GENESYS

Outbound (CX Contact) CX Contact Help

Delivery and Retry Options

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Learn about all Delivery and Retry options and how to define a treatment plan. If you're looking for information about device escalation, go here. For information about SCXML-based treatments, go here.

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Use the Delivery and Retry options to define how the system should handle a call in any given scenario. More specifically:

- Use Delivery options to define the circumstances in which the system either connects the call to an agent or drops the call (available for the voice channel only).

- Use Retry options to tell the system how to respond to a particular delivery result or disposition code.

Delivery Options

Use the **Delivery Options** tab to define the circumstances in which the system connects a call to an agent.

By default, the **Deliver to Live Person** option is enabled and cannot be disabled. When the system detects a voice on the line, it connects the call to an agent.

Click **Advanced** to see more delivery options. By default, the system drops the call if it detects an answering machine, fax machine, or silence. When you enable any of these options, the system connects the call to an agent within the agent group. Optionally, you can change the default destination DN if you want to connect the call to a different routing point.

Retry Options

Use the **Retry Options** tab to define the way in which the system retries contact attempts based on either a delivery result or a disposition code. For example, you could specify the following:

- If the delivery result is Busy

- Wait 30 minutes (Interval)

- Then redial the number (Apply to Record action)

- Every 5 minutes (Increment)

- Up to a maximum of 3 times (Retry Count)

- Then move to the next record in the chain and apply the same treatment (Next Action)

This section describes how to create a treatment plan like the one outlined above.

The first part defines the following key menu options:

- Retry options

- Apply to Record actions

- Next Action options

Then, you'll learn how to define a treatment based on either a delivery resultor a disposition code.

Retry Options (Treatment Properties) Defined

The following table defines all available **Retry** options.

Retry Option	Description
Delivery Result	Used when the treatment plan is based on the result of a contact attempt (a voice call or a text). See the Treatments based on Call/Delivery Results for more information.
Disposition Code (Applies to the voice channel only)	Used when the treatment plan is based on disposition codes. See Treatments based on Disposition Codes for more information.
Apply to Record	Defines the action the system takes in response to a given delivery result or disposition code. See the Apply to Record Options section for a description of each option.
Retry Count	The maximum number of consecutive attempts to retry a record.
Interval	The time (measured in DD:HH:MM) that the system waits between the first contact attempt and the first **Apply to Record** attempt.
Increment	The number of minutes added to the previous redial time interval.
Date/Time	Required when you select **Retry at a specified date** or **Next in chain at specified date** from the **Apply to Record** menu.
List	Required when you select **Suppress** and **Copy Contact** actions. For the Suppress action all suppression lists stored in CX Contact with an expiration date set to **Never**, regardless of type (Client ID or Device), populate in this menu. For Copy Contact all contact lists stored in CX Contact populate in this menu.
More	Enables you to configure extended parameters of

Retry Option	Description
	the **Retry** action. Currently this is only enabled for the Copy Contact action.
Next Action	Defines the way in which the system moves through a batch of chained records after the **Apply to Record** action has been completed. See the Next Actions section for more information.

Apply to Record Options Defined

Apply to Record defines the action that results from a given delivery result, or disposition code. In the example statement *If the delivery result is Busy, redial the number*, the **Apply to Record** action is **Redial**.

The options are as follows:

- Redial - Redials the number.

- Retry in - Retries once according to the values specified in the **Interval** field (for example, retry once in 60 minutes).

- Retry at specified date - Redials the record on the date specified in the **Date** field.

- No Treatment - Does not apply a treatment.

- Suppress - Adds the record to the suppression list specified in the **List** menu.

- Copy Contact - Copies the contact from the current Contact list to a target contact list. There are two types of Copy functions:

  - Copy as General (or as new) - Creates a new General record in the Target Contact list with immediate availability.

  - Copy as Rescheduled - Creates a new Rescheduled record in the Target Contact list that will be processed after a specific delay (for example, 2 hours).

  - Copy as Callback - Maintains the callback information (that is, agent name, the date and time the callback occurred, and the type of callback) when a contact is copied to a new contact list. To refine the Copy as Callback option you must configure the following three settings:

    - Force Campaign Callback – Set to On to indicate that the Copy Contact option will always be a Campaign Callback regardless of the original contact type.

