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Outbound Contact Deployment Guide

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gsw_request_log

A `gsw_request_log` table stores outbound dialing activity for reporting, auditing, and other purposes. During installation, the Wizard prompts the user to create a `gsw_request_log` Table Access object, which allows OCS to access the log table. If the Wizard is not used, then the Table Access object for `gsw_request_log` table can be created manually by creating a new Table Access object under the tenant that will contain campaign information. This Table Access object must be a table of type, Log table and have the name `gsw_request_log`. It must also contain a reference to a valid database access point. The actual name of the database table is user-defined.

Note:

In multi-tenant environments, each tenant can have a separate `gsw_request_log` table.

Outbound Contact Manager and Genesys Administrator checks the configuration of this log table every time it starts. If the `gsw_request_log` Table Access object is configured, but the actual table does not exist in the database, the GUI will create the table. Outbound Contact Server opens the `gsw_request_log` table for a particular tenant when the dialing session for first campaign/campaign group for this tenant is loaded. Outbound Contact tracks the following call request messages in the `gsw_request_log` table:

Request Type	Enumerated Value (stored in request_type field)
PreviewRecordRequest	1
ChainedRecordRequest	2
AddRecord	3
PreviewDialingModeStart	4
PreviewDialingModeOver	5
UpdateCallCompletionStats	9
RecordProcessed	10
RecordReject	11
RequestRecordCancel	12
RecordReschedule	13
ScheduledRecordReschedule	14
DoNotCall	15
ContinueProcessing	16
Logout	18
ReadyTime	19
CampaignStatus	20

Outbound Contact includes an expanded list of call request messages in a `gsw_request_log` table. Because the log tracks call request messages for agents, a `gsw_request_log` table can be used for auditing purposes. The log does not provide any statistical analysis. To view a `gsw_request_log` table, use the server's DBMS SQL features. For more details, see the "Communication Protocol" chapter in the *Outbound Contact Reference Manual*.