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Cisco Outbound Option: Do–Not–Call List Table

Document ID: 62022

Introduction

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Introduction

This document describes the procedure you use to import data into the Do–Not–Call list table in the Cisco Outbound Option environment.

A Do–Not–Call list ensures that customers who request not to be contacted are not contacted regardless of the call list imported into the system. The import process always imports the Do–Not–Call lists into the same `do_not_call_list` table. The addition of a customer to this list is accomplished when you import a Do–Not–Call list.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Outbound Option

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Outbound Option version 5.0 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Background

State and National laws require that a predictive dialing systems maintain a Do–Not–Call list. Every campaign and list must be checked against the Do–Not–Call list. If the system finds a number in the Do–Not–Call list, the system must not dial the number.

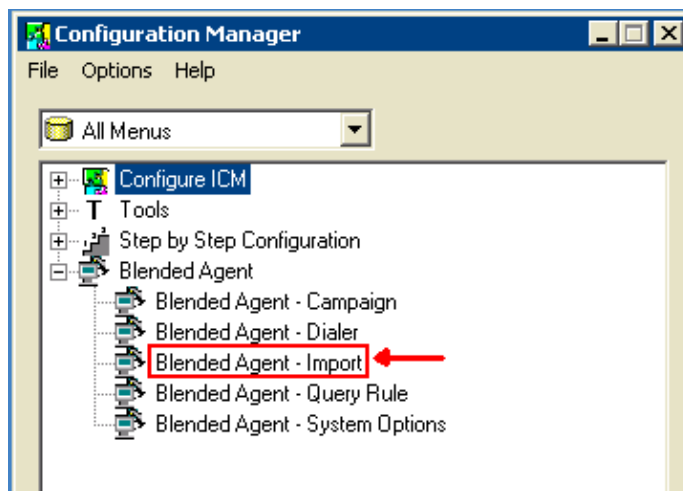
Cisco Outbound Option supports the Do–Not–Call list. This feature provides the capability to add entries into a Do–Not–Call table. When calls in the Do Not Call list are eliminated, companies that use the Cisco Outbound Option achieve a higher call completion success rate, while eliminating nuisance calls.

Procedure

When you load a do–not–call–list table, there are not special .dll files involved. Simply import the file. However, the Do–Not–Call import has a predefined format. Complete these steps:

1. Select **Start > Programs > ICM Admin Workstation > Configuration Manager**.
2. Select **Blended Agent > Blended Agent – Import** from the Configuration Manager menu.

Figure 1: Configuration Manager



The Blended Agent Import Rule window appears.

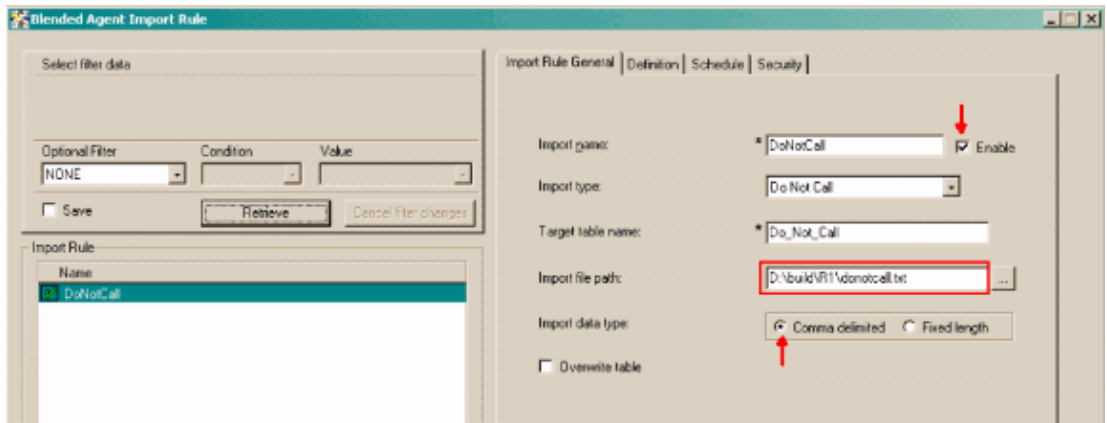
3. Click **Retrieve**.

The name(s) of the Import Rule(s) are listed and the **Add** button is enabled.

4. Click **Add**.
5. Click the Import Rule General tab.

The Blended Agent Import Rule window refreshes.

Figure 2: Blended Agent Import Rule – Import Rule General



6. Enter **DoNotCall** in the Import Name field.
7. Click the **Enable** box.
8. Click the **Comma delimited** radio button in the Import data type field.
9. Select **Do Not Call** in the Import type drop-down box.

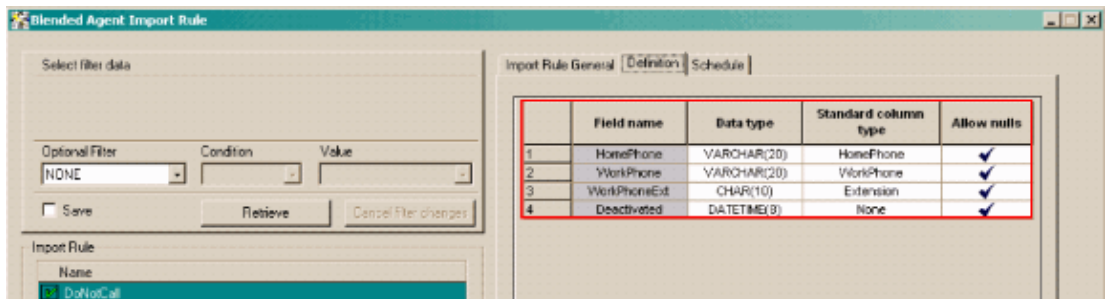
The Target table name field is automatically filled with Do_No_Call, which is grayed out and can not be modified.

10. Enter the location of the import file in the Import file path field. The format is predefined.
11. Click the Definition tab to display the details by column.

The do-not-call-list table contains four columns. They are:

- ◆ Home phone
- ◆ Work phone
- ◆ Work phone extension
- ◆ Deactivated

Figure 3: Blended Agent Import Rule – Definition



12. Click the Schedule tab to configure the Scheduled Import time.

You have two options to schedule the import by week or by month and to start the import when the file is present.

Figure 4: Blended Agent Import Rule – Schedule

Import Rule General | Definition | Schedule

Scheduled import

Schedule start time: 9:00 AM

Weekly

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Monthly

Day of month: 4

Start import when file is present

Rename file after import

Delete file after import

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Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

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[IP Communications and Video: Contact Center](#)

Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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