    - Copy type – Select Append or Append and Update. For details, see the Edit a list section.

    - Target Campaign Group – Select the campaign group that you want to target.

- AssignToGroup - Redistributes the callback to another agent in the agent group if the original agent is unable to initiate the scheduled callback.

Important

- The AssignToGroup option is only available when the call result is: agent callback error.

Apply to Record Options	Retry Count	Interval	Increment	Date/Time	Suppression List
Redial	●	●	●		
Retry in		●			
Retry at specified date				●	
No treatment					
Suppress					●
Copy Contact		●			
AssignToGroup					

Next Action Options Defined

Use the **Next Action** options to define how the system should move through a batch of chained records based on a given delivery result, or disposition code. The options are as follows:

Next Action	Description
Next in chain	The system immediately attempts the next record in the chain.
Next in chain after	The system waits until the time specified in the **Interval** field before attempting the next record in the chain.

Next Action	Description
Next in chain at specified date	The system waits until the date and time specified in the **Date/Time** field before attempting the next record in the chain.
Update all records in chain	The system updates all chained records with the delivery results. It does not proceed with any of the next-in-chain actions.
Suppress then Next in chain	Once a record has been added to target suppression list, the system immediately attempts the next record in the chain.
Suppress then Next in chain after	Once a record has been added to target suppression list, the system waits until the time specified in the **Interval** field before attempting the next record in the chain.
Suppress then Next in chain at specified date	Once a record has been added to target suppression list, the system waits until the date and time specified in the **Date/Time** field before attempting the next record in the chain.
Copy Contact	The system copies the contact from the current Contact list to a target contact list. There are two types of Copy functions (Copy as General (or as new) and Copy as Rescheduled).

The table below illustrates the mandatory **Retry** options for each **Next Actions** option:

Next Action	Retry Count	Interval	Increment	Date/Time	Suppression List
Next in chain					
Next in chain after		●			
Next in chain at specified date				●	
Update all records in chain					
Suppress then Next in chain					●
Suppress then Next in chain after		●			●
Suppress then Next in chain at specified date				●	●

Next Action	Retry Count	Interval	Increment	Date/Time	Suppression List
Copy Contact		●			●

Example	- Delivery Result: No Answer - Apply to Record: Redial - Retry Count: 2 - Interval: 00:00:30 - Increment: 10 min - Next Action: Next in chain

Example column content:

- Delivery Result: No Answer
- Apply to Record: Redial
- Retry Count: 2
- Interval: 00:00:30
- Increment: 10 min
- Next Action: Next in chain

With a chain of three records, the behavior is as follows:

1. The system attempts the first record in the chain. There is no answer.

    - Retry 1: The system retries the record 30 minutes later. There is no answer.

    - Retry 2: The system retries the record after 30 minutes plus the additional 10-minute increment. There is no answer.

2. The system dials the second record in the chain. There is no answer.

    - Retry 1: The system retries the record 30 minutes later. There is no answer.

    - Retry 2: The system retries the record after 30 minutes plus the additional 10-minute increment. There is no answer.

3. The system attempts the third record in the chain. There is no answer.

    - Retry 1: The system retries the record 30 minutes later. There is no answer.

    - Retry 2: The system retries the record after 30 minutes plus the additional 10-minute increment. There is no answer.

The records are updated in the contact list and the system stops processing the chain.

The above example demonstrates how a treatment is applied and what actions are performed if the call result is the same during every attempt. However, if the call result were to change during the sequence, the treatment is reset. This is according to the logic that OCS implements for handling all call processing and applying treatments.

> ## Important
>
> Notes about **Next Actions**:
>
> - When a chain ends, it is updated in the contact list and the system stops processing that chain.
>
> - The **Interval** and **Increment** options are not applicable to the **Next in chain at specified date** action.
>
> - If a record within a chain is suppressed, CX Contact continues to move through the chain according to the option specified in the **Next Action** menu.

