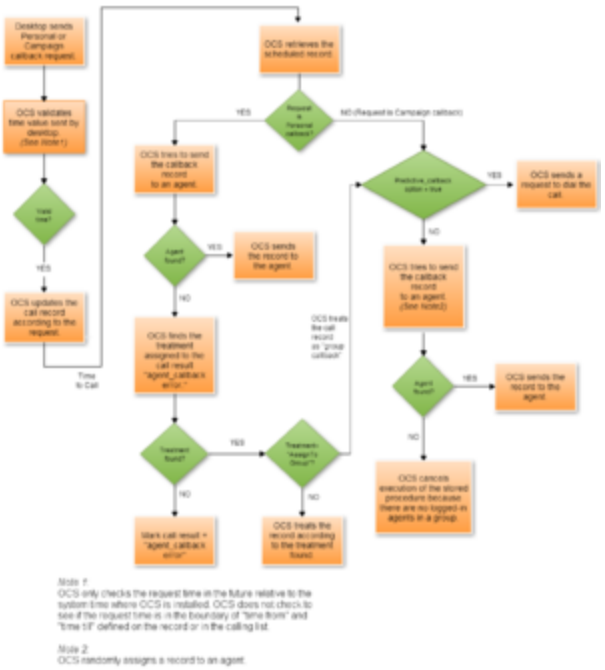
- In Predictive or Progressive modes, OCS automatically dials callbacks.
- In Preview mode, OCS puts records that are scheduled as Campaign Callback in the preview records list, and delivers them to the agent's desktop upon receipt of a `PreviewRecordRequest`.

If this option is set to `no or false`:

- Regardless of the dialing mode, OCS delivers records scheduled for callback directly to the agent's desktop through a `UserEvent`. The agent then decides whether or not to dial this record. If the desktop application is not capable of processing preview records and this record remains on the agent's desktop, OCS marks the call result of the record as `stale` when the timer set by the `stale_clean_timeout` option expires.
- When the Dialing Session is running, OCS retrieves Campaign callbacks from the database and delivers them to agent desktops.
- When the Dialing Session is active (loaded or stopped), OCS doesn’t retrieve Campaign callbacks from the database on a periodic basis except for Campaign callbacks that can be retrieved immediately after executing the Load or Stop command. OCS delivers Campaign callbacks that have already been retrieved, and also delivers Campaign callbacks that are produced from records with other types, if they are not returned to the database.

Note:	See CommunicationProtocols of the *Outbound Contact Reference Manual* for information about the events distributed when rescheduling records.

The following figure illustrates how Outbound Contact Server handles a Scheduled Call during a Predictive or Progressive campaign:



Scheduled Call During a Predictive or Progressive Campaign

predictive_hit_ratio

- Default Value: 75
- Valid Values: `1-100`
- Configuration Level: Campaign Group, Application
- Logical Group: Predictive Algorithm

Specifies the Starting Value for Hit Ratio, as a percentage (%).

predictive_hot_start

- Default Value: `false`
- Valid Values: `yes/true`, `no/false`
- Configuration Level: Campaign Group, Application
- Logical Groups: Predictive Algorithm, Predictive Hot Start

Specifies how OCS uses predefined statistical data in certain circumstances.

If this option is set to `yes` or `true`, OCS uses the predefined statistical data to start predictive dialing, without first using the preliminary dialing in `Progressive` mode. This predefined statistical data will be taken from the following options: **predictive_hit_ratio, predictive_outbound_call_duration, predictive_inbound_rate, and predictive_inbound_call_duration**.

Note:	OCS always uses Hot Start in the Predictive GVP dialing mode. If the options for the predefined statistical data (predictive_patience_time, predictive_hit_ratio, predictive_outbound_call_duration, predictive_inbound_rate, and predictive_inbound_call_duration) are not configured, OCS applies their default values, which may not be efficient.

predictive_inbound_call_duration

- Default Value: `300`
- Valid Values: `1--N`
- Configuration Level: Campaign Group, Application
- Logical Groups: Predictive Algorithm, Predictive Hot Start

Specifies the starting value for the average inbound call duration, in seconds.

predictive_inbound_rate

- Default Value: `0`
- Valid Values: `0 - N`
- Configuration Level: Campaign Group, Application
- Logical Groups: Predictive Algorithm, Predictive Hot Start

Specifies the starting value for the average number of inbound calls, per hour.

predictive-longcalls-truncation

- Default Value: `false`
- Valid Values: `false/no` or `true/yes`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

Instructs the predictive algorithm on how to handle so called "long" outbound calls, (that is, if a few outbound calls last significantly longer than the majority of the outbound calls for the given Campaign Group). Although these "long" calls happen rarely, they are taken in the account by the predictive algorithm when average call duration is calculated. As a result, these long calls will increase the average call duration, negatively affecting the dialing efficiency. OCS uses the 95th percentile calculation to identify these types of calls, meaning that the top 5% of calls in the statistical distribution of call duration are excluded from the call duration calculation.

