Outbound Contact Reference Manual

Defined Constants

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Contents

Defined Constants

Field Definitions and Enumeration Values

Some Genesys mandatory fields in a Calling List table are represented as predefined integer constants, called enumeration values. The actual enumeration values are provided in the `cfg_locale` table in the Configuration Database.

This section provides field definitions. For enumeration values, see Enumeration Table.

A calling list must contain Genesys mandatory fields and may also contain user-defined fields.

Outbound Contact Mandatory Fields in the Default Format provides a description of the Genesys mandatory fields in the Default Outbound Contact format.

Outbound Contact Mandatory Fields in the Default Format

Column Name	Data Type	Description
record_id	integer	Unique identification number of a calling record.
contact_info	varchar(128)	Customer's contact information, phone number in the voice campaign.
contact_info_type	integer	Type of contact information, phone type in the voice campaign. See Contact Information Types.
record_type	integer	Type of the record. See Record Types.
record_status	integer	Current status of the record. See Record Statuses.
call_result	integer	Final outcome of the record processing. See Call Result Types.
attempt	integer	Number of attempts made to reach the customer.
dial_sched_time	integer	Date and time (in the record's Time Zone) for which the processing of the record has been scheduled or rescheduled, in UTC format (seconds since midnight 01/01/1970).

Column Name	Data Type	Description
call_time	integer	Latest date and time the record has been processed (dialed), in UTC format.
daily_from	integer	Earliest time of the day when a customer can be contacted (seconds since midnight).
daily_till	integer	Latest time of the day when a customer can be contacted (seconds since midnight).
tz_dbid	integer	Configuration DBID of the time zone object associated with the calling record.
campaign_id	integer	Configuration DBID of the Outbound Dialing Campaign as a part of which the record has been processed.
agent_id	varchar(32)	Login identifier of the agent who handled the record.
chain_id	integer	Unique identification number of the chain to which the record belongs.
app_id	integer	Empty, not used at this time.
chain_n	integer	Unique identification number of the record within the chain.
email_subject	varchar(255)	Empty, not used at this time.
email_template_id	integer	Empty, not used at this time.
group_id	integer	Empty, not used at this time.
media_ref	integer	Empty, not used at this time.
switch_id	integer	DBID of the Switch where the agent who handled the record had logged in.
treatments	varchar(255)	Treatments application history. For more information, see the "Treatments" chapter in the *Outbound Contact 8.1 Deployment Guide.*

Call Results

The final outcome of a call is stored in the calling list from which the call is dialed. You can view call results for records in calling lists in Genesys Administrator or Outbound Contact Manager. Call results can also be used to select treatments. For example, if a busy signal is reached, then the record can be marked for redialing at a later time. Call results for selecting treatments are chosen in the Outbound Contact Wizard or from the Call Result drop-down list for the Treatment object in Genesys Administrator or Outbound Contact Manager.

Note:	Unknown Call Result is the default value. All records should be set to Unknown Call Result before starting a campaign/campaign group.

Call Result Types shows the call result types.

Call Result Types

Call Result	Enumeration Value	Description
Abandoned	21	Call dropped by the customer, while waiting in queue or on routing point; or calls that were dropped by the customer while the call was ringing on the agent's DN.
Agent CallBack Error	47	OCS generates this call result when a call record is rescheduled according to a "personal callback" request from the desktop application, but, when the scheduled time arrives, OCS either cannot find the designated agent to receive the callback or the connection to Stat Server has been lost.
All Trunks Busy	10	No trunk is currently available to place the call.
Answer	33	Customer was reached at the dialed phone number.
Answering Machine Detected	9	Answering machine was detected at the dialed phone number.
Bridged	31	Reserved for future use.
Busy	6	Dialed phone number was busy.
Call Drop Error	42	Error occurred while dropping the call.

