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# Outbound Contact

Outbound Contact Server

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Options for this component are contained in the following configuration sections:

- **OCServer**

## Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

**Power users:** **Download a CSV file** containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

| Section  | Option                                                        | Default | Changes Take Effect      |
|----------|---------------------------------------------------------------|---------|--------------------------|
| OCServer | <a href="#">action-queue-quota</a>                            | 10000   | After restart            |
| OCServer | <a href="#">agent-assignment-max-num</a>                      | 0       | Takes effect immediately |
| OCServer | <a href="#">agent-assignment-min-num</a>                      | 0       | Takes effect immediately |
| OCServer | <a href="#">agent-assignment-priority</a>                     | 1       | Takes effect immediately |
| OCServer | <a href="#">agent-reassignment-if-waiting-ports</a>           | false   | Takes effect immediately |
| OCServer | <a href="#">agent-reassignment-if-waiting-ports-timeout</a>   | 30      | Takes effect immediately |
| OCServer | <a href="#">agent-reassignment-if-waiting-records</a>         | false   | Takes effect immediately |
| OCServer | <a href="#">agent-reassignment-if-waiting-records-timeout</a> | 30      | Takes effect immediately |
| OCServer | <a href="#">agent_logout_preview_call_result</a>              | 1       | Takes effect immediately |
| OCServer | <a href="#">agent_preview_mode_start</a>                      | false   | Takes effect immediately |
| Section  | Option                                                        | Default | Changes Take Effect      |

| Section  | Option                               | Default         | Changes Take Effect                                  |
|----------|--------------------------------------|-----------------|------------------------------------------------------|
| OCServer | all                                  | CallStats       | Immediately                                          |
| OCServer | am-beep-detection                    | false           | Takes effect immediately                             |
| OCServer | am-detection-map                     | Empty string    | Takes effect immediately                             |
| OCServer | asm_channel_num                      | 0               | Takes effect immediately                             |
| OCServer | asm_drop_am_announcement             | Empty string    | Takes effect immediately                             |
| OCServer | asm_drop_announcement                | Empty string    | Takes effect immediately                             |
| OCServer | assured-connect                      | false           | Takes effect immediately                             |
| OCServer | assured-connect-field                | Empty string    | When record is retrieved from the Calling List table |
| OCServer | beep-on-merge                        | false           | Takes effect immediately                             |
| OCServer | callback-observe-campaign            | true            | Takes effect when Campaign Group is loaded           |
| OCServer | callback-observe-group               | false           | Takes effect upon loading of the Campaign Group      |
| OCServer | call_answer_type_recognition         | no_am_detection | Takes effect immediately                             |
| OCServer | call_timeguard_timeout               | 0               | Takes effect immediately                             |
| OCServer | call_transfer_type                   | one_step        | Takes effect immediately                             |
| OCServer | call_wait_agent_connected_timeout    | 6               | Takes effect immediately                             |
| OCServer | call_wait_connected_timeout          | 120             | Takes effect immediately                             |
| OCServer | call_wait_in_queue_timeout           | 10              | Takes effect immediately                             |
| OCServer | call_wait_original_establish_timeout | 4               | Takes effect immediately                             |
| OCServer | campaign-callback-distr              | random          | Takes effect immediately                             |
| OCServer | campaign_name_field                  | Empty string    | Takes effect immediately                             |
| OCServer | cancel-on-desktop                    | true            | Takes effect immediately                             |
| Section  | Option                               | Default         | Changes Take Effect                                  |

