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Outbound Contact Deployment Guide

OCS Options by Logical Group

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The following table lists the OCS options related to a given functionality. Some options might belong to more than one logical group.

For a full description of each option, use the link provided to find the option in the section [OCS Option Descriptions](#).

OCS Options by Logical Group

Logical Group	Options
Agent Desktop	agent_logout_preview_call_result agent_preview_mode_start campaign-callback-distr cancel-on-desktop desktop-chains-limit direct-personal-callback engaged_answer_action engaged_release_action hard_request_to_login_dn outbound_answer_action outbound_release_action preview_release_nocontact_action record_processed stale_clean_timeout
ASM Dialing	asm_channel_num asm_drop_am_announcement_data asm_drop_announcement_data assured-connect assured-connect-field beep-on-merge engaged_answer_action engaged_release_action merge-method on-asm-overdial on-bridging-unable vtd-override
Call Processing	divert_to_unknown_dn ivr_group ivr_update_on_release on-asm-overdial overflow_dn predictive_callback remote_release_action transfer_to_unknown_dn
CX Contact	campaigngroup-preload-uri campaigngroup-states-interval campaigngroup-states-uri customer_id digital-dialer-uri disposition-code-field history-uri history-wait-condition-threshold http-connection-pool-size http-custom-headers

Logical Group	Options
	<p>http-proxy http-response-timeout http-retry-applies-to http-retry-max-attempts pre-desktop-validation-uri pre-dial-validation protocol.add-record.uri schedule-states-uri send-campaigngroup-states send-history send-schedule-states validation-uri</p>
Dial Log	<p>dial_log_buffer dial_log_delimiter dial_log_destination dialer-num-attempts log_call_stats</p>
Dialing	<p>am-detection-map am-drop-field assured-connect assured-connect-field call_answer_type_recognition call_timeguard_timeout call_transfer_type call_wait_agent_connected_timeout call_wait_connected_timeout call_wait_in_queue_timeout call_wait_original_establish_timeout caller-id-sets caller-id-rotation campaign-callback-distr channel_num check_dnc_callback check_dnc_list cpd-on-connect cpd-recording CPNDigits CPNDisplayName CPNPlan CPNPresentation CPNScreening CPNType customer_id dialer-ttl dialing_rate_limit lifo-mode lifo-record-expiration lifo-unload-pace public_network_access_code user_data_section_name</p>
Dialing Regulations	<p>all asm_drop_am_announcement_data asm_drop_announcement_data call_timeguard_timeout check_dnc_callback check_dnc_list CPNDigits digits-detection digits-detection-pattern digits-detection-timeout</p>

Logical Group	Options
	<p>digits-reaction dnc-default-duration dnc-purge dnc-reread dnc-use-duration log_call_stats pa-abandon-rate-limit pa-amd-false-positive-rate pa-amd-test-percentage pa-odr-period-start-time pa-safe-dialing predictive_max_overdial_rate predictive_min_overdial_rate</p>
Dynamic Agent Assignments	<p>agent-assignment agent-assignment-max-num agent-assignment-min-num agent-assignment-priority agent-reassignment-if-waiting-ports agent-reassignment-if-waiting-ports-timeout agent-reassignment-if-waiting-records agent-reassignment-if-waiting-records-timeout inbound-agent-assignment-min-num inbound-agent-assignment-priority ocs-urs-broadcast ocs-urs-interact</p>
GVP	<p>am-beep-detection dialer-num-attempts dialer-ttl gvp-modes-use-switch-rate-limit ivr-profile-name ivr_record_processed predictive_patience_time</p>
Historical Reporting	<p>conversion icon_attribute right_person snapshot_interval</p>
HTTP-based Notifications	<p>campaigngroup-states-interval campaigngroup-states-uri contact-processed-notification contact-processed-notification-uri encoding history-uri history-wait-condition-threshold history-wait-recovery-timeout http-connection-pool-size http-body http-custom-headers http-headers http-method http-proxy http-response-timeout http-retry-applies-to http-retry-max-attempts treatment-action-uri send-campaigngroup-states send-history validation-race-condition-call-result</p>

Logical Group	Options
Interactions Processing in Push Preview Dialing Modes	direct-personal-callback direct-push-preview interaction-media-type recall-on-unload
Licensing	license-file num-of-licenses
Outbound Contact VoIP Dialing Modes	am-beep-detection beep-on-merge cpd-on-connect cpd-recording merge-method on-asm-overdial on-bridging-unable predictive_patience_time
Outbound Schedule	campaigngroup-preload-uri on-schedule-disable schedule-states-uri send-schedule-states
Pre-dial Validation	http-connection-pool-size http-response-timeout http-retry-applies-to http-retry-max-attempts pre-desktop-validation-expiration-timeout pre-desktop-validation-type pre-desktop-validation-uri pre-dial-validation validation-keys validation-propagate-user-data validation-timeout-call-result validation-uri validation-wait-history
Predictive Algorithm	dynamic-port-allocation history_length inbound_agent_outlier_limit outbound_agent_outlier_limit pa-abandon-rate-limit pa-amd-false-positive-rate pa-amd-test-percentage pa-dial-expire pa-exclude-long-dialing pa-handle-expire pa-handle-time-consider pa-hitratio-min pa-inbound-ignore pa-odr-interval pa-odr-period-start-time pa-progressive-multiplier pa-queue-expire pa-safe-dialing pa-selfcheck-adt-threshold pa-selfcheck-awt-threshold pa-selfcheck-bf-threshold pa-selfcheck-interval pa-selfcheck-odr-threshold predictive_algorithm predictive_hit_ratio

Logical Group	Options
	predictive_hot_start predictive_inbound_call_duration predictive_inbound_rate predictive-longcalls-truncation predictive_max_overdial_rate predictive_min_overdial_rate predictive_outbound_call_duration predictive_patience_time progressive_blending_reserved_agents progressive_blending_reserved_status small_group_size stat-hit-ratio-count time-to-ready-tolerance
Predictive Algorithm Self-Test	pa-selfcheck-adt-threshold pa-selfcheck-awt-threshold pa-selfcheck-bf-threshold pa-selfcheck-interval pa-selfcheck-odr-threshold
Predictive Hot Start	predictive_hit_ratio predictive_hot_start predictive_inbound_call_duration predictive_inbound_rate predictive_outbound_call_duration
Prioritization of Record Types	default_campaigncallback_priority default_campaignrescheduled_priority default_general_priority
Real-Time Reporting	db-stat-recalc-interval outbound_contact_server record-count-use-timeframe report-procedure-body report-procedure-location stat-server-ha
Record Processing	callback-observe-campaign callback-observe-group campaign_name_field campaigngroup-auto-complete disposition-code-field force-unload-wait-db ignore-empty-group protocol.add-record.uri record_save_intermediate_results send_attribute stale_clean_timeout treatment_sched_threshold update_all_records send-history history-uri history-wait-condition-threshold history-wait-recovery-timeout validation-race-condition-call-result
SIP Cluster	sip-cluster-asm-dial-node sip-cluster-lb-mode sip-cluster-prime-node

Logical Group	Options
SCXML-based Treatments	action-queue-quota local_file_maxage maxAge maxStale scxmli.persistence.max_active scxmli.transcoder.default treatment-holidays-table treatment-preferred-contact-field treatment-uri treatment-weekdays-table