

UCCE Outbound Dialing List GMTPhone01– 10 Values



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Introduction

This document describes the technique required to populate the "GMTPhone01" – "GMTPhone10" values for the customer records which are imported in the Dialing List table of campaigns.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco UCCE Release 8.x Session Initiation Protocol (SIP) or Skinny Client Control Protocol (SCCP) dialer

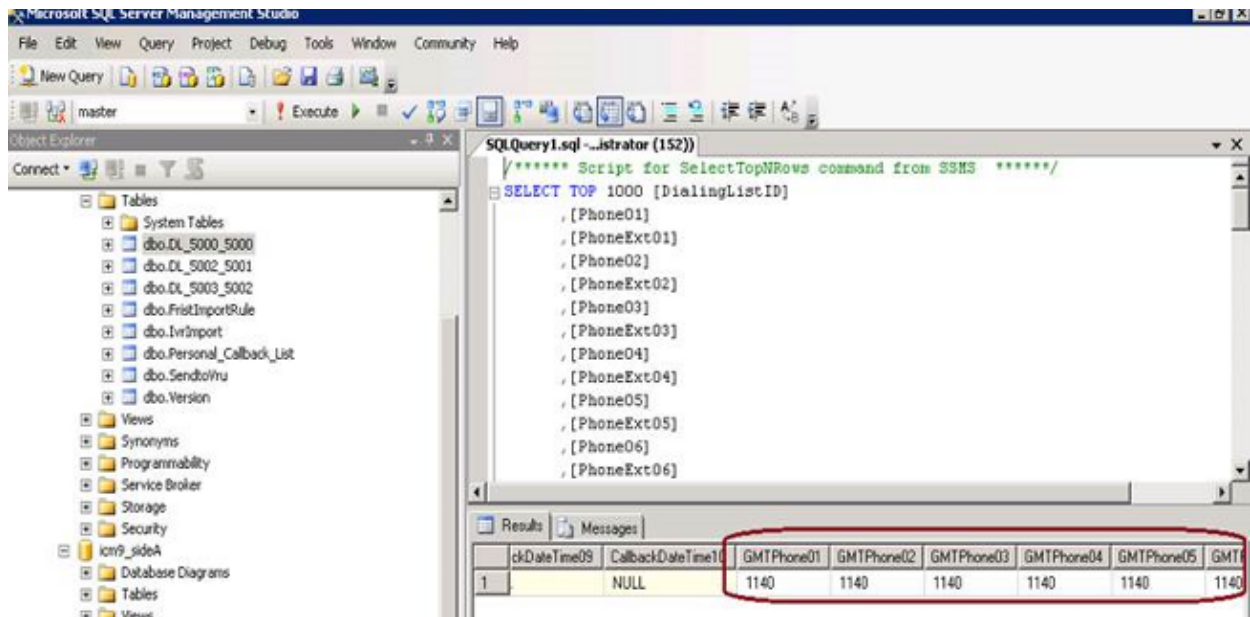
Components Used

The information in this document is based on the Cisco UCCE outbound dialer.

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.

Explanation

Presently the BAImport process supports up to 10 phone numbers for a particular customer record. These phone numbers have a GMTPhone field associated with them in the Dialing List table, so that the system is aware of the time zone in which these numbers are located.



These GMTPhone fields have values associated with them in minutes. The calculations are shown in these examples.

24 hours a day = 1440 minutes

Example 1

For regions behind Greenwich Mean Time (GMT) (for example, Eastern Standard Time (EST)): GMT = -5 hours (-300 minutes)

The GMTPhone field for the record will be modified as:
 GMTPhone = 1440 - 300 = 1140

Example 2

For regions ahead of GMT (for example, India Standard Time (IST)): GMT = +5:30 hours (330 minutes)
 The GMTPhone field for the record will be modified as:
 GMTPhone = 330