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Outbound Contact

general Section

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This content is under development and might not be comprehensive or completely up to date. For full information, see [Configuration Options](#) in the *Deployment Guide*.

continuous-no-signal

Default Value: 20

Valid Values: Any integer in the range from 0 to MAXINT

Changes Take Effect: Takes effect immediately

Specifies the time, in seconds, of continuous silence (no ring back timeout).

conversation-file-name-prefix

Default Value: conv_

Valid Values: Any ASCII string.

Changes Take Effect: Takes effect after restart

Specifies the prefix for the file name for the conversation recording file.

cpd-file-name-prefix

Default Value: cpd_

Valid Values: Any ASCII string

Changes Take Effect: Takes effect after restart

Specifies the prefix for the file name for the call result recording file.

cpd-if-established

Default Value: false

Valid Values: Yes/True or No/False

Changes Take Effect: Takes effect immediately

Controls the way the pre-connect Call Progress Analysis (CPA) is performed. If set to true or yes, Dialogic CPA is engaged after the EventEstablished message has been received. If set to false or no, Dialogic CPA is engaged immediately at the beginning of the call start.

cpd-recording

Default Value: false

Valid Values: Yes/True or No/False

Changes Take Effect: Takes effect immediately

Enables recording of call progress detection.

destination-busy-timeout

Default Value: 2000

Valid Values: Any integer in the range from 0 to MAXINT

Changes Take Effect: Takes effect immediately

CPD Server normally waits for both of the following indicators that a dialed number is busy before it terminates call progress detection: 1) busy call result from the Dialogic board; 2) EventDestinationBusy from T-Server. This option prevents CPD Server from waiting indefinitely for a Busy call result by specifying the length of time (in milliseconds) that CPD Server waits for confirmation of the call result from the second source after the first has arrived. When the timeout expires, CPD Server accepts the Busy call result as correct.

keep-channels-open

Default Value: false

Valid Values: Yes/True or No/False

Changes Take Effect: Takes effect immediately

Determines how CPD Server uses Dialogic channels. When set to yes, CPD Server keeps all Dialogic channels open and reuses them for the next call. CPD Server is unable to process dynamic option changes when this value is specified. When set to no, CPD Server closes the Dialogic channels after use and reopens them for the next call.

line-type

Default Value:

Valid Values: Please select value from the list

Changes Take Effect: Takes effect after restart

Specifies the type of line (Dialogic card) that is being used. It also specifies the type of the protocol used to connect the Dialogic board to the switch or PSTN.

location

Default Value:

Valid Values: Any string.

Changes Take Effect: Takes effect after restart

Specifies the name of the folder under the DN section of the Switch object of the T-Server application that CPD Server uses when dialing.

max-number-ports-to-record

Default Value: 0

Valid Values: Any integer in the range from 0 to MAXINT

Changes Take Effect: Takes effect immediately

Specifies the maximum number of agent ports on which to record at the same time. The value of the max-number-ports-to-record is limited by two factors: 1) the number of configured recording ports; 2) the hardware limit for the number of Dialogic ports per box

off-hook-delay

Default Value: -1

Valid Values: Any integer in the range from -MAXINT to MAXINT

Changes Take Effect: Takes effect immediately

Specifies the delay, in seconds, between off-hook and TMakeCall: if set to a negative value - off-hook, and then tmakecall; if set to a positive value - tmakecall, and then off-hook.

off-hook-timeout

Default Value: 1

Valid Values: Any positive integer.

Changes Take Effect: Takes effect immediately

Specifies the amount of time to wait, in seconds, that CPD Server waits before assuming that the channel is in the off-hook state.

on-hook-timeout

Default Value: 1

Valid Values: Any non-negative integer

Changes Take Effect: Takes effect immediately

Specifies the amount of time, in seconds, that CPD Server waits before assuming that the channel is in an on-hook state.

out-of-service-attempts

Default Value: 2

Valid Values: Any non-negative integer; minimum 2

Changes Take Effect: Takes effect immediately

Specifies the number of failed attempts to use a port (channel) before CPD Server marks it out of service.

out-of-service-timeout

Default Value: 1

Valid Values: Any non-negative integer.

Changes Take Effect: Takes effect immediately

Specifies the amount of time (in minutes) that CPD Server waits before trying to use an out-of-service port again. If the value is 0, CPD Server ignores out-of-service conditions and continues to attempt to use the port.

post-connect-cpd-priority

Default Value: tserver

Valid Values: Please select value from the list

Changes Take Effect: Takes effect immediately

Defines the CPD priority for post-connect CPA. This option works together with the pre-connect-cpd-priority option.

pre-connect-cpd-priority

Default Value: tserver

Valid Values: Please select value from the list

Changes Take Effect: Takes effect immediately

Defines the source of Call Progress Information that is used for pre-connect CPA.

sit-detection

Default Value: true

Valid Values: Yes/True or No/False

Changes Take Effect: Takes effect immediately

Defines the SIT signal parameters in the Dialogic DX_CAP data structure to enable CPD Server to more easily identify a SIT signal.

tscall

Default Value: false

Valid Values: Yes/True or No/False

Changes Take Effect: Takes effect immediately

Specifies whether CPD Server sends a request to T-Server (tscall = true or yes) or to Dialogic board (tscall = false or no) to make a call.

tsclear

Default Value: false

Valid Values: Yes/True or No/False

Changes Take Effect: Takes effect immediately

Controls the way a call is released. If this option is set to yes, a RequestClearCall (G3 specific) is issued to release an active call. This option is useful, but not required, if a two-step transfer fails on a G3 switch.

use-busy2-as-nu-tone

Default Value: false

Valid Values: Yes/True or No/False

Changes Take Effect: Takes effect immediately

Controls the way in which the Busy2 tone is detected. This option enables CPD Server to detect a NU (Number Unobtainable) tone call result by using the Busy2 tone. When the value is set to yes, the NU tone call result is assigned to all Busy2 tone detected calls. You can set this option at the Application level.

use-engaging-lines

Default Value: false

Valid Values: Yes/True or No/False

Changes Take Effect: Takes effect after restart

Applicable only to ASM mode. If set to no or false, CPD Server engages agents by using lines from the regular lines pool - that is, from the regular folder. If set to yes or true, CPD Server engages agents by using lines from a special lines pool that is dedicated to engaging purposes - that is, from the engaging folder.

use-fax2-as-am-tone

Default Value: false

Valid Values: Yes/True or No/False

Changes Take Effect: Takes effect immediately

Controls the way in which the Fax2 tone is detected. This option enables CPD Server to detect an Answering Machine call result by using the Fax2 tone. When the value is set to yes, the Answering Machine call result is assigned to all Fax2 tone detected calls.

wait-off-hook

Default Value: false

Valid Values: Yes/True or No/False

Changes Take Effect: Takes effect after restart

Specifies whether CPD Server waits (a value of yes or true) or does not wait (a value of no or false) for an off-hook event from T-Server. Note: This value is used when the tscall option has a value of true and the off-hook-delay option has a negative value.