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Outbound Contact Deployment Guide

Record-Processing Order

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Record-Processing Order

You can design scripts handle chains of records according to the contact information type. You can further refine this ordering by designing the script to specify parameters such as the number of retries or delay associated with each contact info type or call result.

Script Design

When designing your SCXML treatment to specify record processing order, it is recommended that the script include the following:

- Data model variables for each contact type; for example, Type1, Type2, and so on. You may or may not specify the values for each of these types.
- A subsection that defines how to handle that contact type.

Note:

For an example script, see the SCXML script examples that are distributed with OCS. These example scripts are installed when you install OCS. They are located in the `scxml` folder.