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Outbound Contact Deployment Guide

UTF-8 Encoding

5/5/2025

Contents

- 1 UTF-8 Encoding
 - 1.1 OCS Using PostgreSQL 10
 - 1.2 OCS Using Microsoft SQL Server 2019
 - 1.3 OCS Using Oracle 19c

UTF-8 Encoding

Outbound Contact Server supports UTF-8 encoding of mixed calling lists on Linux and Windows platforms, for the following databases:

- **PostgreSQL 10** (starting with 8.1.528.21)
- **Microsoft SQL Server 2019** (starting with 8.1.528.21)
- **Oracle 19c** (starting with 8.1.529.07)

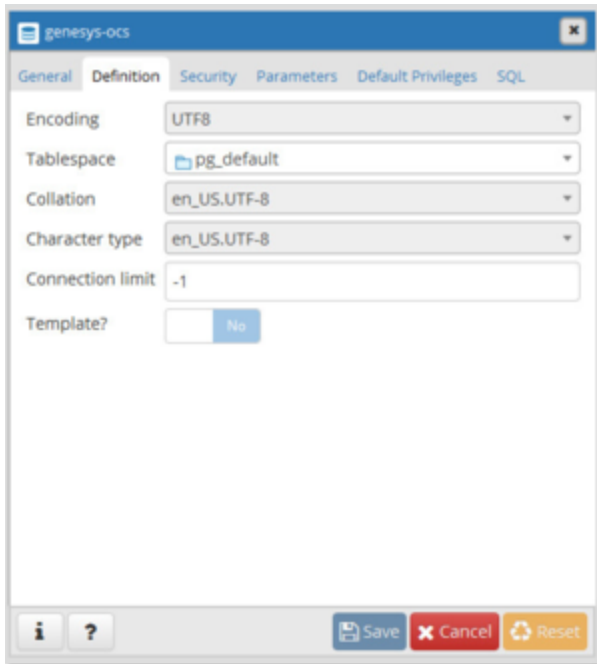
OCS Using PostgreSQL 10

Prerequisites

- PostgreSQL platform: Linux CentOS 7 or later
- PostgreSQL version: 10.14 or later
- DB Server version: 8.5.100.07 or later

Database Settings

- Database encoding: **UTF8**
- Database collation: **en_US.UTF-8**
- Database character type: **en_US.UTF-8**



OCS Using Microsoft SQL Server 2019

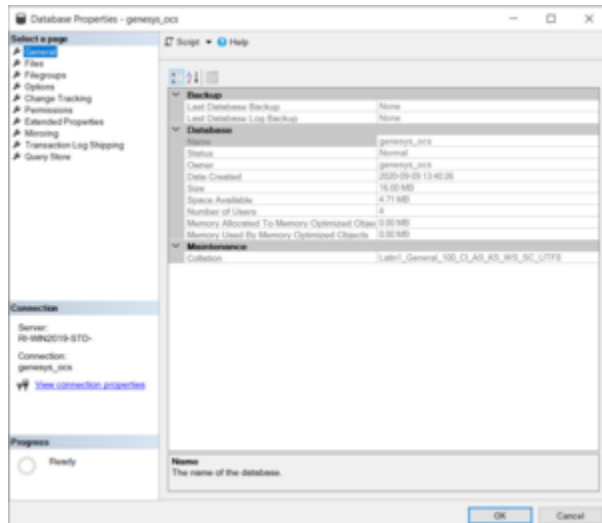
Prerequisites

- Microsoft SQL Server 2019 or later
- Microsoft ODBC Driver 17 for SQL Server or later
- DB Server version 8.5.100.07 or later

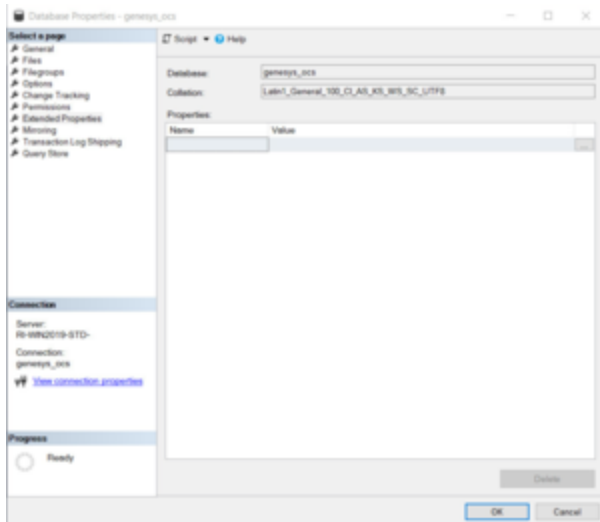
Database Settings

- Database collation: **Latin1_general_100_CI_AS_KS_WS_SC_UTF-8**
Note: Ensure the **SC_UTF-8** suffix is added.

