Outbound Contact Deployment Guide

Section Names

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Section Names

Contents

The `Options` tab of the configuration object needs to contain a section that is named in one of the following ways:

- `OCS application object name`, which specifies the name of the current OCS Application object.
- `default`
- `OCServer`

Note:	Genesys recommends that you define all OCS options in the `OCServer` section folder, with the exception of default record priorities options, which are defined in the `Outbound` section.

The `Outbound` section is used for defining the default record priorities in Outbound Contact Campaign Group objects at the OCS application level. This section contains parameters specific to record priorities. See Flexible Prioritization of Record Types for more information about these options.

There is also an additional section, called `log_call_stats`, which is created only at the OCS application level. This section contains parameters specific to Audit Logging. See Section log call stats for descriptions of the options that this section contains.

When OCS looks for the defined value of an OCS option, it searches the sections in a prescribed order until it finds the option in one of the sections.

The prescribed search order is the following:

1. OCS searches the designated sections on the `Options` tab of the configuration object, as follows:
    a. `<OCS application object name>` section
    b. `default` section
    c. `OCServer` section
2. If OCS does not find the option, it follows the same procedure to search in the `Options` tab of its own `Application` object.
3. If OCS does not find the option, it uses the option's default value.

Example of an OCS Option Search

In this example, two different OCS applications (OCS1 and OCS2) work with the same switch. The options for each OCS application are defined on the `Options` tab of the switch configuration object or on the `Options` tab of the OCS Application object.

OCS1 is searching for the `outbound_release_action` option.

1. `Options` tab of the `Switch` object:
    a. OCS1 searches for the `outbound_release_action` option in the OCS1 section.
    b. If the option is not in the OCS1 section or if there is no section named OCS1, OCS1 searches for the option in the section named `default`.
    c. If the option is not in the `default` section, or if there is no section named `default`, OCS1 searches

for the option in the section named `OCServer`.

2. `Options` tab of OCS:
   If OCS1 does not find the `outbound_release_action` option in any of the three sections on the `Options` tab of the Switch object, it searches the `Options` tab of its own `Application` object, repeating the search process that it performed on the `Options` tab of the Switch object.

3. Other:
   If OCS1 does not find the `outbound_release_action` option on either `Option` tab, it uses the option's default value (`false`).

Note:	Most Outbound Contact Server options are dynamic. This means that the application does not have to be restarted in order for option changes to take effect, unless otherwise noted in the option description.

How OCS Prioritizes If Different Configuration Objects Contain the Same Section

- If there are different configuration objects that contain options in the same named sections with the same key and different values, OCS chooses only one of them, according to the following priorities:

  - Calling List (highest priority)

  - Campaign Group

  - Campaign

  - Agent Group or Place Group

  - Switch

  - OCS application (lowest priority)

- If there are several configuration objects that are used in a particular campaign with options that contain different keys, OCS attaches all of these options as a list of key-value pairs in the `UserData` attribute.

- If you want to indicate that a particular outbound campaign has a higher priority than other campaigns, you can attach a `campaign_priority = high` key-value pair to every call or preview record that OCS generates while running the dialing session for this campaign. As an example, you can perform the following steps if you want to configure a Campaign Group to run a dialing session/campaign called `Collections90days` that uses an OCS application called `OCS Western Region`:

1. Choose a section name to store the data that you want to attach, such as `collection_options`.

2. Create a section with this name on the `Options` tab of a `Campaign Group` configuration object. In this section, add an option specifying the key as `campaign_priority` and the value as `high`.

Note:	If more than one dialing session/Campaign Group is going to run this campaign, configuration objects representing all these Campaign Groups should have this configuration.

3. Configure the `user_data_section_name` option and set the value to `collection_options` in the `OCServer` section of the `Options` tab of the `OCS Western Region` application object.

Section log_call_stats

This section contains the configuration options used to configure Audit Logging, and takes effect only if the configuration option `log_call_stats` is set to yes or `true`.

In addition to the option `all` (see log_call_stats), this section can also contain the common options `expire` and `segment`. Refer to the Framework Configuration Options Reference Manual for full descriptions of these options.