GENESYS™

Configuration Layer Objects
Reference Guide

CfgCallingList

12/20/2025

Contents

CfgCallingList

Description

Calling Lists are references to tables of information about the numbers to call during an outbound campaign. These objects also specify conditions that Outbound Contact applications observe when working with these Calling Lists.

Filter Keys

Filter Name	Type	Description
dbid	int	A unique identifier of the calling list. If specified, configuration server will return information only about this calling list.
tenant_dbid	int	A unique identifier of the tenant. If specified, Configuration server will return information only about the calling list(s) that belong to this tenant.
name	string	Name of a calling list. Shall be specified as a character string. If specified, Configuration Server will return information only about the calling list(s) with that name.
table_access_dbid	int	A unique identifier of the table access. If specified, Configuration Server will return information only about the calling lists(s) engaged with that table access.
filter_dbid	int	A unique identifier of the filter. If specified, Configuration Server will return information only about the calling list(s) with that filter.
treatment_dbid	int	A unique identifier of the treatment. If specified, Configuration Server will return information only about the calling list(s) with that treatment.
log_table_access_dbid	int	A unique identifier of the log table access. If specified, Configuration Server will return

Filter Name	Type	Description
		information only about the calling lists(s) engaged with that log table access.
script_dbid	int	A unique identifier of the calling list script. If specified, Configuration Server will return information only about the calling list(s) with that script.
state	int	Current state of the campaign (See CfgObjectState). If specified, Configuration Server will return information only about the campaign(s) that are currently in this state.

Attributes

- DBID — An identifier of this object in the Configuration Database. Generated by Configuration Server and is unique within an object type. Identifiers of deleted objects are not used again. Read-only.

- tenantDBID — A unique identifier of the CfgTenant to which this calling list is allocated. Mandatory. Once specified, cannot be changed.

- name — A pointer to the calling list name. Mandatory. Must be unique within the Configuration Database.

- description — A pointer to the calling list description.

- tableAccessDBID — A unique identifier of the table the calling list refers to. Reference to CfgTableAccess object of CFGTTCallingList type can be used only. Mandatory.

- filterDBID — A unique identifier of CfgFilter of this calling list. Optional. If specified, the filter format must have reference to the format the table access refers to.

- treatmentDBIDs — A pointer to list of identifiers of CfgTreatment dedicated to the calling list. Optional.

- logTableAccessDBID — A unique identifier of logTableAccess. It is recommended to dedicate single logTableAccessDBID to all CallingLists associated with one Campaign. Reference to CfgTableAccess object of CFGTTLogTable type can be used only. Optional.

- timeFrom — An earliest time when dial can be done. The value is measured in seconds since 00:00:00 of current day. Default value is 08:00:00. Overwrites the settings in database table specified in field CFGFrom. Mandatory.

- timeUntil — An latest time when dial can be done. The value is measured in seconds since 00:00:00 of current day. Default value is 18:00:00. Overwrites the settings in database table specified in field CFGUntil. Mandatory.

- maxAttempts — A maximum number of attempts the single record can be dialed for one campaign (total). Default value is 10. Mandatory.

- scriptDBID — A unique identifier of the CfgScript for this calling list. Optional.

- state — Current object state. Mandatory. Refer to CfgObjectState.

- userProperties — A pointer to the list of user-defined properties.Parameter userProperties has the following structure: Each key-value pair of the primary list (TKVList *userProperties) uses the key for the name of a user-defined section, and the value for a secondary list, that also has the TKVList structure and specifies the properties defined within that section.

Comments

Deletion of Calling List X will cause the following events set out in the order of arrival:

- modification of callingLists of all campaigns that included Calling List X
- deletion of Calling List X

XML Representation

> **Tip**
> This XML was created using the Configuration Server 7.5 schema.

```
<CfgCallingList>
  <DBID value="101" />
  <tenantDBID value="101" />
  <name value="Calling_List" />
  <description value="A list" />
  <tableAccessDBID value="101" />
  <filterDBID value="101" />
  <logTableAccessDBID value="0" />
  <timeFrom value="28800" />
  <timeUntil value="64800" />
  <maxAttempts value="10" />
  <scriptDBID value="0" />
  <state value="1" />
</CfgCallingList>
```

See Also

CfgDeltaCallingList

CfgTableAccess

CfgFilter

CfgCampaign