When this option is set to `true`, the predictive algorithm truncates the length of time associated with

these calls when calculating the average call duration, which may positively effect the predictive dialing efficiency.

Note:	When configured, this option does not affect OCS's use of the outbound_agent_outlier_limit option. This option applies only to outbound calls.

predictive_max_overdial_rate

- Default Value: `0`
- Valid Values: Number between `0` and `100` in decimal format (for example, `3.55`)
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, Dialing Regulations

Specifies the maximum allowed overdial rate for dialing in `Predictive` mode. If the real overdial rate of a running dialing session/campaign, calculated from the time when the dialing session/campaign is started, exceeds this value, OCS switches the dialing mode from `Predictive` to `Progressive`. If the real overdial rate falls below or equal to this value and the `predictive_min_overdial_rate` option is not configured, OCS switches the dialing mode from `Progressive` to `Predictive`.

This checking of the limit is performed separately from all predictive optimization parameters; that is, overdial rate, busy factor and average waiting time.

If this option is set to `0` (zero) or `100`, OCS does not perform separate control of the overdial rate.

predictive_min_overdial_rate

- Default Value: No default value
- Valid Values: Number between `0` and `100` in decimal format (for example, `1.5`)
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, Dialing Regulations

Specifies the lower threshold of the overdial rate at which OCS switches the dialing mode from `Progressive` back to `Predictive`. If the real overdial rate later rises above this value, the dialing mode remains `Predictive` until the rate passes the level set by predictive_max_overdial_rate.

This option can be used only after the predictive_max_overdial_rate option has switched the dialing mode from `Predictive` to `Progressive`.

If this option is not set, is set to `0` (zero), or is set to a value greater than the value of predictive_max_overdial_rate, OCS ignores this option.

> **Warning**
> Using the **predictive_min_overdial_rate** option might significantly reduce the Busy Factor because it delays switching the dialing mode from Progressive back to Predictive.

predictive_outbound_call_duration

- Default Value: `120`
- Valid Values: `1-N`
- Configuration Level: Campaign Group, Application
- Logical Groups: Predictive Algorithm, Predictive Hot Start

Specifies the starting value for the average outbound call duration, in seconds.

predictive_patience_time

- Default Value: `180`
- Valid Values: Any non-negative integer
- Configuration Levels: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Predictive Algorithm, GVP, Outbound Contact VoIP Dialing Modes

Specifies the starting value of the average patience time (in seconds) for the Predictive GVP dialing mode.

Note:	If this option value is set to `0` and the Agent Busy Factor, Overdial Rate, or Average Waiting Time optimization method is used, OCS uses the Erlang-B model with 0 (zero) waiting time in the queue.

preview_release_nocontact_action

- Default Value: `soft_previous`
- Valid Values: `hard_ready, hard_not_ready, soft_previous`
- Configuration Level: Switch, Application
- Changes Take Effect: Immediately
- Logical Group: Agent Desktop

Determines the agent's place state after an agent releases an unsuccessful outbound call that the agent had placed manually in the Preview dialing mode.

- When set to `hard_ready`, OCS sends a request to T-Server to force the teleset to the Ready state.
- When set to `hard_not_ready`, OCS sends a request to T-Server to force the teleset to the `Not Ready` state.
- When set to `soft_previous`, OCS does not send any requests to T-Server.

Note:	When using this option, OCS takes the value of the hard_request_to_login_dn option into account. In other words, if **hard_request_to_login_dn** is set to `true`, OCS sends `RequestAgentReady` to the login DN instead of the DN where the call was answered.

progressive_blending_reserved_agents

- Default Value: `0`
- Valid Values: Any non-negative integer
- Configuration Level: Campaign Group, Application
- Logical Group: Predictive Algorithm

Enables OCS to keep a specified number of agents who are in the `Progressive` dialing mode available for inbound traffic or some other non-outbound activity.

Outbound Contact initiates the next outbound call when both of the following are true:

- There is at least one ready agent.
- The total number of ready or busy non-outbound agents exceeds the value of the option.

The agent is treated as busy outbound when he or she is in the `BusyOutbound`, `BusyPaper`, or `BusyRinging` state. All other states except the Ready state are treated as non-outbound.

The following is an example of how this option works.

An agent group has a total of four agents:

- One agent is in the `BusyInbound` state.
- One agent is in the `BusyOutbound` state.
- Two agents are in the Ready state.

At this time, the **progressive_blending_reserved_agents** option is set to 2. As a result, OCS sends one outbound call.

progressive_blending_reserved_status

- Default Value: `all_seized_inbound`
- Valid Values: `all_seized_inbound, ready`

- Configuration Level: Campaign Group. Application
- Logical Group: Predictive Algorithm

Specifies how agents are reserved for outbound calls.

