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Outbound Contact Deployment Guide

Display Name on a Per-campaign Basis

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Display Name on a Per-campaign Basis

This functionality enables you to specify a Display Name (in addition to CPN Digits) when dialing calls in an outbound campaign. The Display Name can be set at the level of the OCS application, Campaign Group, or individual record or chain of records.

Starting in release 8.1.1, OCS can use the **CPNDisplayName** configuration option to specify the name to be displayed. When dialing with SIP Server, this value is passed to SIP Server as the `DisplayName` parameter in the `AttributeExtensions`. When dialing with CPD Server in HMP transfer mode, this option is supported only if the CPD Server option `tscall` is set to `true/yes`.

For an individual record, or for a chain of records, this option can be set using the `set_flex_attr` custom action of the SCXML treatment. See [Setting Options for Individual Records or Chain of Records](#) for more information about custom actions.

Note:

Display Name is only supported when `CPNDigits` is also defined. Therefore, you must specify both the `CPNDigits` and `CPNDisplayName` options.