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Call Result	Enumeration Value	Description
Cancel Record	52	Record has been canceled.
Cleared	19	Reserved for future use.
Conferenced	2	Reserved for future use.
Consult	24	Reserved for future use.
Converse-On	30	Reserved for future use.
Covered	29	Reserved for future use.
Deafened	49	Reserved for future use.
Dial Error	41	Hardware error from a Dialogic board or from a call progress detection (CPD) board on the switch. This call result might have also been assigned to a dial attempt in scenarios where a pre-connect CPA finished with a contradictory result such as "no ringback" or "positive voice", or CPD Server was not able to recognize certain elements in ISDN or SIP messages received when the call disconnected.
Do Not Call	51	Record has been marked as `Do Not Call`.
Dropped	26	Call was dropped by the dialer after being dialed. Call is dropped if the following timers expire: • `call_wait_in_queue_timeout` • `call_wait_original_establish_timeout`
Dropped on No Answer	27	Call has been dropped or released from an established three-way call before being answered.
Fax Detected	17	Fax machine was detected at the dialed phone number.
Forwarded	23	Reserved for future use.

Call Result	Enumeration Value	Description
General Error	3	General error occurs when a call is not completed, possibly caused by an invalid phone number in the record or a wrong number according to the switch.
Group CallBack Error	48	Generated by OCS internally when a call record is rescheduled according to a "Campaign Callback" request from the desktop application; however, OCS cannot find an available agent to receive the callback record.
Held	50	Reserved for future use.
No Answer	7	Ring without answer at destination.
No Dial Tone	35	Absence of dial tone based on an error returned by the Dialogic board or the call progress detection board on the switch.
No Established Detected	38	Reserved for future use.
No Port Available	44	No port is available to place the call.
No Progress	36	Reserved for instances in which the call progress detection either did not start or has been terminated due to a Dialogic hardware or CPD Server configuration error.
No RingBack Tone	37	There is no ringback tone on the called line.
NU Tone	34	A special Public Switched Telephone Network (PSTN) code valid only in Europe.
OK	0	Call result is unset; that is, the call record has not been dialed.
Overflowed	20	Reserved for future use
Pager Detected	39	Pager was reached at the dialed phone number.
Pickedup	25	Reserved for future use.

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Call Result	Enumeration Value	Description
Queue Full	18	Reserved for future use.
Redirected	22	Reserved for future use.
RemoteRelease	5	Call was released in response to an error on the switch or no contact with called party.
Silence	32	Call was dialed; however, there was no call progress indication.
SIT Detected	8	Any type of network tone.
SIT IC (Intercept)	13	Applies only if the network supports this specific SIT tone; check with the switch vendor for confirmation.
SIT Invalid Num	11	Applies only if the network supports this specific SIT tone; check with the switch vendor for confirmation.
SIT NC (No Circuit)	15	Applies only if the network supports this specific SIT tone; check with the switch vendor for confirmation.
SIT RO (Reorder)	16	Applies only if the network supports this specific SIT tone; check with the switch vendor for confirmation.
SIT Unknown Call State	14	Applies only if the network supports this specific SIT tone; check with the switch vendor for confirmation.
SIT VC (Vacant Code)	12	Applies only if the network supports this specific SIT tone; check with the switch vendor for confirmation.
Stale	46	Call result is marked as `Stale` in the following scenario: 1. The following timer has expired: `stale_clean_timeout` 2. OCS marks the call result as `Stale` if an outbound call was transferred from:

Call Result	Enumeration Value	Description
		• a queue to a DN which is either not registered for OCS or does not have a logged in agent. • an agent in an outbound campaign to a DN that is not registered for OCS.
Switch Error	43	No dial tone received.
System Error	4	Dialing software error from the Dialogic driver or call progress detection (CPD) from the switch.
Transfer Error	45	Dialer has a problem transferring calls based on call action.
Transferred	1	Reserved for future use.
Unknown Call Result	28	Default. All records should be set to this call result before starting a campaign/campaign group.
Wrong Number	53	Intended person cannot be reached at this number. This call result is sent by the desktop application and is not detected by the dialer.
Wrong Party	40	Call is answered but by a wrong party; this call result is sent by the desktop application and not detected by the dialer.

