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Outbound Contact Deployment Guide

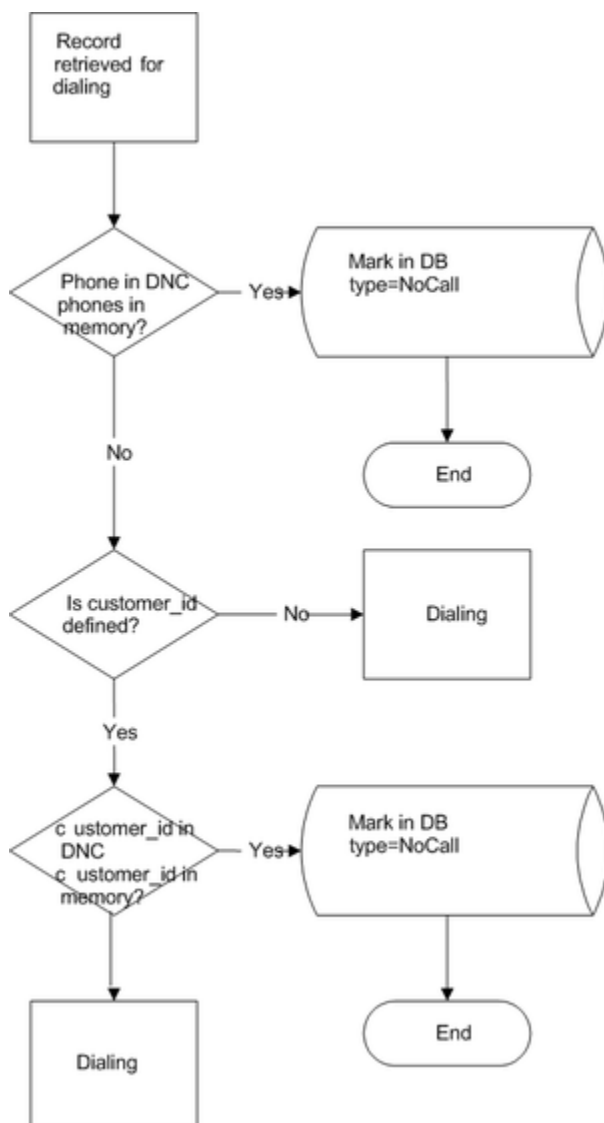
Check Against Do Not Call List

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Check Against Do Not Call List

OCS reads all records from the table that is referenced in the gsw_donotcall_list Table Access and populates separate tables in memory with the unique values from the phone and customer_id fields. The tables in memory mirror the DNC List in the database. OCS checks these tables in memory during a Do Not Call predial check.

If OCS finds a phone number in the Do Not Call table in memory during a predial check, it applies the DNC restriction to the phone number and does not check the customer ID. The phone number has a higher priority than the customer ID if they are both in a dialing record. The following figure illustrates the predial check process.



Predial Check by Phone and Customer ID