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Outbound Contact Expert User's Guide

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Other Lists

Do Not Call List

In Outbound, a list of customers who request not to be called is known as a Do Not Call (DNC) list. The DNC data in a Do Not Call list file includes the customer's phone number or a customer ID. OCX allows you to perform append and delete operations on the Do Not Call list.

To append entries to the list:

1. Click on the Do Not Call list (gsw_donotcall_list).
2. In the Do Not Call list dialog, click Append entries.
3. Select the **Import Mode**. The following Import Modes are available:
 - **Append Only:** Adds records from the source list into the destination list. If duplicate records are found, the imported record is dropped and the existing record remains.
 - **Append and Update:** Adds records from the source list into the destination list. If duplicate records are found, the imported record overwrites the existing record. Duplicate records are two records that have the same values in all Primary Key fields (by default, it is the chain_id and chain_n fields). If no duplicate records are found, then the record from the calling list is inserted as a new record in the destination calling list.
4. Click **Browse** and select the .CSV file where you have list to append.
5. Click **Import**. The list will be appended to the existing Do Not Call list.

To delete entries from the list:

1. Click on the Do Not Call list (gsw_donotcall_list).
2. In the Do Not Call list dialog, click Delete entries.
3. Select the **Delete Mode**. The following Delete Modes are available:
 - **Delete all entries:** Allows you to clear all the entries in the list.
 - **Delete external entries:** Allows you to delete only external Do Not Call entries.
 - **Delete entries from file:** Allows you to delete entries created from a file.
4. Click **Delete**. The entries will be deleted from the Do Not Call list.

Request Log

The Request Log table, gsw_request_log, stores outbound dialing activity for reporting, auditing, and other purposes. This table is created in Genesys Administrator Extension. OCX opens the gsw_request_log table for a particular tenant when the dialing session for the first Campaign/

Campaign group for this tenant is loaded.