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Outbound Contact Deployment Guide

[Overview](#)

Overview

Through the use of SCXML treatment scripts, you can configure custom treatments to handle multiple contact methods and scenarios, providing greater flexibility for reaching a customer. Some of the scenarios that custom treatments can address include:

- Selecting the preferred way to reach a customer, according to the time of day or the day of week (see [Customer Contact According to Daytime Intervals](#)).
- Specifying the order in which to contact a customer, according to the contact type (see [Record-Processing Order](#)).
- Specifying the first contact type to use when contacting a customer (see [First contact type](#)).
- Specifying the maximum number of attempts to dial records (see [Number of dial attempts](#)).
- Specifying a treatment action according to the call result (see [Call result](#)).

What is SCXML?

SCXML is an event-based state machine language that accommodates various call control/customer service states and the transitions between them. While relatively new as a notation/language, SCXML is well-proven for building state-based models and facilitates the process of orchestrating customer-service solutions. The core SCXML provides state chart functionality, while Outbound Contact—specific instructions are specified in the executable content of SCXML in form of SCXML extensions (action elements) and/or ECMA script extensions (properties of special ECMA script objects).

Schema Updates for Release 8.1

Starting in release 8.1, Genesys uses an updated SCXML standard that contains a number of changes from the prior standard. Note the following changes:

- The syntax for Event Data has changed from `_eventdata` to `_event.data`.
- To assign value to a variable, X, defined in the data section, use the syntax `_data.X` in location expressions such as the following:
 - Previous Syntax: `<assign location="X" expr = "1" />`
 - New Syntax: `<assign location="_data.X" expr = "1" />`
- Mnemonic operands such as the following must be expressed differently, as shown in the following examples:

Operation	Previous Syntax	New Syntax
=	eq	==
<	lt	<

>	gt	>
<=	le	<=
>=	ge	>=
&&	and	&&
::	or	::
!=	ne	!=

- When writing a file URL, use ":" instead of "|":
 - Previous Syntax: `file:///C:/inetpub/wwwroot/sample02.scxml`
 - New Syntax: `file:///C:/inetpub/wwwroot/sample02.scxml`

For more information about SCXML or ECMA scripts, go to the following websites:

- State Chart XML (SCXML), State Machine Notation for Control Abstraction (<http://www.w3.org/TR/scxml/>)
- ECMA and ECMAScript Language (<http://www.ecma-international.org>)