Outbound Contact Deployment Guide

General Section

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am-beep-detect

- Type: Optional
- Default Value: `no/false`
- Valid Value(s): `yes/true` or `no/false`
- Enables or disables detection of the answering machine final beep tone.

am-beep-detect-timeout

- Type: Optional
- Default Value: `10000`
- Valid Value(s): `1000- 60000`
- Specifies the maximum time interval (in ms) that CPD Server waits for the AM final beep tone. If the timeout expires, CPD Server stops AM beep tone detection and performs further call processing.

continuous-no-signal

- Type: Optional
- Default Value: `20`
- Valid Value(s): `unsigned integer`
- Specifies the time, in seconds, of continuous silence (no ring back timeout).

Note:	You can configure CPD Server to create two voice files for each outbound call that it dials on a Dialogic port. The next two options define the prefixes in the file names for two types of voice recording files.

cpd-recording

- Type: Optional
- Default Value: `no/false`
- Valid Value(s): `yes/true` or `no/false`
- Enables recording of call progress detection.

conversation-file-name-prefix

- Type: Required if the `cpd-recording` option is enabled
- Default Value: `conv_`

- Valid Value(s): Any ASCII string

- Specifies the prefix for the file name for the conversation recording file.

cpd-file-name-prefix

- Type: Required if the `cpd-recording` option is enabled

- Default Value: cpd_

- Valid Value(s): Any ASCII string

- Specifies the prefix for the file name for the call result recording file.

cpd-if-established

- Type: Optional

- Default Value: `false`

- Valid Value(s): `true/yes, false/no`

Part of the OCS support for uncommon CPD/CTI event flows. It controls the way the preconnect Call Progress Analysis (CPA) is performed. This option defines when Dialogic voice resource should be engaged for CPA.

- If set to `true` or yes, Dialogic CPA is engaged after the `EventEstablished` message has been received.

- If set to `false` or no, Dialogic CPA is engaged immediately at the beginning of the call start.

For increased flexibility in CPA, two additional options, `pre-connect-cpd-priority` and `post-connect-cpd-priority`, work together to control the outcome of conflicting call results that come separately from T-Server (CTI) and Dialogic (CPD).

Note:	The `cpd-if-established` option is ignored when CPD Server is used with Dialogic DM3 hardware. It is also ignored for Springware hardware with an isdn line-type.
	When you are using the `line-side-dm3, isdn-dm3, cas-dm3,` or hmp line types, the value for this option automatically adjusts to `false`.

destination-busy-timeout

- Type: Optional

- Default Value: 2000 `(milliseconds)`

- Valid Value(s): <A numeric value representing milliseconds>

- CPD Server normally waits for both of the following indicators that a dialed number is busy before it terminates call progress detection.

- Busy call result from the Dialogic board

- `EventDestinationBusy` from T-Server

- This option prevents CPD Server from waiting indefinitely for a Busy call result by specifying the length of time (in milliseconds) that CPD Server waits for confirmation of the call result from the second source after the first has arrived. When the timeout expires, CPD Server accepts the Busy call result as correct.

keep-channels-open

- Type: Optional

- Default Value: no

- Valid Value(s): `yes, no`

- Changes Take Effect: Immediately

- Determines how CPD Server uses Dialogic channels.

- When set to yes, CPD Server keeps all Dialogic channels open and reuses them for the next call. CPD Server is unable to process dynamic option changes when this value is specified.

- When set to no, CPD Server closes the Dialogic channels after use and reopens them for the next call.

Note:	Please ignore messages about dynamic option changes when the `keep-channels-open` option contains a value of `yes`.

line-type

- Type: Required

- Default Value: None

- Valid Value(s): analogue, `line-side, line-side-dm3, isdn, isdn-dm3,` cas-dm3, `sip-hmp, sip-hmp-asm`

- Specifies the type of line (Dialogic card) that is being used. It also specifies the type of the protocol used to connect the Dialogic board to the switch or PSTN; for example: `dm3, analogue, line-side,` or `isdn.`

- The analogue value represents analog Dialogic boards that are supported in `transfer` mode only because answer supervision is not supported by analog lines.

- The `line-side-dm3` and `sip-hmp` values are for transfer mode only.