| Section  | Option                              | Default      | Changes Take Effect                            |
|----------|-------------------------------------|--------------|------------------------------------------------|
| OCServer | channel_num                         | 40           | Takes effect immediately                       |
| OCServer | check_dnc_callback                  | false        | Takes effect immediately                       |
| OCServer | check_dnc_list                      | true         | Takes effect immediately                       |
| OCServer | cpd-on-connect                      | false        | Takes effect immediately                       |
| OCServer | cpd-recording                       | false        | Takes effect immediately                       |
| OCServer | CPNDigits                           | Empty string | Takes effect immediately                       |
| OCServer | CPNDisplayName                      | Empty string | Takes effect immediately                       |
| OCServer | CPNPlan                             | 0            | Takes effect immediately                       |
| OCServer | CPNPresentation                     | 0            | Takes effect immediately                       |
| OCServer | CPNScreening                        | 0            | Takes effect immediately                       |
| OCServer | CPNType                             | 0            | Takes effect immediately                       |
| OCServer | customer_id                         | Empty string | Takes effect immediately                       |
| OCServer | default_campaigncallback_priority   | 1;1          | After Campaign is reloaded and restarted.      |
| OCServer | default_campaignreschedule_priority | 1;1          | After Campaign is reloaded and restarted.      |
| OCServer | default_general_priority            | 1;2          | After Campaign is reloaded and restarted.      |
| OCServer | desktop-chains-limit                | 1            | Next Campaign Group activation                 |
| OCServer | dialer-num-attempts                 | 3            | Takes effect immediately                       |
| OCServer | dialer-ttl                          | 5            | Takes effect immediately                       |
| OCServer | dialing_rate_limit                  | 100          | Takes effect immediately                       |
| OCServer | dial_log_buffer                     | 16384        | Takes effect when next dial log file is opened |
| OCServer | dial_log_delimiter                  | Empty string | Takes effect when next dial log file is opened |
| OCServer | dial_log_destination                | Empty string | Takes effect when next dial log file is opened |
| Section  | Option                              | Default      | Changes Take Effect                            |

| Section  | Option                            | Default          | Changes Take Effect                                              |
|----------|-----------------------------------|------------------|------------------------------------------------------------------|
| OCServer | digits-detection                  | none             | Takes effect immediately                                         |
| OCServer | digits-detection-pattern          | Empty string     | Takes effect immediately                                         |
| OCServer | digits-detection-timeout          | 0                | Takes effect immediately                                         |
| OCServer | digits-reaction                   | DoNotCall        | Takes effect immediately                                         |
| OCServer | direct-personal-callback          | true             | Takes effect immediately                                         |
| OCServer | direct-push-preview               | false            | Next Campaign Group activation                                   |
| OCServer | divert_to_unknown_dn              | false            | Takes effect immediately                                         |
| OCServer | dnc-reread                        | Empty string     | Takes effect upon next pre-dial validation attempt               |
| OCServer | dynamic-port-allocation           | false            | Takes effect for the subsequent dialing requests                 |
| OCServer | encoding                          | No default value | After restart                                                    |
| OCServer | engaged_answer_action             | soft_answer      | Takes effect immediately                                         |
| OCServer | engaged_release_action            | soft_previous    | Takes effect immediately                                         |
| OCServer | force-unload-wait-db              | false            | Takes effect next time the Campaign Group is unloaded forcefully |
| OCServer | hard_request_to_login_dn          | false            | Takes effect immediately                                         |
| OCServer | history_length                    | 30               | Takes effect immediately                                         |
| OCServer | http-connection-pool-size         | 64               | Takes effect for the subsequent dialing attempts                 |
| OCServer | http-response-timeout             | 3                | Takes effect for the subsequent dialing attempts                 |
| OCServer | ignore-empty-group                | false            | Takes effect immediately                                         |
| OCServer | inbound-agent-assignment-min-num  | 0                | Takes effect immediately                                         |
| OCServer | inbound-agent-assignment-priority | 0                | Takes effect immediately                                         |
| Section  | Option                            | Default          | Changes Take Effect                                              |

