GENESYS™

Outbound Contact Deployment Guide

Overview

4/22/2025

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In Outbound Contact, you define options at the Outbound Contact Server (OCS) application level. You can also define options at the object level for `Switch`, `DN`, `Agent`, `Place Group`, `Calling List`, `Campaign Group`, and `Campaign` objects. Defining the settings at the object level enables flexibility and fine-tuning for a campaign setup.

OCS first reads the configuration options in the objects. If an option is not defined at the object level, OCS checks the configuration at the application level. If the option is not specified at the application level, OCS uses the default value for that option.

Note:	When you make changes to an option, the changes take effect immediately, unless otherwise noted in the option description.

Depending on the needs of the contact center configuration, the Outbound Contact Administrator can choose to:

- Use default OCS options, if the contact center has no specific requirements.

- Set options at the OCS application level, if the contact center requires overriding of OCS settings.

- Set options at the level of a specific object, if the contact center has specific needs for individual Switch, Agent, Place Group, or Campaign objects.

OCS stores configuration options in section folders on the `Options` tab. The `Options` tab contains the section folders and options for application objects in OCS and CPD Server.

This topic lists the section folders and options according to their general function, and the name of the object.

Notes:	• Logged data can be truncated to hide sensitive data in the log by configuring either the `default-filter-type` option or any of the `log-filter-data` section options to the value hide. The truncation is represented in the log by asterisks. For more information about these options, see the "Common Configuration Options" chapter in the *Framework Configuration Options Reference Manual*.
	• Starting in OCS 8.1.2, the tag option value is supported and built into the Log Library and, in user data printouts, covers all events received from external servers, such as T-Server, SIP Server, and Interaction Server. OCS will continue to print SQL statements and HTTP `BODY JASON` pairs in full when the `default-filter-type` logging option is set to copy and hides all sensitive data by replacing it with asterisks (****) when this option is set to any

	other value, including tag.