- If **progressive_blending_reserved_status** is set to `all_seized_inbound`, OCS reserves all agents that do not have any of the following outbound statuses: `BusyOutbound, BusyPaper, NotReady`, and `BusyRinging`. This value is similar to the **progressive_blending_reserved_agents** option functionality in OCS 7.x
- If **progressive_blending_reserved_status** is set to `ready`, OCS reserves only those agents who are in Ready status. This value is similar to the **progressive_blending_reserved_agents** option functionality in OCS 6.5, which kept a specified number of reserved agents who were in progressive dialing mode available for inbound traffic. In this scenario, OCS waited until more than the specified number of reserved agents were in the Ready status before initiating the next outbound call.

protocol.add-record.uri

- Default Value: An empty string
- Valid Values: A valid URI
- Configuration Level: Application
- Changes Take Effect: Immediately
- Logical Group: Record Processing, CX Contact

Specifies the URI of the CX Contact (List Builder) endpoint for sending requests. Only the **http:** schema is supported.
For example: `http://cxc-int:8888/listbuilder/v2/contact-lists/$list_dbid/contacts`

All macro expressions are expanded in the same manner as for the Execute SQL Statement treatment. Refer to Execute SQL Statement Action Type.

public_network_access_code

- Default Value: An empty string
- Valid Values: Any character string
- Configuration Level: Calling List, Campaign Group, Switch, Application
- Logical Group: Dialing

Specifies the string that is added as a prefix to each phone number that OCS sends to a specific switch. The phone numbers in the call `UserData` remain unchanged. This number specifies the PSTN access code for the switch to which T-Server is connected. When an access code is added as a value, the system always places the access code in front of the phone number that is dialed. For example, if you set the value 9 into the value field, then the prefix 9 is always dialed before each phone number. If you are using the Outbound Contact Wizard, it prompts you to enter a value for this option. To accept the default value for this option, click the `Cancel` button on the wizard screen. You can add Dialogic dialing control parameters as a prefix to the dialed numbers from a calling list. When combined with the string defined for the **public_network_access_code** option, Dialogic dialing control symbols (prefix) determine the dialing time.

The following Dialogic symbols are available:

- L—Wait for the local dial tone before dialing
- I—Wait for the international dial tone before dialing
- X—Wait for the special dial tone before dialing
- , (comma)—Pause 2 seconds

For example, suppose that the public_network_access_code is defined as L9,. In this case, the dialer will wait for a dial tone, dial 9, pause for 2 seconds, then dial the number from the calling list.

Note:	Dialing control parameters work only if the CPD Server dials the calls through the Dialogic card (tscall=false). **Warning:** This option can be set at three levels: Switch/Application (which has the lowest priority), Campaign Group (which has a medium priority), and Calling List (which has the highest priority).

recall-on-unload

- Default Value: always
- Valid Values: One of the following:

always	OCS always recalls the interactions.
never	OCS never recalls the interactions.
only-if-item	OCS recall the interactions only if the Campaign Group is executed as an item of a Sequence.
only-if-standalone	OCS recall the interactions only if the Campaign Group is executed independently and not as an item of Sequence.

- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Interactions Processing in Push Preview Mode

Specifies if OCS should recall interactions submitted to Interaction Server but not yet processed when the Campaign Group is unloaded.

record-count-use-timeframe

- Default Value: false/no
- Valid Values: false/no and true/yes
- Configuration Level: Campaign, Application
- Changes Take Effect: When Campaign is activated

- Logical Group: Real-Time Reporting

Specifies whether OCS considers the `time_from`/`time_till` boundaries when the number of ready records and ready chains in the calling list is calculated.

record_processed

- Default Value: `true`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Agent Desktop

Specifies whether OCS waits for the agent's signal to finalize processing of a record.

- If **record_processed** is set to `true` or `yes`, Outbound Contact waits for a `RecordProcessed` request from the agent handling the calling list record. A `RecordProcessed` request is mandatory from the desktop application to Outbound Contact Server. This request informs OCS that the agent has finished with this call record and that OCS can update the database with the final information about the call record.

Note:	If an agent changes his or her state (such as `EventAgentReady` or `EventAgentLogout`), OCS treats the agent state as `ReleaseNextCall` or `LoggedOut`. The change in agent state informs OCS that the agent has finished with this call record, and that OCS can update the database with the final information about the call record. OCS can change an internal agent state after it receives `EventReleased` from the T-Server.

- If **record_processed** is set to `false` or `no`, Outbound Contact will assume that the record is processed when the agent or customer releases the call; that is, when OCS receives an `EventReleased` message for this call, or when it receives an `EventLogout` message for the agent who handled the call. Usually `false` is used when agents in an Outbound campaign do not have desktop phone applications and therefore cannot send the `RecordProcessed` event.

This option is used only in `Predictive` and `Progressive` dialing modes. In `Preview` dialing mode, Outbound Contact Server updates a record only after receiving a `RecordProcessed` event from a desktop, regardless of whether the **record_processed** option is set to `true` or `false`.