Treatments based on Delivery Results

To define a treatment based on delivery results:

1. Leave the **Use Disposition Codes** switch set to the **Off** position.

2. Select one or more delivery results for the treatment (for example **Busy**),

3. Go through the Retry Options to define the treatment.

Example	For Busy delivery results, you want the system to do the following: - Wait 15 minutes before retrying the record - Retry the record a maximum of 3 times - Wait 5 minutes between each retry To achieve these results, specify the following: - Delivery Result: Busy - Apply to Record: Retry In - Retry Count: 3 times - Interval: 00:00:15

	• Increment: 5 min (The **Date/Time** and **Next Action** fields are not required. Refer to the Next Actions section for an example using a **Next in chain** action.)

Description of Delivery Results

The following table describes all possible delivery results.

Delivery Result Value	Description
Unknown	
Abandoned	Call dropped by the customer, while waiting in queue or on routing point; or calls that were dropped by the customer while the call was ringing on the agent's DN.
Agent Callback Error	The system generates this delivery result when a call record is rescheduled according to a personal callback request from the desktop application, but the system cannot find the designated agent to receive the callback when the scheduled time arrives.
All Trunks Busy	There are no free trunks on the switch.
Answer	The customer was reached at the dialed phone number.
Answering Machine	An answering machine was detected at the dialed phone number.
Bridged	Reserved for future use.
Busy	The phone number was busy.
Call Drop Error	Error occurred while dropping the call.
Cancel Record	The record has been marked with Cancel by the agent desktop application or a third-party application.
Cleared	Reserved for future use.
Conferenced	Reserved for future use.
Consult	Reserved for future use.
Converse-On	Reserved for future use.
Covered	Reserved for future use.
Deafened	Reserved for future use.
Dial Error	There was a hardware error.
Do Not Call	The record has been marked with **DoNotCall** by

Delivery Result Value	Description
	the agent desktop application or a third-party application.
Dropped	The call was dropped by the dialer after the call was dialed.
Dropped on No Answer	Call has been dropped or released from an established three-way call before being answered.
Fax Detected	A fax machine was detected.
Forwarded	Reserved for future use.
General Error	A general error occurs when a call is not completed, possibly caused by an invalid telephone number in the record or a wrong number.
Held	Reserved for future use.
No Answer	There was a ring without an answer.
No Dial Tone	Absence of dial tone based on an error returned by the Dialogic board or the call progress detection (CPD) board on the switch.
No Established	Reserved for future use.
No Free Port Error	No port is available to place call.
No Progress	Call progress detection either did not start or has been terminated due to a Dialogic hardware or CPD Server configuration error.
No Ring Back	Reserved for future use.
NU Tone	A special Public Switched Telephone Network (PSTN) code valid only in Europe.
OK	The system treats OK as undefined and disregards any treatments created for this delivery result.
Overflowed	Reserved for future use.
Pager Detected	A pager was reached at the dialed phone number.
Picked Up	Reserved for future use.
Queue Full	Reserved for future use.
Redirected	Reserved for future use.
RemoteRelease	Call was released in response to an error on the switch or no contact with called party.
Silence	The call was dialed, but there was no call progress detection (CPD).
SIT Detected	Any type of network tone.
SIT Oper Intercept	Only applies if the network supports this specific standard information tone (SIT). Check with the switch vendor for confirmation.
SIT Invalid Number	Only applies if the network supports this specific SIT. Check with the switch vendor for confirmation.
SIT No Circuit	Only applies if the network supports this specific SIT. Check with the switch vendor for confirmation.

