Outbound Contact Deployment Guide

OCS Lite for Regulated Environments

5/3/2025

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OCS Lite for Regulated Environments

Outbound Contact Server (OCS) Lite is an outbound server, available starting with the 8.1.530.03 release, that is used to run outbound dialing campaigns in Telephony Consumers Protection Act (TCPA) and other legislation-regulated environments, where regulations require manual call dialing with preliminary explicit consent to contact the consumers.

OCS Lite enables you to run outbound campaigns in Preview, Push Preview, or Direct Push Preview dialing modes.

The executable name is **cm_server_lite.exe** on Windows and **cmserver_lite_64** on Linux.

OCS Lite Configuration

OCS Lite is configured using a dedicated Application of type `Outbound Contact Server`, the same as OCS. No specific options settings are required for OCS Lite. OCS Lite can run on its own or along with the regular OCS, serving as a proxy and delegate execution of outbound campaigns in auto-dialing modes or non-TCPA campaigns to the regular OCS.

If required for your environment, you can add a primary OCS application to the Connections tab of OCS Lite. Connection can be optionally configured as ADDP with tracing. OCS Lite attempts to connect to the OCS application at startup if it is present in connections. OCS Lite must attempt to re-connect to the backup OCS instance if the connection to the primary OCS is lost or cannot be established.

Campaign Groups running on OCS Lite

Campaign Groups must be explicitly configured for regulated operations. CX Contact takes care of proper Campaign Groups configuration.

operation-mode

- Default Value: `normal`
- Valid Values: `normal, regulated`
- Configuration Level: Campaign Group
- Logical Group: Dialing Regulations
- Changes Take Effect: At next Campaign Group activation or when Campaign Group is loaded

When set to `regulated`, this option designates a Campaign Group as a Regulated Campaign Group, which can only be processed by OCS Lite and only in Preview dialing modes.

Dialing Modes

Regulated Campaign Groups can be executed only in Preview dialing modes, which could be one of the following:

- Preview, either in standard or LIFO mode

- Direct Push Preview, either in standard or LIFO mode

- Push Preview with Interaction Server, either in standard or LIFO mode

Starting and Stopping OCS Lite

You start and stop OCS Lite the same was as a regular OCS. See Starting and Stopping Procedures for details.