- The `isdn-dm3, cas-dm3,`and `sip-hmp-asm` values are for ASM-mode only.

Note:	The `sip-hmp` and `sip-hmp-asm` values prompt CPD Server to process the `sip-proxy` option. See the HMP Section for more information about this option. Ignore messages about dynamic option changes when Dialogic DM3 hardware is used.

location

- Type: Required

- Default Value: None

- Valid Value(s): Any string

- Specifies the name of the folder under the DN section of the `Switch` object of the `T-Server` application that CPD Server uses when dialing.

max-number-ports-to-record

- Type: Optional

- Default Value: `0`

- Valid Value(s): `0, any integer higher than 1`

Enables CPD Server to record files in a plain VOX format (PCM/8000Hz/8bps). It creates the following two voice files for each outbound call:

- File 1 contains the line recording for the call progress detection stage.

- File 2 records the conversation between an agent and the called party if the call result is answer (ASM mode only).

CPD Server records these voice files on the Dialogic ports used for outbound dialing. *Specific* ports are *not* dedicated for reporting, but the *number* of ports to use for recording is configurable. The `max-number-ports-to-record` option specifies the maximum number of agent ports on which to record at the same time. A value of 1 or more enables voice file recording on that number of ports concurrently. A value of 0 (zero) disables the voice file recording function.

CPD Server keeps track of the ports that are being recorded and stops recording when the specified number of ports are engaged for this purpose. CPD Server will not record on another port until one is disengaged. The number of times that the same call transfers from Agent DN to Agent DN does not increase the number of ports being used for the recording of that call. The call remains on the same port when it passes from agent to agent.

The value of the `max-number-ports-to-record` is limited by two factors:

- The number of configured recording ports

- The hardware limit for the number of Dialogic ports per box

For example: switch DNs
-

'location_name'
-

regular
-

engaging
  •

recording
  •

dxxxB1
  •

dxxxB1C1
  •

dxxxB2C2 When a number of voice channels are reserved for recording, the same number of digital channels should be disabled so that CPD will report the correct number of available ports for dialing. This should be done if the following is true:

- CPD Server is working in transfer mode and the number of either digital or loop start channels is equal to the number of voice channels.

- CPD Server is working in ASM ISDN mode and the number of non-engaging channels is equal to the number of voice channels.

- CPD Server is working in ASM Melcas mode and the number of digital channels is equal to the number of voice channels.

You can upgrade the number of voice channels by adding more Dialogic voice only boards.

Note:	The extended port usage for recording might necessitate the allocation of more Dialogic resources--that is, an increased number of ports to be used for outbound dialing in general.

off-hook-delay

- Type: Optional
- Default Value: -1
- Valid Value(s): Any integer
- Specifies the delay, in seconds, between off-hook and TMakeCall:
- If set to a negative value,: off-hook, and then tmakecall is sent.
- If set to a positive value: tmakecall, and then off-hook is sent.

off-hook-timeout

- Type: Optional
- Default Value: 1
- Valid Value(s): Any positive integer
- Specifies the amount of time to wait, in seconds, that CPD Server waits before assuming that the

channel is in the `off-hook` state.

on-hook-timeout

- Type: Optional
- Default Value: 1
- Valid Value(s): Any non-negative integer
- Specifies the amount of time, in seconds, that CPD Server waits before assuming that the channel is in an `on-hook` state.

out-of-service-attempts

- Type: Optional
- Default Value: 2
- Valid Value(s): Any non-negative integer; minimum 2
- Specifies the number of failed attempts to use a port (channel) before CPD Server marks it out of service.

out-of-service-timeout

- Type: Optional
- Default Value: 1
- Valid Value(s): Any non-negative integer
- Specifies the amount of time (in minutes) that CPD Server waits before trying to use an out-of-service port again. If the value is 0, CPD Server ignores out-of-service conditions and continues to attempt to use the port.

post-connect-cpd-priority

- Type: Optional
- Default Value: `tserver`
- Valid Value(s): `tserver, dialogic`
- Defines the CPD priority for post-connect CPA. This option works together with the `pre-connect-cpd-priority` option.

pre-connect-cpd-priority

- Type: Optional
- Default Value: `tserver`
- Valid Value(s): `tserver, dialogic`

- Defines the source of Call Progress Information that is used for preconnect CPA.