Note:	The desktop can send multiple `UpdateCallCompletionStats` requests to Outbound Contact Server to update the record before sending the final `RecordProcessed` request. `UpdateCallCompletionStats` requests are stored in OCS memory and are not recorded into the Calling List Record database until the `RecordProcessed` request is received.

For more information, see the Updating Genesys Mandatory Fields and Custom Fields section in the

Outbound Contact Reference Manual.

record_save_intermediate_results

- Default Value: `no/false`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign Group, Application
- Logical Group: Record Processing

Specifies whether the calling list should be updated with intermediate dialing results during the lifetime of a calling list record.

- If the value is set to `yes` or `true`, the Calling List table is updated with intermediate dial results for each calling list record after each dial attempt. OCS writes the following information to the database: call result, scheduled time, number of attempts, and other data that is pertinent for treatment redials and for calls that are rescheduled by an agent.
- If the value is set to `no` or `false (default)`, OCS updates the record in the Calling List table with the final result only. Only the information about the last treatment application result is recorded for each record before the record is deleted from OCS memory.

remote_release_action

- Default Value: `error`
- Valid Values: `error, no_contact, abandoned`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Call Processing

Specifies how OCS handles calls with the call result of `RemoteRelease`.

- If set to `error (default)`, OCS processes the call as if OCS has received an `EventError`. The call result is `RemoteRelease`. The dialing rate does not change.
- If set to `no_contact`, OCS processes the call as if no contact has been made, as with call results `Busy` and `NoAnswer`. OCS decreases the Hit Ratio. The call result is `RemoteRelease`.
- If set to `abandoned`, OCS processes the call as if the customer has hung up. OCS increases the abandoned rate when the call result is `Abandoned`.

report-procedure-body

- Default Value: Empty
- Valid Values: Body of the custom procedure in binary format; for the Application level is a string format
- Configuration Levels: Calling List (higher priority), Campaign Group, Application
- Changes Take Effect: Immediately

- Logical Group: Real-Time Reporting

Specifies the body SQL code of the reporting stored procedure. The body of the stored procedure is stored in binary format in Configuration Server. Genesys Administrator provides a user interface to edit and store the value of this option.

report-procedure-location

- Default Value: `instead`
- Valid Values: `before, after, instead`
- Configuration Levels: Calling List (higher priority), Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Real-Time Reporting

Specifies the location of custom code within a standard reporting stored procedure (for the values `before` and `after`), or specifies that the whole body of the procedure is customized (for the value `instead`).

right_person

- Default Value: `""`
- Valid Values: Any value that can be stored in the field for which this option is configured
- Configuration Level: Field
- Logical Group: Historical Reporting

Marks the field that indicates that the answered call was with the proper contact. If it is updated with a value equal to what is configured in this option's value, it will be recognized by Genesys Info Mart as a right person contact indicator.

Note:	This option should be specified for only one field within a calling list.

scxmli.persistence.max_active

- Section: `scxml` in OCS application/Annex
- Default Value: `10000`
- Configuration Level: Application
- Changes Take Effect: During startup. Changes to this option are not applied dynamically.
- Logical Group: SCXML-based Treatments

This option specifies the maximum number of active SCXML treatments. When it is set to `0`, it uses the default value (`10000`). When a value is less then `500` (except `0`), it uses the value `500`. No max value is defined.

schedule-states-uri

- Default Value: An empty string
- Valid Values: Any valid URI
- Configuration Level: Application
- Changes Take Effect: At the next activation of the schedule item
- Logical Groups: CX Contact, Outbound Schedule

Specifies the URI of the external system (Campaign Manager) to which OCS sends Outbound Schedule states.

scxmli.transcoder.default

- Section: `scxml` in OCS application/Annex
- Default Value: UTF-8
- Valid Values: Any valid converter name supported by the ICU Library.
- Configuration Level: Application
- Changes Take Effect: During startup. Changes to this option are not applied dynamically.
- Logical Group: SCXML-based Treatments

This option defines the source encoding that OCS will use to encode all input String data into Unicode before it is passed into the SCXML engine. The input String data includes SCXML and JavaScript String literals, variables, and properties of String type.

Note:	This option is valid only on Windows and Linux platforms.

send_attribute

- Default Value: `""`
- Valid Values: Any name that Outbound Contact Server can use as a key in a key-value pair in `UserData`.
- Configuration Level: Field
- Logical Group: Record Processing

OCS sends the data attached to a call (`UserData`) as a key-value pair. The value of this option defines the key in the pair. The value of the field is the value of the pair. For example, a user-defined field `LastName` may have the **send_attribute** option with `name` in the `Option Value` field. OCS attaches the key value pair `name = <LastName>` to the `UserData`. Suppose the `<LastName>` in a record is Smith. When OCS processes this record, it attaches the `UserData name = Smith` to a call. The value of this option should not be an empty string (string of length 0). Also, all fields should have different values for this option in order to distinguish them from `UserData`.

