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Outbound Contact Deployment Guide

Format Object

Format Object

Format objects contain fields that form a structure for a database table. Outbound Contact provides two default Format objects: `Default_Outbound_6` (for backward compatibility) and `Default_Outbound_70`. By default, both of these objects contain Genesys mandatory fields only.

Creating a New Format Object

Start

1. In Genesys Administrator, go to Provisioning > Outbound Contact > Formats.
2. Click New.
3. On the Configuration tab, define the fields, as in the following subsection.
4. On the Options tab, define option(s) in the default section.
5. Click Save and Close.

End

Format Object--Configuration Tab Fields

Name

Required; the default is value [Format]. The name must be unique within the tenant. When the name is specified, it cannot be changed.

Tenant

Automatically populated by the system.

Description

Optional; the default value is [Blank]. A brief description of the named format.

State Enabled

Required; default is checked. A check box that indicates a customer interaction can be directed to this target. A more complete description can be found in *Framework Genesys Administrator Help*.

Populating Format with Fields

- To populate a newly created Format object (currently empty) and with fields (all mandatory and perhaps some custom fields).

Start

1. After creating and saving a Format object, in the Details panel, double-click the format.
2. In the Navigation panel, click the Fields tab.
3. In the Details panel, click Add.
4. From the Field dialog box, select one or more fields that you want to include in the Format object.

Note:

These fields were created by default as part of the Default_Outbound_6 and Default_Outbound_70 formats.

5. To customize this format with user-defined field(s), in the Field dialog box, click New.
6. Define the field(s) following the procedures in the section [Creating a New Field Object](#).

Note:

Do not remove mandatory fields.

Warning: You cannot delete a format if it is associated with a Table Access object or Filter object. You cannot modify existing fields after you associate the format with a Table Access object.

7. Click OK in the Field dialog box.
8. Click Save and Close.

End