Note:	Of those call results listed in Call Result Types, OCS can receive from dialing engines (for example, T-Server and CPD Server) only those that have a description, unless otherwise noted. However, Agent Desktop can use any call result (for example, any reserved call result or call result enumeration value that is not identified in Call Result Types.) in its communication to OCS. For example, if Agent Desktop delivers UpdateCallCompleteStats or RecordProcessed to OCS with a call result equal to 24 "Consult" or 999, OCS properly stores this result in the calling list and sends it to the reporting engines. Be aware that you can apply treatments only to those call results listed in Call Result Types, with the exception of Unknown and OK call results. The exception also applies to the Power mode (SMSs and E-Mails) for which OCS applies a treatment to the OK call result.

Call Result Mapping by OCS

In Outbound Contact, Outbound Contact Server performs mappings of the call progress and call status. When Outbound Contact Server receives call progress/call status reports from CPD Server, OCS maps them into a single Call Result. This Call Result is then stored in the Calling List Record and kept in a record history log.
Call Result Mappings Created by OCS shows examples of Call Result Mappings created by OCS.

Call Result Mappings Created by OCS

Call Status	CPD Call Result Value	Database Result
A voice, answering machine, or FAX machine answers the call, but the EventEstablished does not arrive on time. Call is released.	IAttr_CallStatus Call has been released Attr_CallProgress TransferError	Transfer Error
A voice answers the call. The call transfer starts but does not complete on time due to expiration of call_wait_in_queue timeout or another calling-party related error during the transfer. Call is dropped.	IAttr_CallStatus Call has been dropped Attr_CallProgress Answer	Dropped
A voice answers the call. The call transfer starts but does not complete on time due to called party disconnection or a called-party related error during the transfer. Call is abandoned.	IAttr_CallStatus Call has been abandoned Attr_CallProgress Answer	Abandoned
Answering machine or FAX machine answers the call. The call transfer starts but does not complete on time due to expiration of call_wait_in_queue timeout or another error during the transfer. Call is released.	IAttr_CallStatus Call has been released Attr_CallProgress AnsweringMachine/Fax	Answering Machine/FAX
Answering machine or FAX machine answers the call. Call transfer is not required. Call is released.	IAttr_CallStatus Call has been released Attr_CallProgress AnsweringMachine/Fax	Answering Machine/FAX

Conflicting Call Result Mappings contains call results that CPD Server considers to be conflicting only. They can be controlled by the pre-connect-cpd-priority and post-connect-cpd-priority CPD Server options. Refer to the *Outbound Contact 8.1 Deployment Guide* for more information about these options.

Conflicting Call Result Mappings

Dialogic Result	T-Server Result	Possible Cause
NU Tone	EventDestinationBusy with CallState AllTrunksBusy	The wrong tone was sent by the switch or there was a detection error.

Dialogic Result	T-Server Result	Possible Cause
NU Tone	EventDestinationBusy with CallState Busy	The wrong tone was sent by the switch or there was a detection error.
NU Tone	EventEstablished/Answer	No real answer supervision on the last leg of the call.
Operator Intercept/SIT	EventDestinationBusy with CallState AllTrunksBusy	The wrong tone was sent by the switch or there was a detection error.
Operator Intercept/SIT	EventDestinationBusy with CallState Busy	The wrong tone was sent by the switch or there was a detection error.
Operator Intercept/SIT	EventEstablished/Answer	No real answer supervision on the last leg of the call.
No Answer	EventEstablished/Answer	No real answer supervision on the last leg of the call.

Data Types

Data types determine the type of data that can be stored in a field. See Data Type Values for data type values.

Data Type Values

Data Type	Description
char	Character string with a fixed length
datetime	Date and time
float	Real number
int	Integer
varchar	Character string of variable length
[Unknown Data Type]	Default

Contact Information Types

Contact information types pertain to contact information. For descriptions, see Contact Information Types.

Contact Information Types

Phone Type	Description
Business With Extension	Office number with extension
Direct Business Phone	Office number
E-mail Address	E-mail address
Home Phone	Household number
Mobile	Mobile number
Modem	Modem number
No Contact Type	No phone type selected
Pager	Pager number
Pin Pager	Pager number with PIN
Vacation Phone	Vacation number
Voice Mail	Voice mail number
Note:	For Enumeration (Enum) values that correspond to the defined constants in this table, see Enumeration Table.

