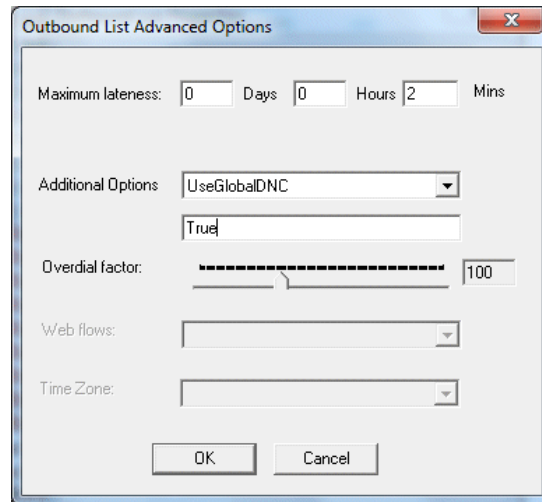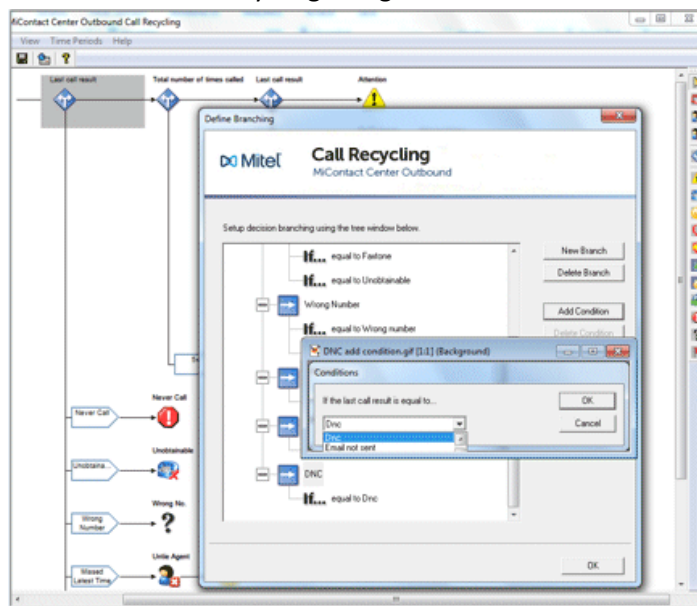# IMPROVEMENTS TO THE DO NOT CALL PROCESS

Synthesys Classic

Outbound List Advanced Options

Recycling Designer

CONTENT

IMPROVEMENTS TO THE DO NOT CALL PROCESS

To reduce the impact of persistent nuisance calls in an automated (predictive) environment, Ofcom specify that in the UK, a telephone number receiving an abandoned or Nuisance Call (NC) may not be called again without the guaranteed presence of an agent for 72 hours and in case of an answering machine not for 24 hours. The call back period allowed may be different for other countries and can be adjusted accordingly.

To assist our customers with the compliance to Ofcom regulations, we have improved the functionality of our dialler and the Do Not Call (DNC) process. The improvements include:

- The **Phoenix_DoNotCall** table
- **DNCScope,** Outbound list property setting
- **UseGlobalDNC,** Outbound list property setting
- **DNC call result** in Recycling rules
- **DoNotCallTable** control
- **Dialler Web Service**

*The **Phoenix_DoNotCall table** is used to hold telephone numbers (and email addresses) from TPS and Do Not Call lists, and any additional information to inform the PD for how long a call should be blocked (i.e. 24 hours if the dialler detects an answering machine - AMD, or 72 hours in case of an abandoned/ nuisance call), if the call should be blocked universally (call centre wide), or only for a particular Entity (CRM prefix), account, campaign or call list, and if it only should be blocked when dialling predictively or also when making preview, power, or progressive dials.*

*The **DNCScope** Outbound list advanced property, (default set to Entity/ CRM Prefix), is used by the Predictive Dialler to determine which record to insert into Phoenix_DoNotCall table in response to an abandoned/ nuisance call or answering machine (AMD). Described in Outbound Properties: DNCScope section below.*

*The **UseGlobalDNC** Outbound list advanced property **(**default setting True), enables the PD to check the entries in the Phoenix_DoNotCall table before making any calls. If the PD finds that a record should not be called for some reason, as specified in the Phoenix_DoNotCall table, then it will recycle the record as '**DNC**' instead of attempting to dial it. In the Recycling Designer, customers need to set up appropriate recycling rules to determine when the next dial attempt should be made for records marked as 'DNC' by the PD. Described in Outbound Properties: UseGlobalDNC section below.*

*The **DoNotCallTable control** is used as part of the callflow and can be configured to block individual records from being called by adding entries with predefined criteria into the Phoenix_DoNotCall table at run time, when agents are taking calls.*

*In the **Dialler Web Service, t**he new method 'AddToDoNotCallTable' is used to add entries to the Phoenix_DoNotCall table. Please contact the Noetica technical support for more information.*

Contact centre administrators can adjust the DNC settings for individual Outbound lists using the UseGlobalDNC and DNCScope Outbound List Advanced Properties, described in more detail on pages 5 and 6. To discuss an overall change to the default behaviour to accommodate specific business requirements, please contact the Noetica Technical Support.