For additional information on attaching field values using this option, see the Attaching Record

Information to Desktop and OCS User Events section in the *Outbound Contact Reference Manual*.

send-campaigngroup-states

- Default Value: `false`
- Valid Values: `true`, `false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Next attempt to send notification to Web or Application server
- Logical Group: HTTP-based Notifications, CX Contact

Defines whether OCS delivers Campaign Group information to a Web or Application server. For more information, refer to Campaign Group Status Reporting.

send-history

- Default Value: `false`
- Valid Values: `true`, `false`
- Configuration Level: Calling List, Campaign, Application
- Changes Take Effect: Next dial attempt, or next attempt to send the Call Report Record to Web or Application Server, if the previous attempt failed
- Logical Group: Record Processing, HTTP-based Notifications, CX Contact

Specifies whether OCS sends call report records to Web or Application Server.

Related Documentation: Submitting Call Report Records

send-schedule-states

- Default Value: `false`
- Valid Values: `true, false`
- Configuration Level: Application
- Changes Take Effect: At the next activation of the schedule item
- Logical Groups: CX Contact, Outbound Schedule

Specifies whether OCS sends POST requests with Schedule state changes.

sip-cluster-asm-dial-node

- Default Value: `0` (not defined)
- Valid Values: The valid DBID of the primary SIP Server Application object
- Configuration Level: Agent Group object

- Changes Take Effect: After Campaign Group restart
- Logical Groups: SIP Cluster
- Introduced: 8.1.522.05

Specifies the DBID of the SIP Server Application object that a Campaign Group is using to dial outbound and engaging calls in Progressive with Seizing and Predictive with Seizing dialing modes. The same SIP Server application must be present on the OCS Application Connections tab. See OCS Load Balancing in SIP Cluster for details.

sip-cluster-lb-mode

- Default Value: `none`
- Valid Values: `none`, `round-robin`
- Configuration Level: Application
- Changes Take Effect: After OCS restart
- Logical Groups: SIP Cluster
- Introduced: 8.1.521.01

If set to `none` (the default), OCS does not apply load balancing between SIP Cluster nodes. If set to `round-robin`, OCS applies load balancing between SIP Cluster nodes in a standard round-robin fashion case if SIP Cluster Load Balancing is fully configured. See OCS Load Balancing in SIP Cluster for details.

sip-cluster-prime-node

- Default Value: `0` (not defined)
- Valid Values: The valid DBID of the primary SIP Server Application object
- Configuration Level: Application
- Changes Take Effect: After OCS restart
- Logical Groups: SIP Cluster
- Introduced: 8.1.521.01

Specifies the DBID of the primary SIP Server Application object in one of the SIP Cluster nodes, which OCS will use as the prime SIP Cluster node to register and monitor DNs when working in SIP Cluster Load Balancing mode. The same SIP Server application must be present on the OCS Application Connections tab. See OCS Load Balancing in SIP Cluster for details.

small_group_size

- Default Value: 7
- Valid Values: Any non-negative integer (`0-n`)
- Configuration Level: Campaign Group, Application

- Logical Group: Predictive Algorithm

Specifies the maximum number of available agents in a group that can be treated by OCS as a small group, and therefore have a special type of predictive algorithm applied.

If the current number of available agents in the group is less than or equal to this option's value, OCS uses a predictive algorithm specially optimized for small groups of agents for campaigns that use this group. This algorithm may provide better optimization results than the general predictive algorithm in some campaigns if the number of active agents is relatively low.

Note:	OCS considers this option's setting only when all of the following are true: The dialing session/campaign is running in Predictive, Predictive with seizing, or Predictive GVP dialing modes. The Overdial Rate is used as optimization parameter. The predictive_algorithm option is set to the `small_group` or the `advanced_small_group` value.

snapshot_interval

- Default Value: 600 (seconds)
- Valid Values: Any positive integer
- Configuration Level: Application
- Changes Take Effect: Immediately
- Logical Group: Historical Reporting

Defines the time interval, in seconds, between delivering snapshot statistics to Interaction Concentrator (ICON).

stale_clean_timeout

- Default Value: `30`
- Valid Values: Any integer from 1 to *n*`/60`, where *n* is the maximum integer value on the platform on which OCS is running.
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Groups: Agent Desktop, Record Processing

Specifies a timeout (in minutes) before OCS marks as `Stale` any records that were sent for processing (for example, `RequestMakePredictiveCall` is issued or `preview record` is sent to agent desktop), but were not yet processed.

stat-hit-ratio-count

- Default Value: 33

- Valid Values: One or more call results (integer values per GctiCallState enum, separated by a comma), or `all`
- Changes Take Effect: Immediately
- Configuration Level: Campaign Group, OCS Application
- Logical Groups: Predictive Algorithm

Specifies the call results for which OCS counts all established calls as answered calls when calculating and submitting the Hit Ratio of Campaign Groups and Calling Lists to the external Web/Application Server. If set to `all`, OCS counts all successful calls (such as Answer, Answering machine, Fax, Silence). When the option is changed for a running Campaign Group, OCS resets the counters and starts calculating the new Hit Ratio.

