Outbound Contact

Outbound Contact Server

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Options for this component are contained in the following configuration sections:

- OCServer

> **Tip**
>
> In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.
>
> **Power users: Download a CSV file** containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
OCServer	action-queue-quota	10000	After restart
OCServer	agent-assignment-max-num	0	Takes effect immediately
OCServer	agent-assignment-min-num	0	Takes effect immediately
OCServer	agent-assignment-priority	1	Takes effect immediately
OCServer	agent-reassignment-if-waiting-ports	false	Takes effect immediately
OCServer	agent-reassignment-if-waiting-ports-timeout	30	Takes effect immediately
OCServer	agent-reassignment-if-waiting-records	false	Takes effect immediately
OCServer	agent-reassignment-if-waiting-records-timeout	30	Takes effect immediately
OCServer	agent_logout_preview_call_result	-1	Takes effect immediately
OCServer	agent_preview_mode_start	false	Takes effect immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
OCServer	all	CallStats	Immediately
OCServer	am-beep-detection	false	Takes effect immediately
OCServer	am-detection-map	Empty string	Takes effect immediately
OCServer	asm_channel_num	0	Takes effect immediately
OCServer	asm_drop_am_announcement_play	Empty string	Takes effect immediately
OCServer	asm_drop_announcement_data	Empty string	Takes effect immediately
OCServer	assured-connect	false	Takes effect immediately
OCServer	assured-connect-field	Empty string	When record is retrieved from the Calling List table
OCServer	beep-on-merge	false	Takes effect immediately
OCServer	callback-observe-campaign	true	Takes effect when Campaign Group is loaded
OCServer	callback-observe-group	false	Takes effect upon loading of the Campaign Group
OCServer	call_answer_type_recognition	no_am_detection	Takes effect immediately
OCServer	call_timeguard_timeout	0	Takes effect immediately
OCServer	call_transfer_type	one_step	Takes effect immediately
OCServer	call_wait_agent_connected_timeout	6	Takes effect immediately
OCServer	call_wait_connected_timeout	120	Takes effect immediately
OCServer	call_wait_in_queue_timeout	10	Takes effect immediately
OCServer	call_wait_original_establish_timeout	4	Takes effect immediately
OCServer	campaign-callback-distr	random	Takes effect immediately
OCServer	campaign_name_field	Empty string	Takes effect immediately
OCServer	cancel-on-desktop	true	Takes effect immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
OCServer	channel_num	40	Takes effect immediately
OCServer	check_dnc_callback	false	Takes effect immediately
OCServer	check_dnc_list	true	Takes effect immediately
OCServer	cpd-on-connect	false	Takes effect immediately
OCServer	cpd-recording	false	Takes effect immediately
OCServer	CPNDigits	Empty string	Takes effect immediately
OCServer	CPNDisplayName	Empty string	Takes effect immediately
OCServer	CPNPlan	0	Takes effect immediately
OCServer	CPNPresentation	0	Takes effect immediately
OCServer	CPNScreening	0	Takes effect immediately
OCServer	CPNType	0	Takes effect immediately
OCServer	customer_id	Empty string	Takes effect immediately
OCServer	default_campaigncallback_priority	1;1	After Campaign is reloaded and restarted.
OCServer	default_campaignrescheduled_priority	1;1	After Campaign is reloaded and restarted.
OCServer	default_general_priority	1;2	After Campaign is reloaded and restarted.
OCServer	desktop-chains-limit	1	Next Campaign Group activation
OCServer	dialer-num-attempts	3	Takes effect immediately
OCServer	dialer-ttl	5	Takes effect immediately
OCServer	dialing_rate_limit	100	Takes effect immediately
OCServer	dial_log_buffer	16384	Takes effect when next dial log file is opened
OCServer	dial_log_delimiter	Empty string	Takes effect when next dial log file is opened
OCServer	dial_log_destination	Empty string	Takes effect when next dial log file is opened
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
OCServer	digits-detection	none	Takes effect immediately
OCServer	digits-detection-pattern	Empty string	Takes effect immediately
OCServer	digits-detection-timeout	0	Takes effect immediately
OCServer	digits-reaction	DoNotCall	Takes effect immediately
OCServer	direct-personal-callback	true	Takes effect immediately
OCServer	direct-push-preview	false	Next Campaign Group activation
OCServer	divert_to_unknown_dn	false	Takes effect immediately
OCServer	dnc-reread	Empty string	Takes effect upon next pre-dial validation attempt
OCServer	dynamic-port-allocation	false	Takes effect for the subsequent dialing requests
OCServer	encoding	No default value	After restart
OCServer	engaged_answer_action	soft_answer	Takes effect immediately
OCServer	engaged_release_action	soft_previous	Takes effect immediately
OCServer	force-unload-wait-db	false	Takes effect next time the Campaign Group is unloaded forcefully
OCServer	hard_request_to_login_dn	false	Takes effect immediately
OCServer	history_length	30	Takes effect immediately
OCServer	http-connection-pool-size	64	Takes effect for the subsequent dialing attempts
OCServer	http-response-timeout	3	Takes effect for the subsequent dialing attempts
OCServer	ignore-empty-group	false	Takes effect immediately
OCServer	inbound-agent-assignment-min-num	0	Takes effect immediately
OCServer	inbound-agent-assignment-priority	0	Takes effect immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
OCServer	inbound_agent_outlier_limit	600	Immediately