Record Types

Record types show if a record is to be dialed, not dialed, or scheduled. See Record Types.

Record Types

Record Type	Description
Campaign CallBack	Used by the agent to reschedule a call and have the call delivered to any agent in the Campaign Group when the callback occurs. See also the `predictive_callback` option.
Campaign Rescheduled	Default value for a record that has been rescheduled by a call treatment. **Note:** If a record originally of the Callback type receives a busy or no answer result and has a treatment automatically applied, it retains the Callback type following the treatment. However, if such a Callback is explicitly rescheduled by an agent after connecting to the destination, the record takes the new type of Rescheduled.
General	Default for dialing records.
No Call	Used to show that the record will not be called.
No Record Type	No record type selected.
Personal CallBack	Used by the agent to reschedule a call and have the call delivered to that agent when the callback occurs.
Personal Rescheduled	Used by the agent to reschedule a call by applying a treatment that allows only that agent to take the call when the callback occurs.
Unknown Record Type	Record type is unrecognized.
Note:	For Enumeration (Enum) values that correspond to the defined constants in this table, see Enumeration Table.

Record Statuses

A record status shows the latest status of a record. Record statuses can be viewed for a calling list in Outbound Contact Manager or Genesys Administrator. See Record Statuses.

Record Statuses

Record Status	Description
Agent Error	An outbound call was distributed to a DN not monitored by OCS.

Record Status	Description
	OCS is not registered on that DN.
Canceled	A record has been canceled by Agent request or through the Communication DN Protocol.
Chain Ready	Reserved for future use
Chain Updated	Reserved for future use
Missed CallBack	Personal CallBack or Campaign CallBack has been missed and treatment action "Mark As Agent Error" was applied to record. Also see the `predictive_callback` option.
No Record Status	Record status is not set; that is, the call record is not ready to be dialed.
Ready	Default value; The record is ready to be dialed.
Retrieved	A record is retrieved from the database and is in the active dialing queue.
Stale	Outbound Contact has not received acknowledgment of any user event sent to the agent's desktop application regarding this record. For all records that are considered stale (no longer useful) due to a desktop crash, and for all records that remain on the desktop without being updated in the database: OCS changes the `record_status` to `Stale` when a campaign is unloaded. The record status is marked as stale in the following scenarios: • If a record was dialed and not updated in the database as a result of the call progress or request from a desktop, after campaign `ForceUnload` request the record status is updated as `Stale`. • If a request to update a record was sent from OCS to DB Server but `DBError` was received as the response, after campaign `Unload` or `ForceUnload` request the record status is updated as `Stale`. • If a request to update a record was sent from OCS to DB Server but the response from it was not received, after campaign `Unload` or `ForceUnload` request the record status is updated as `Stale`.

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Record Status	Description
Updated	Shows the record is updated in the database and will not be dialed again.
Note:	For Enumeration (Enum) values that correspond to the defined constants in this table, see Enumeration Table.

Combining Record Statuses and Record Types

Record statuses and record types can be combined as shown in Record Status and Record Type Combinations.

Record Status and Record Type Combinations

Record Status	Record Type
Ready	General Campaign Rescheduled Personal Rescheduled Personal CallBack Campaign CallBack
Retrieved	General Campaign Rescheduled Personal Rescheduled Personal CallBack Campaign CallBack
Updated	General Campaign Rescheduled Personal Rescheduled Personal CallBack Campaign CallBack No Call
Stale	General Campaign Rescheduled Personal Rescheduled Personal CallBack Campaign CallBack
Canceled	General Campaign Rescheduled Personal Rescheduled Personal CallBack Campaign CallBack

Record Status	Record Type
Agent Error	General Campaign Rescheduled Personal Rescheduled Personal CallBack Campaign CallBack
Missed CallBack	Personal Rescheduled Personal CallBack Campaign CallBack
Note:	For Enumeration (Enum) values that correspond to the defined constants in this table, see Enumeration Table.