Examples: **stat-hit-ratio-count** = `all`, **stat-hit-ratio-count** = `33,32`

stat-server-ha

- Default Value: `false`
- Valid Values: `yes/true, no/false`
- Configuration Levels: Application
- Changes Take Effect: At the next RunModeInfo message arrival from Stat Server
- Logical Group: Real-Time Reporting
- Introduced: 8.1.527.14

Specifies how OCS handles `SEventRunModeInfo` notifications from Stat Server:

- If this option is set to `no` or `false`, OCS ignores `SEventRunModeInfo` notifications.
- If this option is set to `yes` or `true` and an `SEventRunModeInfo` notification contains `LongValue=0` (Backup Mode), OCS closes the connection to that Stat Server and attempts connecting to a backup Stat Server. This OCS behavior is recommended in configurations where Stat Server is configured to keep the listener port opened in backup mode.

time-to-ready-tolerance

- Default Value: `2 sec`
- Valid Values: Any positive integer of `2 sec` to the maximum integer supported by your operating system
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Predictive Algorithm

Specifies the allowed variance, in seconds, on the time estimate for when an agent will become Ready. OCS uses the value for this option in its calculations to determine whether an agent delivers correct (or "trusted") estimations on when the agent will complete the processing of the given call and become Ready. The calculations are based on information provided by the agent desktop to OCS about each agent. For more information on trusted versus distrusted agents, see Agent Feedback for

the Predictive Dialing Modes.

Note:	OCS uses this information to further improve the dialing efficiency in Predictive modes; for example, to increase the `Busy Factor` for a given value of the `Abandon Rate`.

transfer_to_unknown_dn

- Default Value: `no/false`
- Valid Values: `yes/true, no/false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Call Processing

Specifies OCS's behavior when an outbound call is transferred to an unknown DN or a DN without an agent logged into it.

This is important in multi-site group deployments, because OCS cannot properly resolve the destination DN. This option prevents OCS from treating such transfers as transfers to an unknown DN.

- If set to `no` or `false`, immediately after the transfer is completed, OCS updates the record with the `Stale` call result and the `Agent Error` record status.
- If set to `yes` or `true`, OCS does not update the record, and it continues to monitor the outbound call.

Note:	If a call is transferred to a DN that OCS has not registered, the record will not be updated in the calling list upon call release and its status will remain `Retrieved` until the timer set by the **stale_clean_timeout** option expires. **Warning:** In release 7.5 and higher, an "unknown DN" is a DN that is included in a `Place` object, but this `Place` object does not have an associated agent. An agent is associated to a `Place` object when a Campaign Group that is configured with this agent is activated within OCS.

treatment-action-uri

- Default Value: No default value
- Valid Value: The valid URI
- Configuration Level: Treatment
- Changes Take Effect: At the next treatment application
- Logical Group: HTTP-based Notifications

Speifies the URI for sending a request. All macro expressions are expanded in the same manner as for the Execute SQL Statement treatment. Only the `http:` schema is supported. See Send HTTP

Request Action Type for details.

treatment-holidays-table

- Default Value: No default value
- Valid Value: The name of the Statistical Table configuration object for holidays
- Configuration Level: Campaign Group, Application
- Changes Take Effect: At the next treatment application
- Logical Group: SCXML-based Treatments

Defines the name of the Statistical Table configuration object that OCS uses to determine the dates and time ranges for holidays.

treatment-preferred-contact-field

- Default Value: none
- Valid Value: The name of the field in the Calling List table
- Configuration Level: Calling List, Campaign, Application
- Changes Take Effect: At the next treatment application
- Logical Group: SCXML-based Treatments

Defines the field name in the Calling List table that OCS uses for the given record to determine if this record in a chain should be used for the first chain dial attempt. When the specified field exists and is not an empty string (for char/varchar field data types) or not zero (for integer field data types), OCS assumes that the associated record has a priority within the chain. If multiple records within the same chain satisfy the criteria for priority, OCS uses the first record found.

Note:	You can also configure this option at the Calling List Level. If configured at the Calling List Level and the Campaign Level, the Calling List Level takes precedence.

Dependency: If the CX Contact option `custom-format` is configured, OCS does not support the **treatment-preferred-contact-field** option for all custom CX Contact fields (`Other21+`) and fields `c_other1,..,c_other20`.

treatment_sched_threshold

- Default Value: `30` (minutes)
- Valid Values: Any non-negative integer (`0` and higher)
- Configuration Level: Calling List, Application
- Logical Group: Record Processing

Determines the threshold for OCS to either:

- Keep rescheduled chains in its memory.
- Remove rescheduled chains from its memory and return them to the database in the Ready status. OCS will store the treatment application history information so that it can continue to processing the chains at the scheduled time.

If the difference between the current time and the scheduled time exceeds the specified value, OCS will:

- Remove the chain from memory.
- Update it in the database as Ready.
- Store the treatment's application history info in a calling list's `treatments` field for each record in this chain.

