GENESYS™

Genesys Administrator Extension Help

Fields

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Fields

A Field object defines a field in a Calling List database table. Fields are single pieces of data (for example, a phone number) within a record.

There are two types of fields in a Calling List:

- Genesys mandatory fields—These fields must exist in all Calling List tables.
- User-defined fields—These custom fields contain business-related data.

Viewing Fields

The **Fields** list shows the fields that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

> ### Important
> Fields that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the magnifying glass button to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Working with Fields

To create a new Field object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check-box beside an object and click **Edit**. To delete one or more objects, click the check-box beside the object(s) in the list and click **Delete** button. You can also delete individual objects by clicking on the object and then clicking **Delete**.

> **Important**
> You can delete a Field only if there is no Filter associated with it.

Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a Field.
- **Move To**—Move a Field to another hierarchical structure.
- Enable or disable Fields.
- Create a folder, configuration unit, or site. See Object Hierarchy for more information.

Click the name of a Field to view additional information about the object. You can also set options and permissions, and view dependencies.

Procedure: Creating Field Objects

Steps

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
   - **Name**—The name of the Field.
   - **Description**—A brief description of the Field.
   - **Data Type**—The data type for the data stored in this Field.
   - **Length**—(Required for **char** and **varchar** data types only) The length of the Field in the database.
   - **Field Type**—Outbound business-specific information for this Field.
   - **Default**—The default value for the Field. All formats that include the Field use this default value. The value should be consistent with the data type of the Field. For example, if the data type is integer, the default value should be an integer value only. When Genesys Administrator Extension imports records from an ASCII file in which a Field is missing or has no value, Genesys Administrator Extension populates the Field with this default value—if the check box **Nullable** is not checked. If the Field is nullable, Genesys Administrator Extension accepts a blank value.
   - **Primary Key**—This check box indicates whether the Field is a primary key in a database

table. In Outbound Contact, the only primary key Fields are **chain_id** and **chain_n**.

- **Unique**—This check box indicates whether the Field value is unique within the table.

- **Nullable**—The checkbox indicates whether the Field value can be set to **NULL**.

- **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.

- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

3. Click **Save**.

Field Types

Field Type	Description
Agent	A field containing a login ID of the last agent who handled an outbound call associated with this record.
ANI	A field containing an Automatic Number Identification.
Application	A field containing a Genesys application. An Application is: any of the executable programs that are installed and configured during a Framework installation, and which has a particular function within Framework. Examples: Configuration Server, Solution Control Server (SCS), Message Server, Local Control Agent (LCA).
Call Time	A field containing the time of the actual dialing attempt.
Campaign	A field containing the campaign with which this record is associated.
Chain	A field containing the special ID of records that should be linked in a chain. Each record that is associated with one customer account, for example, has the same chain ID.
Contact Info	A field containing a destination telephone number.
Contact Info Type	A field containing the type of telephone number, such as home or work.
Country Code	A field containing the country code.
Dialing Result	A field containing the result of a dialed call.

Field Type	Description
E-mail Subject	A field containing the text in the subject line of an email interaction.
E-mail Template ID	A field containing the template ID of an email interaction.
From	A field containing the time a record is scheduled for dialing.
Group	A field containing the name of a configuration object that groups person objects.
Info Digits	A field containing the Information Indicator-Digits, which indicate the originating line type of the caller.
LATA	A field containing the number of the Local Access and Transport Area.
Media Reference	A field containing the Configuration Server API reference to media body to be sent in case of treatment.
NPA	A field containing the number of the Numbering Plan Area.
NPA-NXX	A field containing the number of the Numbering Plan Area with an identifier of the specific telephone company central office serving that number.
Number in Chain	A field containing the priority assigned to a given record in the chain. The smallest number is processed first.
Number of Attempts	A field containing the number of attempts. (It does not include redialing attempts in the event of errors.)
Record ID	A field containing the unique ID number for the current record.
Record Status	A field containing the status of the record.
Record Type	A field containing the type of record.
Scheduled Time	A field containing the time of a scheduled personal callback or a rescheduled call (from a treatment).
State Code	A field containing State or International code, for example, a U.S. or Canadian postal code such as CA for California.
Switch ID	A field containing a configuration database object that represents a physical or virtual switch.
Time Zone	A field containing the time zone offset of the record.
To	A field containing the time the dialing attempts should conclude.
Treatments History	A field containing the record of treatments that have been applied to a customer.
User-Defined Field	A user-defined field.