Outbound Contact Deployment Guide

Outbound-VoIP in Transfer Modes

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Outbound-VoIP in Transfer Modes

For Outbound-VoIP functioning in Transfer modes (Predictive or Progressive), the Campaign Group also needs to be Outbound-VoIP-ready (see Dialing Modes and VoIP Deployment).

In these dialing modes, OCS dials outbound calls using SIP Server on behalf of the Trunk Group DN and controls the transfer of successful outbound calls (that is, those calls answered by a person) to VTD for further delivery to agents.

Customer Calls

In an Outbound-VoIP Transfer mode, the dialing and transfer of a customer call are handled in the same way as Outbound VoIP ASM mode for the following:

- Call progress analysis
- Unsuccessful call flow handling (see Unsuccessful Call Flows)
- Call transfers (Transferring a Customer Call)

For transferring to a Voice Transfer Destination DN, see the next section.

Transferring to a Voice Transfer Destination DN

You can use either a single-step or a two-step transfer. Upon a positive call-progress detection, OCS transfers an outbound call to a Voice Transfer Destination (VTD) DN according to the setting of the call_transfer_type option. You define the transfer process by setting the option to one_step for a single-step transfer and to two_step for a two-step transfer.

Single-Step Transfer

A single-step transfer is quicker than a two-step transfer, but it does not give the user control over how the transfer occurs. When the call_transfer_type option is set to one_step, OCS looks to the call_wait_in_queue_timeout option, which determines how long the call should wait (in the queue) before an agent answers. If the timeout expires, OCS aborts the transfer by dropping the call, and the record is marked with the Dropped call result.

Note:	Some switches do not support this type of transfer.

Two-Step Transfer

A two-step transfer is slower than a single-step transfer, but it creates a consult call that allows the user more control over the transfer (for example, to cancel it). This type of transfer depends on the following:

- The SIP Server consult-user-data option must be set to inherited. For more information on the SIP Server consult-user-data option, see the *Framework SIP Server Deployment Guide.*

- The OCS call_wait_in_queue_timeout option must be specified.

Notes:	- For the consult call, if the timeout expires, OCS aborts the transfer, tries to reconnect to the call and releases the call if unsuccessful. OCS also assigns the Transfer Error call result. - If the timeout expires while OCS is waiting for the call to be established at the Trunk Group DN, OCS aborts the transfer, releases the call, and assigns the Dropped call result.

OCS applies a treatment to the chain-call result, if the treatment is configured. It does not attempt to play any voice file for an outbound call before it is released.

Outbound calls that do not reach a destination (for example, an agent DN or an IVR port) are considered abandoned and reported as overdialed to the predictive algorithm.