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Outbound Contact Deployment Guide

Formats

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The layout of each calling list is determined by a format. The term *format* has two meanings in Outbound Contact:

The field layout in a table in a relational database.

A configuration object in Genesys Administrator.

Note:

You can also configure this in Configuration Manager.

A format consists of a number of Field objects.

You can create multiple calling lists of the same format, but each calling list can have only one corresponding format. The configuration database provides default formats; these consist of all of the mandatory fields that are required by Outbound Contact 7.x and 6.5. You can create new formats that consist of user-defined fields and the mandatory fields.

Each format within a tenant has a unique name, which you specify if you create a new format.