For increased flexibility in CPA for uncommon CPD/CTI event flow support, the `pre-connect-cpd-priority` and `post-connect-cpd-priority` options work together.

They control the outcome of conflicting call results that come separately from T-Server (CTI) and Dialogic (CPD). They also define the conclusive source of CPA. Each of these options controls some possible conflicting CPA outcomes for the pre- and post-connect CPA.

This option works together with the `post-connect-cpd-priority` option.

sit-detection

- Type: Optional
- Default Value: `yes/true`
- Valid Value(s): `yes/true` or `no/false`

Defines the SIT signal parameters in the Dialogic DX_CAP data structure to enable CPD Server to more easily identify a SIT signal.

Controls SIT detection under the following conditions: SIT is disabled, and the `tscall` option is enabled to determine, from the `DestinationBusy` event, whether a number is valid.

tscall

- Type: Optional
- Default Value: `no/false`
- Valid Value(s): `yes/true` or `no/false`
- Specifies whether CPD Server sends a request to T-Server (`tscall = true or yes`) or to Dialogic board (`tscall = false or no`) to make a call.

tsclear

- Type: Optional
- Default Value: `no/false`
- Valid Value(s): `yes/true` or `no/false`
- Controls the way in which a call is released. If this option is set to yes, a `RequestClearCall` (G3 specific) is issued to release an active call.
- This option is useful, but not required, if a two-step transfer fails on a G3 switch.

use-engaging-lines

- Type: Optional
- Default Value: `no/false`

- Valid Value(s): yes/true or no/false

Applicable only to ASM mode:

- If set to no or false, CPD Server engages agents by using lines from the regular lines pool--that is, from the regular folder.

- If set to yes or true, CPD Server engages agents by using lines from a special lines pool that is dedicated to engaging purposes--that is, from the *engaging* folder.

You can benefit from this option if, for example, you wants to use special trunks for agent engagement--for example, lines that connect directly to the switching office and deliver calls directly to agents, free of charge. When this value is set to yes, this option provides an alternative to using trunks that incur a charge for every call.

Note:	Changes to the engaging folder are not supported while CPD Server is running. All voice channels (dxxx) are used by the regular network channels (dti) first, and then are used by the engaging channels. If you do not have more voice channels than network channels in your regular folder, then there will be no voice channels remaining for use for the engaging channels. In this case, engaging calls cannot be made.

use-busy2-as-nu-tone

- Type: Optional

- Default Value: no/false

- Valid Value(s): yes/true or no/false

- Controls the way in which the Busy2 tone is detected. This option enables CPD Server to detect a NU (Number Unobtainable) tone call result by using the Busy2 tone.

When the value is set to yes, the NU tone call result is assigned to all Busy2 tone detected calls. You can set this option at the Application level.

use-fax2-as-am-tone

- Type: Optional

- Default Value: no/false

- Valid Value(s): yes/true or no/false

- Controls the way in which the Fax2 tone is detected. This option enables CPD Server to detect an Answering Machine call result by using the Fax2 tone.

When the value is set to yes, the Answering Machine call result is assigned to all Fax2 tone detected calls. You can set this option at the Application level.

wait-off-hook

- Type: Optional
- Default Value: `no/false`
- Valid Value(s): `yes/true` or `no/false`
- Specifies whether CPD Server waits (a value of `yes` or `true`) or does not wait (a value of `no` or `false`) for an off-hook event from T-Server.

Note:	This value is used when the `tscall` option has a value of `true` and the `off-hook-delay` option has a negative value.

CPD Proxy Server Options

The following options apply to CPD Proxy Server only.

max-dialing-channels

- Type: Optional
- Default Value: `0`
- Valid Value(s): `0...n`
- Changes Take Effect: Immediately
- Specifies the maximum number of dialing channels that can be used by the OCS client of CPD Proxy Server. If the value is `0`, there is no restriction to the number of channels used.

max-engaging-channels

- Type: Optional
- Default Value: `0`
- Valid Value(s): `0...n`
- Changes Take Effect: Immediately
- Specifies the maximum number of engaging channels that can be used by the OCS client of CPD Proxy Server. If the value is `0`, there is no restriction to the number of channels used.