| Section  | Option                                       | Default          | Changes Take Effect                                                                     |
|----------|----------------------------------------------|------------------|-----------------------------------------------------------------------------------------|
| OCServer | <a href="#">inbound_agent_outlier_limit</a>  | 600              | Immediately                                                                             |
| OCServer | <a href="#">interaction-media-type</a>       | outboundpreview  | Takes effect when next interaction is created                                           |
| OCServer | <a href="#">ivr-profile-name</a>             | Empty string     | Takes effect immediately                                                                |
| OCServer | <a href="#">ivr_record_processed</a>         | false            | Immediately                                                                             |
| OCServer | <a href="#">ivr_update_on_release</a>        | false            | After set to true or yes, when the <code>ivr_group</code> option is set to true or yes. |
| OCServer | <a href="#">license-file</a>                 | No default value | After restart                                                                           |
| OCServer | <a href="#">local_file_maxage</a>            | 10000            | After restart                                                                           |
| OCServer | <a href="#">log_call_stats</a>               | false            | Takes effect immediately                                                                |
| OCServer | <a href="#">maxAge</a>                       | 0                | After restart                                                                           |
| OCServer | <a href="#">maxStale</a>                     | 0                | After restart                                                                           |
| OCServer | <a href="#">merge-method</a>                 | bridging         | Takes effect immediately                                                                |
| OCServer | <a href="#">num-of-licenses</a>              | 0                | (See description.)                                                                      |
| OCServer | <a href="#">on-asm-overdial</a>              | drop             | Immediately                                                                             |
| OCServer | <a href="#">on-bridging-unable</a>           | drop             | Takes effect immediately                                                                |
| OCServer | <a href="#">on-schedule-disable</a>          | next_cycle       | The next time an Outbound Schedule is disabled.                                         |
| OCServer | <a href="#">outbound_agent_outlier_limit</a> | 600              | Takes effect immediately                                                                |
| OCServer | <a href="#">outbound_answer_action</a>       | soft_answer      | Takes effect immediately                                                                |
| OCServer | <a href="#">outbound_contact_server</a>      | undefined        | Takes effect upon OCS restart                                                           |
| OCServer | <a href="#">outbound_release_action</a>      | soft_previous    | Takes effect immediately                                                                |
| OCServer | <a href="#">pa-abandon-rate-limit</a>        | 0                | Takes effect immediately                                                                |
| OCServer | <a href="#">pa-amd-false-positive-rate</a>   | 0                | Takes effect immediately                                                                |
| OCServer | <a href="#">pa-amd-test-percentage</a>       | 0                | Takes effect immediately                                                                |
| OCServer | <a href="#">pa-dial-expire</a>               | 2                | Takes effect immediately                                                                |
| OCServer | <a href="#">pa-exclude-long-dialing</a>      | false            | Takes effect immediately                                                                |
| Section  | Option                                       | Default          | Changes Take Effect                                                                     |

| Section  | Option                           | Default     | Changes Take Effect                                           |
|----------|----------------------------------|-------------|---------------------------------------------------------------|
| OCServer | pa-handle-expire                 | 30          | Takes effect immediately                                      |
| OCServer | pa-handle-time-consider          | 1800        | Takes effect immediately                                      |
| OCServer | pa-hitratio-min                  | 5           | Takes effect immediately                                      |
| OCServer | pa-inbound-ignore                | none        | Takes effect immediately                                      |
| OCServer | pa-odr-interval                  | 480         | Takes effect when the Campaign Group is started or re-started |
| OCServer | pa-odr-period-start-time         | -1          | Takes effect immediately                                      |
| OCServer | pa-progressive-multiplier        | 1           | Immediately                                                   |
| OCServer | pa-queue-expire                  | 0           | Takes effect immediately                                      |
| OCServer | pa-safe-dialing                  | true        | Takes effect immediately                                      |
| OCServer | pa-selfcheck-adt-threshold       | 10          | Takes effect immediately                                      |
| OCServer | pa-selfcheck-awt-threshold       | 10          | Takes effect immediately                                      |
| OCServer | pa-selfcheck-bf-threshold        | 10          | Takes effect immediately                                      |
| OCServer | pa-selfcheck-interval            | 20          | Takes effect immediately                                      |
| OCServer | pa-selfcheck-odr-threshold       | 20          | Takes effect immediately                                      |
| OCServer | pre-dial-validation              | false       | Takes effect upon next pre-dial validation attempt            |
| OCServer | predictive-longcalls-truncation  | false       | Takes effect immediately                                      |
| OCServer | predictive_algorithm             | small_group | Immediately                                                   |
| OCServer | predictive_callback              | false       | Takes effect immediately                                      |
| OCServer | predictive_hit_ratio             | 75          | Takes effect immediately                                      |
| OCServer | predictive_hot_start             | false       | Takes effect immediately                                      |
| OCServer | predictive_inbound_call_duration | 300         | Takes effect immediately                                      |
| OCServer | predictive_inbound_rate          | 0           | Takes effect                                                  |
| Section  | Option                           | Default     | Changes Take Effect                                           |

