Interaction Concentrator Deployment Guide

Configuring for Outbound Contact Data

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In order to store Outbound Contact data in IDB for reporting purposes, certain configuration settings are required in the Genesys Configuration Layer, both for certain Outbound-related configuration objects and for the ICON `Application` object.

- Outbound Contact Configuration
- ICON Application Object
- Multi-Tenant Considerations

For more information about Outbound Contact Server (OCS) data in Interaction Concentrator, see Integrating with Outbound Contact.

Outbound Contact Configuration

Special configuration of the items listed below is required in order to enable OCS to process and send data to ICON about the content of the fields in calling list records.

- Field Object
- Campaign Group Object
- Outbound Contact Server

Field Object

The `Field`-level configuration options (described in detail below) controls whether ICON will receive and store field values:

- **icon_attribute**
- **send_attribute**

> ## Important
> Interaction Concentrator reads `Field` object configuration information only at startup. No real-time configuration changes to `Field` objects are recognized. To accept changes to `Field` configuration, restart Interaction Concentrator.

icon_attribute

For every `Field` configuration object that describes a single field (for example, a phone number)

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within a record, you must configure the **icon_attribute** option if you want that data to be stored in IDB.

To configure this option:

1. Open the **Properties** dialog box for the particular Field configuration object.

2. Click the **Annex** tab.

3. Create a new section named **[default]**, if it does not already exist.

4. Within this section, create a new option named **icon_attribute**.

5. Set the option to one of the following values:

   - 1: To store OCS mandatory fields in the GO_RECORD table, custom defined fields in the GO_CUSTOM_FIELDS table, and history of field changes in GO_FIELDHIST table.

   - 2: To store data as a secured field in the special GO_SECURE_FIELDS and GO_SEC_FIELDHIST IDB tables.

If you do not configure this option, or if you set its value to 0 (zero), OCS will not deliver those fields to ICON when sending reporting information, and ICON will not store the value of such fields.

send_attribute

For every user-defined field that describes a single field (for example, a customer name) within a record, configure the Outbound Contact **send_attribute** option to have OCS attach that data to outbound calls and in user events.

Important

You do not need to specify mandatory fields, such as GSW_CALL_ATTEMPT_GUID and GSW_CALL_TYPE, in the send_attribute option. These fields are attached by default.

By default, OCS attaches the values of the mandatory fields listed in the table below. The table also shows the default key name for the attached data key–value pair.

Field	Key Name
contact_info	GSW_PHONE
chain_id	GSW_CHAIN_ID
attempt	GSW_ATTEMPTS
call_result	GSW_CALL_RESULT

If you do not configure the **send_attribute** option for user-defined fields, OCS does not process data that is related to those Field objects, and accordingly ICON does not receive that data.

For more information, see the description of the **send_attribute** option in the *Outbound Contact Deployment Guide*. See also the section about attaching record information to desktop and OCS user events in Communication Protocols in the *Outbound Contact Reference Manual*.

Campaign Group Object

To enable reporting for all the activity associated with a Campaign Group, including chain activities, ensure that the Campaign Group object's configuration properties specify a valid Voice Transfer Destination DN. The DN must be located on the switch served by the T-Server to which OCS is connected, and the T-Server must have a CTI link connected with the switch.

Outbound Contact Server

If you require OCS to report snapshot metrics that are based on calculations related to call times (Outbound Call Dialing Time, Outbound Call Transfer Time, and CPD Time), ensure that audit logging is enabled for the OCS `Application` object.

- To enable audit logging, set the **log_call_stats** configuration option to `true` or `yes.`

No other special configuration is required on the OCS `Application` object.

ICON Application

To enable ICON to receive OCS data and store it in IDB, you must configure ICON connections to appropriate data sources, and you must set relevant configuration options.

> ### Important
> For detailed information about deploying Outbound Contact with Interaction Concentrator, see Integrating with Outbound Contact in the *Interaction Concentrator User's Guide*.

- Connections
- ICON Role Configuration Option
- OCS–Specific ICON Options

Connections

To have ICON store Outbound Contact data, you must add at least one OCS instance to your ICON `Application` object **Connections** tab.

- In an environment with a single OCS instance, add the OCS `Application` object to the **Connections** tab of the ICON `Application` object.

- In an environment with multiple OCS instances, decide on your deployment topology—that is, decide whether a single ICON instance will handle the data from all or a subset of OCS instances, or whether each OCS will have a dedicated ICON instance. Based on your deployment decision, add one or more

OCS `Application` objects to the **Connections** tab of the ICON `Application` object that must store data from those OCS instances.

Specifying Which Switches to Use for Outbound Data

Each OCS instance can connect to multiple switches. If you simply add OCS to your **Connections** tab, ICON takes Outbound data from all switches to which the specified OCS instance(s) are connected.

To take Outbound data only from some of the total pool of switches, add T-Server(s) associated with the desired switch(es) to the ICON `Application` object **Connections** tab. ICON then takes data only from the switches that are associated with the specified T-Servers.

For a detailed discussion of these deployment considerations, see Outbound Contact Deployment Scenarios in the *Interaction Concentrator User's Guide*.

ICON Role Configuration Option

For every ICON instance that must store outbound data, make sure that the role option on the **Options** tab of the ICON `Application` object includes gos in the list of values. If you deploy a single ICON instance for the entire contact center, you can keep the default value (`all`).

If you store different types of data to different IDBs, make sure that gos is also specified for the role option on the **Options** tab of the appropriate Database Access Point (DAP). Configure this option on the **Options** tab of the `Application` object for the DAP that your ICON instance uses to store outbound data to IDB.

OCS–Specific ICON Options

The following ICON configuration options enable you to specify what outbound data ICON should store, and in what manner:

- gos-write-duplicate-metrics
- gos-write-metrics
- gos-write-metrics-only

Select the appropriate values for your environment, and then make the appropriate configuration changes on the **Options** tab of the ICON `Application` object.

Multi-Tenant Considerations

In multi-tenant environments, the OCS-related objects that the ICON instance monitors may be configured under various tenants. Ensure that you assign all related tenants to the ICON `Application`.

Multi-Tenant Example

For example, you might create an Outbound Calling List object under a tenant called **Outbound**, and have the calling list use fields that you created as Field objects under the **Environment** tenant. To enable ICON to process OCS data related to the Outbound Calling List:

1. Configure the required Field objects under the **Environment** tenant.

    - Configure the **icon_attribute** option for all the fields that you want ICON to store.

    - Configure the **send_attribute** option for all the fields that you want ICON to store.

2. Add both the **Environment** tenant and the **Outbound** tenant on the **Tenants** tab of the ICON `Application` object.