

GENESYS

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T-Server for CSTA Connector Deployment Guide

Call-Type-Rules Section

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This section must be called call-type-rules.

rule-<n>

Default Value: none

Valid Values: Any valid string in the following format:

pattern=<input pattern>; value=<internal|external|unknown>

Changes Take Effect: Immediately Related Feature: Call Type Prediction

Defines a rule to be applied to an inbound number, where n=1-N. Multiple rules can be created and number will be matched against all patterns for those rules. As soon as first match is found then result specified in the value part of the option is used for call type assignment.