OCS retrieves this chain back into memory shortly before the scheduled time of the next attempt and continues processing the chain of records in treatment sequence.

If the value is `0`, this functionality is disabled and prevents OCS from removing rescheduled chains from its memory until the dialing session/campaign group is stopped and unloaded.

treatment-uri

- Default Value: none
- Valid Values: String representing URI of SCXML treatment script resource
- Changes Take Effect: At the next treatment application
- Configuration Level: Calling List, Campaign Group, Application
- Changes Take Effect: At the next treatment application
- Logical Group: SCXML-based Treatments

Defines the URI to the SCXML treatment script resource on the Application Server, which specifies the treatment used for this Campaign Group. The URI can contain treatment parameters and values that are applied to the instances of the treatment script created when running a dialing session for a campaign. The parameters can include any of the following:

- Contact type to use when starting the dialing session/campaign (`start_contact_type`).
- Maximum number of dialing attempts (`max_dial_attempts`).
- User-defined variables, as identified in the script.

Separate all parameters and their values using the and (&) symbol. For example: **treatment-uri**=`http://server/ocs/treatment1?start_contact_type=HOME&max_dial_attempts=8`

Notes:	• This option can also be configured at the Calling List Level, which has a higher priority than when it is configured at this Campaign Group Level.

	• If this option is not defined here or at the Calling List Level, OCS uses the treatment configuration described in Call Handling Treatments. • If the value for this option contains parameters/values that are defined in the script and the script values differ, the values in the **treatment-uri** option take precedence. • OCS does not process URI parameters. Parameters from the URI are supposed to be processed by a Web Server active component (JSP, PHP, and so on), so that OCS receives a dynamically-formed SCXML script with proper parameters already substituted for their values.

treatment-weekdays-table

- Default Value: No default value
- Valid Values: The name of the Statistical Table configuration object for weekdays
- Configuration Level: Campaign Group, Application
- Changes Take Effect: At the next treatment application
- Logical Group: SCXML-based Treatments

Defines the name of the Statistical Table configuration object that OCS uses to determine the time ranges for business weekdays.

update_all_records

- Default Value: `false`
- Valid Values: `true/yes, false/no`
- Configuration Level: Calling List, Application
- Changes Take Effect: Immediately
- Logical Group: Record Processing

Specifies if a dialing filter determines the set of records that OCS updates after the chain processing is completed.

- If set to `true` or `yes`, OCS updates all records in the chain, regardless of the dialing filter applied. All records in the chain that are outside the parameters of the dialing filter are updated with the same status that the chain receives after OCS has finished processing it.
- If set to `false` or `no`, records in the chain that were filtered out by the dialing filter are marked as `record_status = Ready`.

user_data_section_name

- Default Value: None
- Valid Values: Any valid name for a configuration section
- Configuration Level: Application
- Logical Group: Dialing

Enables you to attach additional information as a permanent key-value pair to the `UserData` attribute for dialing requests, preview records, or interactions. The value of this option identifies the name of a section that you created on the `Options` tab of the following configuration objects:

- Calling List
- Campaign Group
- Campaign
- Agent Group or Place Group
- Switch
- OCS application

OCS searches these configuration objects for a section with this value. When found, OCS attaches any options that are specified within the section as key-value pairs to the `UserData` attribute for all dialing requests, preview records, or interactions that are associated with the configuration object. The configuration object that you choose depends on the desired level of distribution:

- When you specify an option value that is the section name for a `Calling List` object, the specified data is attached only to calls for that calling list.
- When you configure this option for a `Campaign Group` object, the specified data is attached to calls for all calling lists in the Campaign Group.

You can explicitly identify the type of data to be attached by adding a specifier as a prefix to the data (that is, the option's value) for the options listed under the section name identified by the **user_data_section_name** option. When OCS finds these specifiers, it converts the data to the specified type. The 4-character specifier, however, is removed from the resulting data. The type-specifier descriptions are as follows:

- `str:`—All characters following this specifier are attached as a string. The value can consist of any characters. (Example: By specifying `str:String example 123`, the string value `String example 123` is attached.)
- `int:`—OCS converts the value that follows this specifier to an integer. The value should consist of digits (`0` through `9`) only and not exceed the maximum integer supported by the operating system where OCS is running. (Example: By specifying `int:2563`, the integer value 2563 is attached.)
- `bin:`—OCS converts the value that follows this specifier to a binary type. The value should consist of pairs of hexadecimal numbers separated by spaces. (Example: By specifying `bin:0A 0D 22 13 33 FF`, the binary value `0A 0D 22 13 33 FF` is attached.)

Note:	If no type specifier is included in the data value, the user data pair is attached as a string.

