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Outbound Contact Deployment Guide

Setting Options for Individual Records or Chain of Records

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Setting Options for Individual Records or Chain of Records

The following options can be set at the individual record or a chain of records basis:

- **assured-connect**--Enables and disables guaranteed connection for the outbound call
- **CPNDigits**--Defines the Caller ID for the outbound call
- **CPNDisplayName**--Defines the value of the DisplayName attribute used by SIP Server or CPD Server in HMP Transfer Mode
- **pre-dial-validation**--Controls whether or not pre-dial validation is in effect

The ability to set these options for individual records enables you to fine-tune record processing. Unlike the **call_answer_type_recognition** option which can be set at individual record level, based on the specific fields values of the record defined by using the Business Attributes configuration objects, these two options settings are defined by using flexible SCXML treatments. This allows much greater flexibility in the calculation of the option value and allows the definition of complicated business logic based on which these calculations are made. For example, any property of the record, or the time of day, the day of the week, or any other parameter that might be calculated inside the SCXML treatment executable content (JavaScript) can now affect the value of the option. For ease of use purposes, the **call_answer_type_recognition** option can now also be set by using an SCXML treatment.

Custom Actions

Custom actions for SCXML treatments, which enable you to set options, update user data, or pass on Attribute Extensions for individual records or a chain of records, are included in OCS 8.1. See the **Custom Actions** table for a description of the **set_flex_attr** and **set_exec_flag** custom actions.

Using Custom Actions

Both the **set_flex_attr** and the **set_exec_flag** custom actions can be used together, which enables you to set options, update user data, or pass on Attribute Extensions for records or a chain of records, and then continue with the regular processing of the chain (without the chain being processing by the SCXML Treatment after the initial option setting).

Custom actions can also be used separately. For example, you can set options, update user data, or pass on Attribute Extensions for records or a chain of records, and then the chain can be processed by SCXML Treatment logic.

Alternatively, at some point, the SCXML Treatment execution can be completed by using script logic and the control over the chain can be passed to traditional treatments. For a complete SCXML treatment that demonstrates the usage of both of these custom actions, see the **sample06.scxml** sample script, which is found in the OCS installation folder, in the **scxml_samples** sub folder.