| Section  | Option                                                    | Default          | Changes Take Effect                     |
|----------|-----------------------------------------------------------|------------------|-----------------------------------------|
|          |                                                           |                  | immediately                             |
| OCServer | <code>predictive_max_overdial_rate</code>                 | 0                | Takes effect immediately                |
| OCServer | <code>predictive_min_overdial_rate</code>                 | No default value | Immediately                             |
| OCServer | <code>predictive_outbound_call_duration</code>            | 120              | Takes effect immediately                |
| OCServer | <code>predictive_patience_time</code>                     | 180              | Takes effect immediately                |
| OCServer | <code>preview_release_nocontact_option</code>             | soft             | Takes effect immediately                |
| OCServer | <code>progressive_blending_reserved_agents</code>         | 0                | Takes effect immediately                |
| OCServer | <code>progressive_blending_reserved_agents_inbound</code> | all seized       | Takes effect immediately                |
| OCServer | <code>public_network_access_code</code>                   | Empty string     | Takes effect immediately                |
| OCServer | <code>recall-on-unload</code>                             | always           | Takes effect immediately                |
| OCServer | <code>record-count-use-timeframe</code>                   | false            | Takes effect when Campaign is activated |
| OCServer | <code>record_processed</code>                             | true             | Takes effect immediately                |
| OCServer | <code>record_save_intermediate_files</code>               | false            | Takes effect immediately                |
| OCServer | <code>remote_release_action</code>                        | error            | Takes effect immediately                |
| OCServer | <code>report-procedure-location</code>                    | instead          | Takes effect immediately                |
| OCServer | <code>scxml.persistence.max_action</code>                 | 10000            | After restart                           |
| OCServer | <code>scxml.transcoder.default</code>                     | UTF-8            | After restart                           |
| OCServer | <code>sip-cluster-lb-mode</code>                          | none             | After restart                           |
| OCServer | <code>sip-cluster-prime-node</code>                       | 0 (not defined)  | After OCS restart                       |
| OCServer | <code>small_group_size</code>                             | 7                | Takes effect immediately                |
| OCServer | <code>snapshot_interval</code>                            | 600              | Takes effect immediately                |
| OCServer | <code>stale_clean_timeout</code>                          | 30               | Takes effect immediately                |
| OCServer | <code>time-to-ready-tolerance</code>                      | 2                | Takes effect immediately                |
| OCServer | <code>transfer_to_unknown_dn</code>                       | false            | Takes effect immediately                |
| Section  | Option                                                    | Default          | Changes Take Effect                     |

| Section  | Option                                         | Default                                                  | Changes Take Effect                                               |
|----------|------------------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------|
| OCServer | <code>treatment-holidays-table</code>          | Empty string                                             | Takes effect upon next treatment application                      |
| OCServer | <code>treatment-preferred-contact-field</code> | Empty string                                             | Takes effect when the record is retrieved from the Calling List   |
| OCServer | <code>treatment-uri</code>                     | Empty string                                             | Takes effect upon next treatment application                      |
| OCServer | <code>treatment-weekdays-table</code>          | Empty string                                             | Takes effect upon next treatment application                      |
| OCServer | <code>treatment_sched_threshold</code>         | 30                                                       | Takes effect immediately                                          |
| OCServer | <code>update_all_records</code>                | false                                                    | Takes effect immediately                                          |
| OCServer | <code>user_data_section_name</code>            | Empty string                                             | Takes effect at the next request for dial or interaction creation |
| OCServer | <code>validation-keys</code>                   | Empty string (all keys are sent for pre-dial validation) | Immediately                                                       |
| OCServer | <code>validation-timeout-call-result</code>    | 3                                                        | Takes effect for the subsequent dialing attempts                  |
| OCServer | <code>validation-uri</code>                    | Empty string                                             | Takes effect upon next pre-dial validation attempt                |
| OCServer | <code>vtd-override</code>                      | Empty string                                             | Takes effect immediately                                          |
| Section  | Option                                         | Default                                                  | Changes Take Effect                                               |