Outbound Contact Deployment Guide

Configuration Tasks

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Configuration Tasks

Contents

Configuring Statistical Days and Statistical Tables for Time Ranges

- To configure Statistical Days and Statistical Tables in Genesys Administrator.

Start

1. In `Genesys Administrator > Provisioning tab > Routing,` in the Statistical Tables view, create an OCS folder (for example, `OCServer`).
2. Create a Statistical table with the Special Day type for weekdays.
3. Create Statistical Days for each weekday.
4. For each day, configure the start and end time for the workday.

Note:	A workdays list might not be limited to Monday through Friday if you configure Saturday and/or Sunday as workdays.

5. Create a Statistical table with the Special Day type for holidays.
6. Create a Statistical Day for each holiday.
7. For each holiday, configure its start and end time.

Note:	When a Dialing Session for a Campaign Group is loaded, OCS searches for the current date in the holiday table.
	If the timerange for this date is not found, OCS looks in the weekdays table. If the time range for this date is still not found, OCS considers it a weekend if one or both of the holiday and weekday tables are configured. If neither table is configured and a time range for this date is not found, OCS considers the time range as a holiday (HDAY). Warning: For more information about configuring Statistical tables and days, see *Framework Genesys Administrator Help.*

End

Configuring SCXML Treatment Options

Configure the following options at either the Campaign Group or Calling List level.

- `treatment-weekdays-table` -- Defines the name of the Statistical Table configuration object for the business weekdays, as created in the procedure Configuring Statistical Days and Statistical Tables for Time Ranges.
- `treatment-holidays-table` -- Defines the name of the Statistical Table configuration object for holidays, as created in the procedure Configuring Statistical Days and Statistical Tables for Time Ranges.
- `treatment-uri` -- Specifies the URI that defines the resource location of the SCXML script on the Application Server. It can include call parameters/values that you want applied to the treatment script, allowing you to use the same treatment for different Calling Lists but specify unique parameters/values for each Calling List.

- `treatment-preferred-contact-field` -- Specifies the field name in the Calling List table which OCS uses for the given record to determine if this record in a chain should be used for the first chain dial attempt.

Note:	This value of this option identifies the contact type of the next record for which to search in a chain when the `ocs.next_record` event includes the `gsw_preferred_flag` equal to yes (see the Events from OCS table).

Deploying a Treatment Script to an Application Server (IIS)

- To deploy the treatments to an Application Server.

Start

1. Navigate to the `C:\Inetpub\wwwroot` folder.
2. Copy the treatment script files with the `.xml` or `.scxml` extensions to that folder.

End

Version Checking

If the script is updated while is it currently being used by a campaign that is running, OCS applies the new treatment to all chains processed after the update.

Error Handling

Error handling is addressed using the `Error.Attribute` and `Error.Configuration` events, as described in the Events from OCS table.