Configuration Example

The following example clarifies the relationship between the **user_data_section_name** option and configuration object sections associated with attaching User Data. If you do the following:

- Configure a section named **userdatalist** on the `Options` tab of the Calling List object.
- Within that **userdatalist** section, configure:
  - a key-value pair: `name=str:premier`
  - a key-value pair: `acct=int:1234`
- Configure the **user_data_section_name** option with a value of `userdatalist` in the `Options` tab of the OCS application object.

When OCS starts processing a specific chain, it searches for the `userdatalist` section among the configuration objects, and when it finds this section name, it attaches the two key-value pairs to the User Data for all dialing requests, preview records, and interactions associated with this Calling List object. The pair with the `acct` key is attached with the integer value of 1234. The pair with the `name` key is attached with a string value of `premier`.

validation-keys

- Default Values: Empty string (all keys are sent for pre-dial validation)
- Valid Values: One or more key names, comma-separated
- Configuration Level: Calling List, Application
- Changes Take Effect: Immediately
- Logical Group: Pre-dial Validation

Limits the keys included with the JSON body of the HTTP request for pre-dial validation to only those that are specified.

Note:	For this option, specify the list of key names (as configured by the **send_attribute** option for user-defined fields), not the calling list field names.

validation-propagate-user-data

- Default Value: `false`
- Valid Values: `yes/true`, `no/false`
- Configuration Level: Campaign Group, Application
- Changes Take Effect: Immediately
- Logical Group: Pre-dial Validation

Specifies if OCS propagates user fields modifications made by the pre-dial validation server and returned to OCS in a positive pre-dial validation response, for Email and SMS campaigns. When set to `true`, the user fields modifications are propogated.

validation-race-condition-call-result

- Default Value: 3 (General error)
- Valid Values: Positive Integer
- Configuration Level: Calling List, Campaign, Application
- Changes Take Effect: Next dial attempt
- Logical Groups: Record Processing, HTTP-based Notifications

Specifies the call result to be applied to pre-dial validation if a race condition is detected.

Related Documentation: Submitting Call Report Records

validation-timeout-call-result

- Default Values: 3 (General error)
- Valid Values: Call result enumeration value (as defined in the Call Result Types table in the *Outbound Contact Reference Manual*).
- Configuration Level: Calling List, Campaign, Application
- Changes Take Effect: Next dial attempt
- Logical Group: Pre-dial Validation

Specifies the call result value that is assigned to the dial attempt if pre-dial validation is turned on and OCS does not receive HTTP response for the validation request within the specific timeout (defined via the http-response-timeout option). In case of the timeout, OCS does not dial the record and attempts to apply the treatment to call result as defined by this option.

This option also applies when there is a failure contacting a Web Application Server during pre-dial validation. When OCS tries to establish a connection to a web application server and it is unavailable, OCS assigns the call result specified in this option to the record that is being validated.

validation-uri

- Default Value: An empty string ("")
- Valid Values: String representing URI of the Web or Application Server, in the following format: `http[s]://<host>:<port>/<path to pre-dial validation resource>`
- Configuration Level: Calling List, Campaign, Application
- Changes Take Effect: Next dial attempt
- Logical Group: Pre-dial Validation, CX Contact

Defines the URI of the pre-dial validation processing engine. Supported schemes are HTTP and HTTPS. The Port part of the configuration is optional and defaults to 80 for HTTP and 443 for HTTPS schemes.

Note:	For pre-dial validation to take place, this option must be set to a non-empty string (valid URI).

validation-wait-history

- Default Value: No default value
- Valid Values: `never, phone, clientid, always`
- Configuration Level: Calling List (first priority), Campaign (second priority)
- Changes Take Effect: Next dial attempt
- Logical Group: Pre-dial Validation

Specifies the OCS behavior for pre-dial validation. Valid values:

- `never`—OCS does not detect race conditions.
- `phone`—OCS detects race conditions by a phone number only.
- `clientid`—OCS detects race conditions by a customer ID only.
- `always`—OCS detects race conditions by a phone number and a customer ID.

This option is used for pre-dial validation only. It is not used for pre-desktop validation, because of on pre-desktop validation there is some time gap before calling and this time gap is used for other attempts to validate a record. So the race-condition detection for pre-desktop validation is always performed by a phone number and a customer ID.

> **Warning**
> Setting the option value to any value except `always` will impact the OCS compliance with regulatory requirements and may cause double dialing.

vtd-override

- Default Value: No default value
- Valid Values: Any string that represents a valid DN name
- Configuration Level: Campaign Group
- Logical Group: ASM Dialing

Defines the name of the Voice Transfer Destination (VTD) DN that OCS sends to CPD Server in the extensions of `RequestSeizeAgent` and `RequestMakePredictiveCall`.When CPD Server receives it, that number will be used as the destination number to which an engaging call is delivered and for the T-Server registration as the Voice Transfer Destination (VTD) DN. If this option is not configured, OCS does not add the corresponding key-value pair in to `RequestSeizeAgent` and `RequestMakePredictiveCall` extensions and CPD Server takes the destination number from the Voice Transfer Destination DN configured for the Campaign Group.