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Outbound Contact Deployment Guide

Table Access Object

Table Access Object

A Table Access object defines the relationships among calling list(s), formats, and the database. This object points to a database table of a specified format by providing a Database Access Point.

Note:

You cannot delete a Table Access object as long as it is associated with at least one calling list.

Creating a New Table Access Object

Start

1. In Genesys Administrator, go to Provisioning > Outbound Contact > Table Access.
2. Click New.
3. On the Configuration tab, define the fields as described in the following subsection.
4. Click Save and Close.

End

Table Access Object--Configuration Tab Fields

Name

Required; the default value is [Table Access]. Specifies the name of the Table Access object. The name that you enter must be unique within the tenant.

Note:

You can define the Table Access names for calling lists but the Table Access object for the Do Not Call table has a gsw_donotcall_list fixed name.

Table Type

Required; the default value is [Unknown Table Type]. Specifies the type of Table Access in the database. Select either Calling List or Log Table for the Do Not Call list.

Note:

After you define and save the table type for a Table Access object, you cannot change it.

Description

Optional; the default value is [Blank]. A brief description of the Table Access object.

DB Access Point

Required; the default value is [None]. Specifies the Database Access Point through which the table

Table Access Object

is accessed. Enter a value by locating an existing Database Access Point object.

Format

Required; the default value is [None]. Specifies the name of the format to be applied to the table. Enter a value by locating an existing Format object.

Note:	After you define and save the format, you cannot change it. The Do Not Call table has a fixed structure, and therefore, it does not require format or field configurations.
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Database Table

Required; the default value is [Blank]. Specifies the name of the table in the database.

Note:	The name of table must conform to SQL language rules, which may vary for each supported database management system (DBMS).
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State Enabled

Required; by default, this checkbox is selected. Indicates whether a check box that indicates a customer interaction can be directed to this target. For a more complete description of this check box, see *Framework Genesys Administrator Help*.