GENESYS

Web Services and Applications Configuration Guide

Outbound Contact - Provisioning Case Data

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Outbound Contact - Provisioning Case Data

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It is possible to display specific outbound campaign information in the Case Information area.

This information can be displayed in the Toast or Case Information area, and/or in the interaction Case Information area.

To display this information, you will need to add some business attribute values to the business attribute configured for Toast or Case Information. The toast business attributes is configured in the Workspace Web Edition option toast.case-data.format-business-attribute.

To specify a title for the Toast window, configure field values for the title in the toast.window-title configuration option.

The interaction business attribute is configured in the Workspace Web Edition option interaction.case-data.format-business-attribute.

Within these business attributes, you can add business attribute values for OCS Outbound Reserved Fields and OCS Custom fields.

OCS Outbound Reserved Fields

Create a business attribute value by following this pattern:

- Display Name: <Whatever you want>
- Name: The OCS Reserved key for this outbound field (for example, GSW_CAMPAIGN_NAME for the name of the campaign).
- Limitation: For From and Until campaign fields (GSW_FROM, GSW_UNTIL), the presented value will be the number of seconds since midnight, while in Workspace Desktop Edition, this value is translated as a time (For example: with Workspace Web Edition, the GSW_FROM is presented as 36000, while with Workspace Desktop Edition, it is presented as 10:00)

There are 3 specific OCS reserved fields for which it's needed to add a dedicated section in the annex to display the field correctly:

- GSW_PHONE_TYPE
- GSW_RECORD_STATUS
- GSW_RECORD_TYPE

Here is the configuration to be created to be able to display the fields.

PhoneType

- Display Name=Phone Type (or something else)
- Name=GSW_PHONE_TYPE

```
Annex=
  Section=interaction-workspace
     display-type=enum
```

```
enum.business-attribute=PhoneTypes (or something else)
```

Then create the PhoneTypes business attribute, with the following business attribute values:

```
Name=0, Display Name=No Contact Type
Name=1, Display Name=Home Phone
Name=2, DisplayName=Direct Business Phone
Name=3, DisplayName=Business With Ext
Name=4, Display Name=Mobile
Name=5, Display Name=Vacation Phone
Name=6, Display Name=Pager
Name=7, Display Name=Modem
Name=8, Display Name=Voice Mail
Name=9, Display Name=Pin Pager
Name=10, Display Name=Email Address
Name=11, Display Name=Instant Messaging
```

RecordStatus

- Display Name: Record Status (or something else)

- Name: GSW_RECORD_STATUS

```
Annex=
  Section=interaction-workspace
      display-type=enum
      enum.business-attribute=RecordStatus (or something else)
```

Then create the RecordStatus business attribute, with the following business attribute values:

```
Name=0, Display Name=No Record Status
Name=1, Display Name=Ready
Name=2, DisplayName=Retrieved
Name=3, DisplayName=Updated
Name=4, Display Name=Stale
Name=5, Display Name=Cancelled
Name=6, Display Name=Agent Error
Name=7, Display Name=Chain Updated
Name=8, Display Name=Missed Callback
```

RecordType

- Display Name: Record Type (or something else)

- Name: GSW_RECORD_TYPE

```
Annex=
  Section=interaction-workspace
      display-type=enum
      enum.business-attribute=RecordTypes (or something else)
```

Then create the RecordTypes business attribute, with the following business attribute values:

```
Name=0, Display Name=No Record Type
Name=1, Display Name=Unknown
Name=2, DisplayName=General
Name=3, DisplayName=Campaign Rescheduled
Name=4, Display Name=Personal Rescheduled
```

```
Name=5, Display Name=Personal Callback
Name=6, Display Name=Campaign Callback
Name=7, Display Name=No Call
```

OCS Custom fields

- Display Name: Whatever you want

- Name: the send_attribute for the outbound custom field.

Depending on the custom field type, some information should be added within the annex of the business attribute value. If the custom field type is:

- char, varchar: no annex is needed

- int: add, in annex, a section titled "interaction-workspace" with a `display-type=int` option

- float: add, in annex, a section titled "interaction-workspace" with a `display-type=float` option

- datetime: add, in annex,a section titled "interaction-workspace" with a `display-type=date` option

Unsupported Use Cases

The following are unsupported outbound use cases.

Outbound Operations

- Not possible to update the Outbound Campaign Record (Custom Fields).
- Not possible to reschedule the Outbound Campaign Record