



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Configuration Layer Objects Reference Guide

CfgRecActionCode

12/18/2025

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

RAC in value name means belonging to CfgrRecActionCode enumeration.