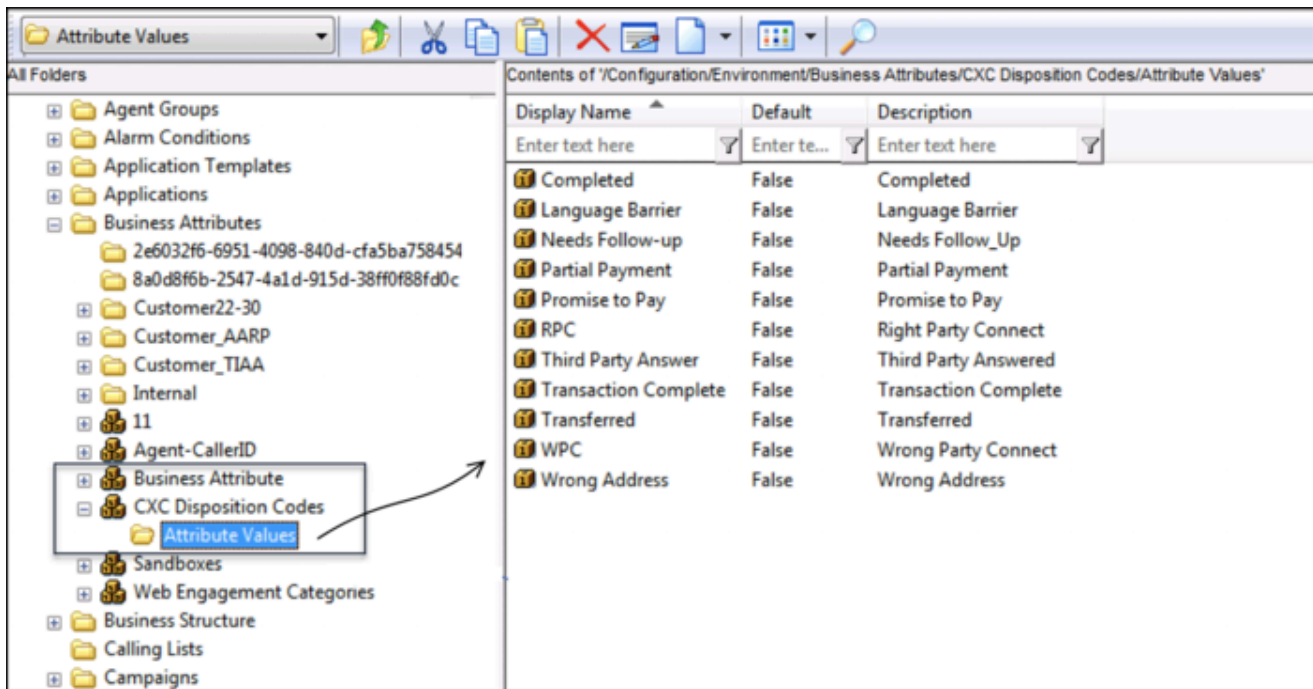| Delivery Result Value	Description
SIT Reorder	Only applies if the network supports this specific SIT. Check with the switch vendor for confirmation.
SIT Unknown	Only applies if the network supports this specific SIT. Check with the switch vendor for confirmation.
SIT VC (Vacant Code)	Only applies if the network supports this specific SIT. Check with the switch vendor for confirmation.
Stale	The call result is marked as stale if the following timer has expired: stale_clean_timeout the system will also mark the call result as stale for call records that have not received a RecordProcessed request from the desktop application when a dialing session/campaign group is being unloaded.
Switch Error	No dial tone was received.
System Error	A dialing software error.
Transfer Error	The system has a problem transferring calls based on the call action.
Transferred	Reserved for future use.
Wrong Number	The call is answered but the desired person(s) could not be reached; this call result is sent by the agent desktop application and not detected by the dialer.
Wrong Party	The call is answered by a wrong party; this call result is sent by the desktop application and not detected by the dialer.

Treatments based on Disposition Codes

Important

This option applies to the voice channel only.

To create disposition-level treatments:

First, create a business attribute in the Configuration Manager section of the configuration environment (Platform Administration or Genesys Administrator Extension). In the **Business Attribute Values** folder, create the list of disposition codes that you want to populate in CX Contact when you define the treatment.

For more information about business attributes, refer to the Business Attributes page in the *Platform Administration* guide (for cloud) or the Business Attributes page in the *Genesys Administrator Extension Help* guide (for premise).

Next, in CX Contact, go to the **Settings** page, and in the **Disposition Codes** field on the **General** tab, specify the display name of the business attribute that stores the disposition codes (Business Attribute Values). In the screenshot below, notice that the value in the **Disposition Code** field (CXC Disposition Codes) matches the display name of the business attribute (**CXC Disposition Codes**) in the screenshot above.

Important

When you create a business attribute, you specify a *name* and a *display name* for it. Always reference the *display name* in CX Contact.

Then, in CX Contact, go to the **Retry Options** tab and do the following:

1. Set the **Use Disposition Codes** switch to the **'On'** position.
2. Select one or more disposition codes from the **Disposition Code** menu.
3. Go through the Retry Options to define the treatment.

Important

If a treatment is defined for both a delivery result and a disposition code, CX Contact gives priority to the disposition code when applying the call treatment.