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Outbound Contact Deployment Guide

OCS Options by Logical Group

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The following table lists the OCS options related to a given functionality. Some options might belong to more than one logical group.

For a full description of each option, use the link provided to find the option in the section [OCS Option Descriptions](#).

OCS Options by Logical Group

Logical Group	Options
Predictive Algorithm	dynamic-port-allocation history_length inbound_agent_outlier_limit outbound_agent-outlier_limit pa-abandon-rate-limit pa-amd-false-positive-rate pa-amd-test-percentage pa-dial-expire pa-exclude-long-dialing pa-handle-expire pa-handle-time-consider pa-hitratio-min pa-inbound-ignore pa-odr-interval pa-odr-period-start-time pa-queue-expire pa-selfcheck-adt-threshold pa-selfcheck-awt-threshold pa-selfcheck-bf-threshold pa-selfcheck-interval pa-selfcheck-odr-threshold predictive_algorithm predictive_hit_ratio predictive_hot_start predictive_inbound_call_duration predictive_inbound_rate predictive-longcalls-truncation predictive_max_overdial_rate predictive_outbound_call_duration predictive-patience-time progressive_blending_reserved_agents progressive_blending_reserved_status small_group_size time-to-ready-tolerance
Predictive Hot Start	predictive_hit_ratio predictive_inbound_call_duration predictive_inbound_rate predictive_outbound_call_duration
Predictive Algorithm Self-Test	pa-selfcheck-adt-threshold pa-selfcheck-awt-threshold pa-selfcheck-bf-threshold pa-selfcheck-interval

	pa-selfcheck-odr-threshold
Dynamic Agent Assignments	agent-assignment agent-assignment-max-num agent-assignment-min-num agent-assignment-priority agent-reassignment-if-waiting-ports agent-reassignment-if-waiting-ports-timeout agent-reassignment-if-waiting-records agent-reassignment-if-waiting-records-timeout inbound-agent-assignment-min-num inbound-agent-assignment-priority ocs-urs-interact
GVP	am-beep-detection dialer-num-attempts dialer-ttl ivr-profile-name predictive-patience-time
Outbound Contact VoIP Dialing Modes	am-beep-detection beep-on-merge cpd-on-connect cpd-recording merge-method on-bridging-unable predictive-patience-time
Interactions Processing in Push Preview Dialing Modes	direct-personal-callback interaction-media-type recall-on-unload
SCXML-Based Treatments	http-connection-pool-size http-response-timeout treatment-holidays-table treatment-preferred-contact-field treatment-uri treatment-weekdays-table
Pre-dial Validation	http-connection-pool-size http-response-timeout pre-dial-validation validation-timeout-call-result validation-uri
Agent Desktop	agent_logout_preview_call_result agent_preview_mode_start campaign-callback-distr cancel-on-desktop direct-personal-callback engaged_answer_action engaged_release_action hard_request_to_login_dn outbound_answer_action outbound_release_action preview_release_nocontact_action record_processed stale_clean_timeout

Dialing Regulations	all asm_drop_am_announcement_data asm_drop_announcement_data call_timeguard_timeout check_dnc_callback check_dnc_list CPNDigits digits-detection digits-detection-pattern digits-detection-timeout digits-reaction dnc-reread log_call_stats pa-abandon-rate-limit pa-amd-false-positive-rate pa-amd-test-percentage pa-odr-period-start-time predictive_max_overdial_rate
Dialing	am-detection-map assured-connect assured-connect-field call_answer_type_recognition call_timeguard_timeout call_transfer_type call_wait_agent_connected_timeout call_wait_connected_timeout call_wait_in_queue_timeout call_wait_original_establish_timeout campaign-callback-distr channel_num check_dnc_callback check_dnc_list cpd-on-connect cpd-recording CPNDigits CPNDisplayName CPNPlan CPNPresentation CPNScreening CPNType customer_id dialer-ttl dialing_rate_limit public_network_access_code user_data_section_name
ASM Dialing	asm_channel_num asm_drop_am_announcement_data asm_drop_announcement_data assured-connect assured-connect-field beep-on-merge engaged_answer_action engaged_release_action merge-method on-bridging-unable vtd_override
Record Processing	callback-observe-campaign callback-observe-group campaign_name_field force-unload-wait-db ignore-empty-group record_save_intermediate_results

	send_attribute stale_clean_timeout treatment_sched_threshold update_all_records
Historical Reporting	conversion icon_attribute right_person snapshot_interval
Dial Log	dial_log_buffer dial_log_delimiter dial_log_destination dialer-num-attempts log_call_stats
Call Processing	divert_to_unknown_dn ivr_group ivr_update_on_release overflow_dn predictive_callback remote_release_action transfer_to_unknown_dn
Licensing	license-file num-of-licenses
Real Time Reporting	outbound_contact_server record-count-use-timeframe report-procedure-body report-procedure-location