OCServer	interaction-media-type	outboundpreview	Takes effect when next interaction is created
OCServer	ivr-profile-name	Empty string	Takes effect immediately
OCServer	ivr_record_processed	false	Immediately
OCServer	ivr_update_on_release	false	After set to `true` or yes, when the `ivr_group` option is set to `true` or yes.
OCServer	license-file	No default value	After restart
OCServer	local_file_maxage	10000	After restart
OCServer	log_call_stats	false	Takes effect immediately
OCServer	maxAge	0	After restart
OCServer	maxStale	0	After restart
OCServer	merge-method	bridging	Takes effect immediately
OCServer	num-of-licenses	0	(See description.)
OCServer	on-asm-overdial	drop	Immediately
OCServer	on-bridging-unable	drop	Takes effect immediately
OCServer	on-schedule-disable	next_cycle	The next time an Outbound Schedule is disabled.
OCServer	outbound_agent_outlier_limit	600	Takes effect immediately
OCServer	outbound_answer_action	soft_answer	Takes effect immediately
OCServer	outbound_contact_server	undefined	Takes effect upon OCS restart
OCServer	outbound_release_action	soft_previous	Takes effect immediately
OCServer	pa-abandon-rate-limit	0	Takes effect immediately
OCServer	pa-amd-false-positive-rate	0	Takes effect immediately
OCServer	pa-amd-test-percentage	0	Takes effect immediately
OCServer	pa-dial-expire	2	Takes effect immediately
OCServer	pa-exclude-long-dialing	false	Takes effect immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
OCServer	pa-handle-expire	30	Takes effect immediately
OCServer	pa-handle-time-consider	1800	Takes effect immediately
OCServer	pa-hitratio-min	5	Takes effect immediately
OCServer	pa-inbound-ignore	none	Takes effect immediately
OCServer	pa-odr-interval	480	Takes effect when the Campaign Group is started or re-started
OCServer	pa-odr-period-start-time	-1	Takes effect immediately
OCServer	pa-progressive-multiplier	1	Immediately
OCServer	pa-queue-expire	0	Takes effect immediately
OCServer	pa-safe-dialing	true	Takes effect immediately
OCServer	pa-selfcheck-adt-threshold	10	Takes effect immediately
OCServer	pa-selfcheck-awt-threshold	10	Takes effect immediately
OCServer	pa-selfcheck-bf-threshold	10	Takes effect immediately
OCServer	pa-selfcheck-interval	20	Takes effect immediately
OCServer	pa-selfcheck-odr-threshold	20	Takes effect immediately
OCServer	pre-dial-validation	false	Takes effect upon next pre-dial validation attempt
OCServer	predictive-longcalls-truncation	false	Takes effect immediately
OCServer	predictive_algorithm	small_group	Immediately
OCServer	predictive_callback	false	Takes effect immediately
OCServer	predictive_hit_ratio	75	Takes effect immediately
OCServer	predictive_hot_start	false	Takes effect immediately
OCServer	predictive_inbound_call_duration	300	Takes effect immediately
OCServer	predictive_inbound_rate	0	Takes effect
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
			immediately
OCServer	predictive_max_overdial_rate	0	Takes effect immediately
OCServer	predictive_min_overdial_rate	No default value	Immediately
OCServer	predictive_outbound_call_duration	120	Takes effect immediately
OCServer	predictive_patience_time	180	Takes effect immediately
OCServer	preview_release_nocontact_option	soft_previous	Takes effect immediately
OCServer	progressive_blending_reserved_agents	0	Takes effect immediately
OCServer	progressive_blending_reserval_seized_inbound	all_seized	Takes effect immediately
OCServer	public_network_access_code	Empty string	Takes effect immediately
OCServer	recall-on-unload	always	Takes effect immediately
OCServer	record-count-use-timeframe	false	Takes effect when Campaign is activated
OCServer	record_processed	true	Takes effect immediately
OCServer	record_save_intermediate_results	false	Takes effect immediately
OCServer	remote_release_action	error	Takes effect immediately
OCServer	report-procedure-location	instead	Takes effect immediately
OCServer	scxmli.persistence.max_active	100000	After restart
OCServer	scxmli.transcoder.default	UTF-8	After restart
OCServer	sip-cluster-lb-mode	none	After restart
OCServer	sip-cluster-prime-node	0 (not defined)	After OCS restart
OCServer	small_group_size	7	Takes effect immediately
OCServer	snapshot_interval	600	Takes effect immediately
OCServer	stale_clean_timeout	30	Takes effect immediately
OCServer	time-to-ready-tolerance	2	Takes effect immediately
OCServer	transfer_to_unknown_dn	false	Takes effect immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
OCServer	treatment-holidays-table	Empty string	Takes effect upon next treatment application
OCServer	treatment-preferred-contact-field	Empty string	Takes effect when the record is retrieved from the Calling List
OCServer	treatment-uri	Empty string	Takes effect upon next treatment application
OCServer	treatment-weekdays-table	Empty string	Takes effect upon next treatment application
OCServer	treatment_sched_threshold	30	Takes effect immediately
OCServer	update_all_records	false	Takes effect immediately
OCServer	user_data_section_name	Empty string	Takes effect at the next request for dial or interaction creation
OCServer	validation-keys	Empty string (all keys are sent for pre-dial validation)	Immediately
OCServer	validation-timeout-call-result	3	Takes effect for the subsequent dialing attempts
OCServer	validation-uri	Empty string	Takes effect upon next pre-dial validation attempt
OCServer	vtd-override	Empty string	Takes effect immediately
Section	**Option**	**Default**	**Changes Take Effect**