Outbound Contact Deployment Guide

Campaign Group Status Reporting

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Campaign Group Status Reporting

Starting with release 8.1.512.02, Outbound Contact Server can send data about Campaign Group state changes to a Web or Application server. The data is communicated to the Web or Application server using HTTP POST. The following states and information can be reported:

- Campaign Group loaded
- Campaign Group started
- Campaign Group stopped
- Campaign Group unloaded
- Campaign Group dial mode change

OCS can also periodically send data about active Campaign Groups, with a user-configurable time interval.

Starting with release 8.1.517.04, OCS submits a set of real-time statistics related to the Campaign Group and its Calling Lists in the Campaign Group State POST HTTP notifications.

The following table describes statistics-related attributes that OCS passes to an external Web/Application server in the JSON body of the HTTP notification:

Attribute	Type	Level	Example
GSW_STAT_BUSY_FACTOR	Non-negative numeric or null	Campaign Group	• "GSW_STAT_BUSY_FACTOR": 0.85 // 85% Agent Busy Factor • "GSW_STAT_BUSY_FACTOR": null
GSW_STAT_HIT_RATIO	Non-negative numeric or null	• Campaign Group • Calling List(s)	• "GSW_STAT_HIT_RATIO": 0.3 // 30% Hit Ratio • "GSW_STAT_HIT_RATIO": null
GSW_STAT_OVERDIAL_RATE	Non-negative numeric or null	Campaign Group	• "GSW_STAT_OVERDIAL_RATE": 0.02 // 2% ODR • "GSW_STAT_OVERDIAL_RATE": null
GSW_STAT_TIME_TO_COMPLETE	Non-negative numeric or null	• Campaign Group • Calling List(s)	• "GSW_STAT_TIME_TO_COMPLETE": 600 // Complete in 10 minutes

Attribute	Type	Level	Example
			• "GSW_STAT_TIME_TO_COMPLETE": null

Feature Configuration

To configure this feature, use the following configuration options:

- Set send-campaigngroup-states to true to enable the feature.
- Set campaigngroup-states-uri to the URI of the Web or Application server.
- If you want to generate periodic messages about current Campaign Group activity that also contain Campaign Group statistics, set campaigngroup-states-interval to the frequency at which you want to send the messages (the default is 10 seconds).

OCS uses the following options to retrieve connection information about the configuration:

- http-response-timeout
- http-connection-pool-size

Log Messages

OCS uses the following Trace-level log messages to report that HTTP POST requests have been sent. No actions are required in response to these events.

ID	Level	Text	Attributes	Description
81000	TRACE	Sending HTTP status notification CampaignGroupState for Campaign Group %s to %s	%s Campaign Group name %s URI to which the notification has been sent.	An HTTP status notification has been sent to a Web or Application server that the status of a Campaign Group has changed. For information included in the JSON body of HTTP POST requests, see Fields in HTTP POST Requests to Web or Application Server, below.
81001	TRACE	Sending periodic HTTP status notification	%s Campaign Group name	A periodic HTTP status notification has been sent to a

ID	Level	Text	Attributes	Description
		CampaignGroupState for Campaign Group %s to %s	%s URI to which the notification has been sent	Web or Application server for an active Campaign Group. For information included in the JSON body of HTTP POST requests, see Fields in HTTP POST Requests to Web or Application Server, below.

Error Handling

There is no error-handling carried out by this feature. If the HTTP POST to the Web or Application server fails, no post-processing or retries are executed.

Fields in HTTP POST Requests to Web or Application Server

The fields in the table below are passed by OCS in the JSON body of HTTP POST requests to the Web or Application server. All mandatory fields are sent, but fields not relevant to the status change or periodic activity scenario are left unassigned or set to a default value:

Attribute	Type	Required	Description
GSW_USER_EVENT	String	Yes	Set to CampaignGroupState.
GSW_DATE_TIME	String	Yes	Timestamp when action occurred; UTC time as seconds, with msec precision.
GSW_TENANT_NAME	String	Yes	Defaults to Unknown if not set.
GSW_TENANT_CCID	String	Yes	Defaults to Unknown if not set.
GSW_CAMPAIGN_GROUP_NAME	String	Yes	
GSW_CAMPAIGN_GROUP_GUID	String	Yes	Unique UUID for Campaign Group
GSW_CAMPAIGN_GROUP_DBID	String	Yes	Unique DBID for Campaign Group
GSW_GROUP_NAME	String	Yes	
GSW_CAMPAIGN_NAME	String	Yes	
GSW_CAMPAIGN_TEMPLATE_NAME	String	Yes, if present in	

Attribute	Type	Required	Description
		configuration	
GSW_QUEUE_NAME	String	Yes	Name of the Voice Transfer Destination DN.
GSW_DIAL_MODE	Integer	No	Defined only for running Campaign Groups. Use Enumeration Values for GSW_CM_AttrDialMode.
GSW_OPTIMIZE_BY	Integer	No	Optimization method for the Campaign. Use Enumeration Values for GSW_CM_AttrOptimizeBy. Available for Predictive modes only.
GSW_OPTIMIZE_GOAL	Integer	No	Available for Predictive modes only.
GSW_CAMPAIGN_GROUP_STATE	Integer	Yes	Use Enumeration Values for GSW_CM_AttrGroupCampStatus.
GSW_CAMPAIGN_GROUP_ACTION	Integer	Yes	Identifies client request which has caused message generation. Use CM_ReqSetDialingMode when dial mode is changed. Use CMMessageType enum values CM_ReqLoadCampaign, CM_ReqUnloadCampaign, CM_ReqStartDialing, CM_ReqStopDialing, or CM_ReqSetDialingMode.
GSW_CAMPAIGN_GROUP_ACTOR	Integer	Yes	Distinguishes action caused by OCS Client or automatic action taken by OCS itself (either per Schedule or per internal Campaign Group condition). Valid values are: 0 (zero) -- Actor Type unknown 1 -- Actor Type OCS Client (actions invoked by direct OCS Client connected via CM Library protocol)