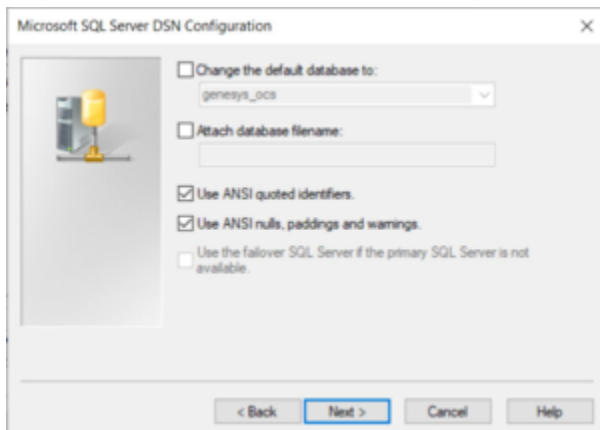
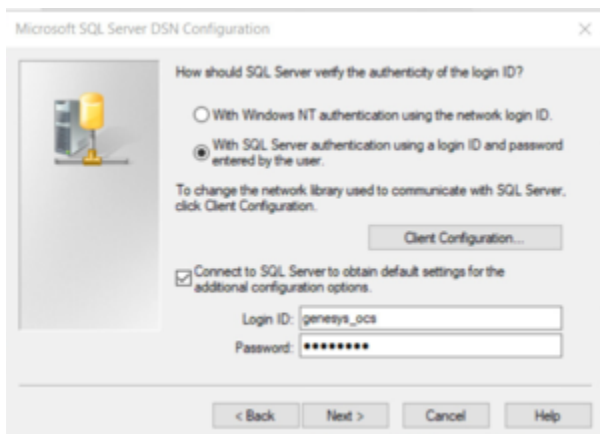
In these examples, **genesys_ocs** is the database name.



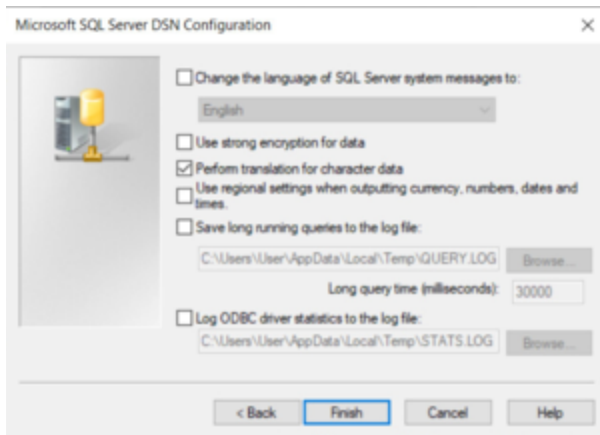
UTF-8 Encoding



ODBC Settings

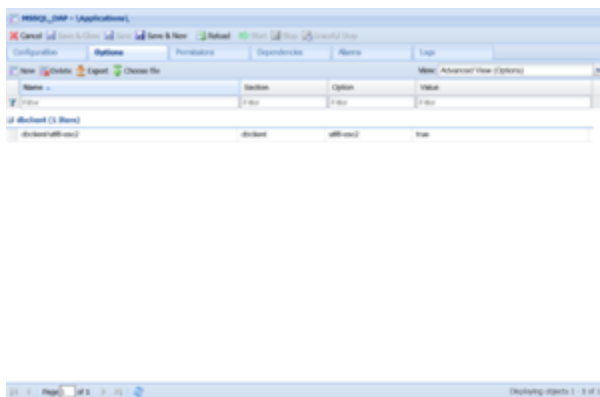


UTF-8 Encoding



DAP Settings

- **UTF-8 for MSSQL:** select True.
- Set the **dbclient/utf8-ucs2** option to true.



OCS Using Oracle 19c

Prerequisites

- Oracle 19c platform
- Oracle instant client version: 12.2
- DB Server version: 8.5.100.07 or later
- OCS version: 8.1.529.07 or later
- **dbserver-less-mode** = false

Database Settings

- Database character set: **AL32UTF8** for UTF-8 encoding

Additional scripts to make DB Server working properly

- The following script files must be placed in the **/etc/profile.d** directory on the Linux host where DB Server resides:

- **oracle_env.csh**
[+] **Example: oracle_env.csh**

```
NLS_LANG=.UTF8
ORACLE_CLIENT_HOME=/usr/lib/oracle/12.2/client64
ORACLE_HOME=$ORACLE_CLIENT_HOME
LD_LIBRARY_PATH=$LD_LIBRARY_PATH:$ORACLE_CLIENT_HOME/lib
PATH=$PATH:$ORACLE_CLIENT_HOME/bin
```

```
export NLS_LANG
export ORACLE_CLIENT_HOME
export ORACLE_HOME
export LD_LIBRARY_PATH
export PATH
```

- **oracle_env.sh**
[+] **Example: oracle_env.sh**

```
NLS_LANG=.UTF8
ORACLE_CLIENT_HOME=/usr/lib/oracle/12.2/client64
ORACLE_HOME=$ORACLE_CLIENT_HOME
LD_LIBRARY_PATH=$LD_LIBRARY_PATH:$ORACLE_CLIENT_HOME/lib
PATH=$PATH:$ORACLE_CLIENT_HOME/bin
```

```
export NLS_LANG
export ORACLE_CLIENT_HOME
export ORACLE_HOME
export LD_LIBRARY_PATH
export PATH
```

You must modify these scripts if you use a version of the Oracle instant client other than 12.2.

- The following script file must be placed in the directory where DB Server binaries reside:

multiserver.oracle.sh

[+] Example: multiserver.oracle.sh

```
. /etc/profile.d/oracle_env.sh  
./multiserver "$@"
```

The **multiserver.oracle.sh** script must be used in all cases where the multiserver executable generally is used. This script accepts all the same command line parameters as the multiserver executable does.