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Platform SDK Developer's Guide

CfgRecActionCode

12/20/2025

CfgRecActionCode

Values

Mnemonic	ID	Flag	Short Description	Log Name	Long Description
CFGRACNoRecActionCode		0	'Unknown Action'	NoRecActionCode	The value of corresponding parameter has not changed
CFGRACMarkDB	1	0	'No Treatment'	MarkDB	Update call record with call result in database, do not repeat call
CFGRACMarkAllChain		0	'Update all records in chain'	MarkAllChain	Update current record and all record with the same chain ID with call result in database
CFGRACCycle	3	0	'Redial'	Cycle	In case of specified call result repeat call attempt up to specified number of times. The interval between attempts specified by parameter interval
CFGRACRetryIn	4	0	'Retry in'	RetryIn	Repeat the call attempt after specified time interval of same day
CFGRACRetryAtDate		0	'Retry at specified date'	RetryAtDate	Repeat the call attempt on specified date
CFGRACNextInChain		0	'Next in chain'	NextInChain	Try next record in a chain
CFGRACNextInChainAfter		0	'Next in chain after'	NextInChainAfter	Try next record in a chain after specified time

Mnemonic	ID	Flag	Short Description	Log Name	Long Description
					interval
CFGRACNextInChainAtDate	8	0	'Next in chain at specified date'	NextInChainAtDate	Try next record in a chain at specified date/time
CFGRACAssignToGroup	9	0	'Assign to Group'	AssignToGroup	Update the call record and reschedule the call back to a group of agents
CFGRACMarkAsAgentError	10	0	'Mark as Agent Error'	MarkAsAgentError	Update the call record with "Agent Error " status
CFGRACReschedule	11	1	'Reschedule'	Reschedule	

Comments

The CfgRecActionCode is applicable for Configuration Library/Server release 5.1.5xx only.

RAC in value name means belonging to CfgRecActionCode enumeration.