THE PHOENIX DO NOT CALL TABLE

The Phoenix_DoNotCall table holds telephone numbers (and email addresses) from TPS and Do Not Call lists, plus any additional information the PD needs to determine whether or not to make a call.

Available fields include:

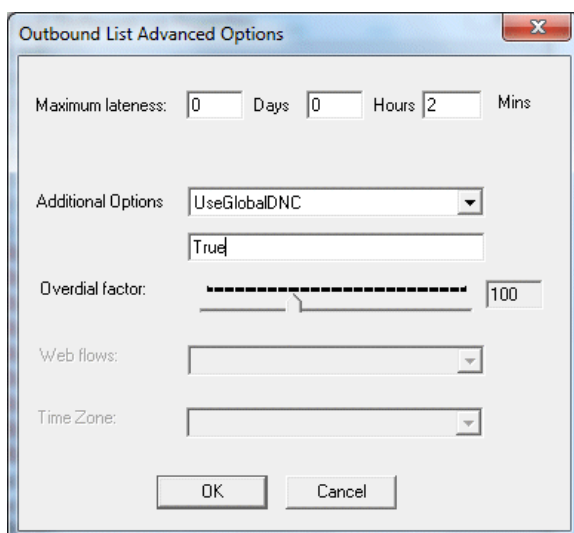| Field Name	Example of Content	Description
Id	913	Will be generated automatically when importing data. (Sequential Number)
Expires	2016-07-09 15:56:37.237	The 'Datetime' up to which the call should be blocked, i.e. 72 hrs for nuisance calls, 24 hrs for Answer Machine. When the time displayed has expired, the PD will be able to dial the record again.
Telephone	07811353111	The Telephone number, or email address that should be blocked.
Flags	P	D – Do not dial (Preview/ Progressive) P – Do not dial (Predictive/ Power) E – Do not send emails S – Do not send SMS One or more of the options can be added. **DPS**, for example, means don't dial in preview/progressive mode, don't dial in predictive/ power mode and don't send SMS (for the specified time for this record).
Scope	Entity	Possible entries are either **List** *OR* **Campaign** *OR* **Workspace** *OR* **Entity** *OR* **Customer** *OR* **Global.** Shows if the call should be blocked call centre wide (Global), or only for a particular Account (Workspace), **Campaign**, Outbound **List**, Customer id (Customer) or CRM prefix (Entity).
ScopeId	JANPD	For the entries LIST/ CAMPAIGN/ WORKSPACE, shows the Id (in Phoenix) of the object, i.e. for Entity, the CRM prefix (JANPD), for Customer, a combination of CRMPrefix**.**CustomerID (separated by a full stop, i.e. JANPD.TRN_29).
Source	Predictive Dialler	Information about the source of this record, i.e. Predictive Dialler **OR** DoNotCallTableControl, (showing Campaign ID and Sequence ID) **OR** DialWebService: Web Service If you populate the table manually, enter free text into the Source field, for labelling your import.
Info	JANPD Predictive Dialler Nuisance Call to JANPD.TRN_29 at 2016-07-06 15:56:37	Additional information about the reason for the record, e.g. Predictive Dialler Nuisance call to CRMPrefix.CustomerId at <datetime>. If you populate the table manually, enter free text into the Info field, for labelling your import.

The housekeeper, by default, is set to remove any entries that have expired for more than 30 days from the Phoenix_DoNotCall table automatically. This default setting, like other Housekeeper settings, can be changed as required.

OUTBOUND PROPERTY: USE GLOBAL DNC

The **UseGlobalDNC** function is turned on by default for all outbound lists, to enable the PD to check entries in the Phoenix_DoNotCall table, to determine whether or not to make a call.

To set **UseGlobalDNC** for individual outbound lists

- Right click on your Outbound list, and select *Properties*.

- In the Outbound List Properties dialog, click the *Advanced* button, to open the *Outbound List Advanced Options* page.

- From the Additional Options drop down menu, select **UseGlobalDNC.**

- Set UseGlobalDNC to **True,** to enable the DNC procedure, allowing the PD to check the Phoenix_DoNotCall table for DNC entries.

With **UseGlobalDNC** set to **True** (default setting), the PD will check the entries in the Phoenix_DoNotCall table before attempting to dial the record. If the PD locates a record that should not be dialled, as per entry in the Phoenix_DoNotCall table, it will recycle the call as 'DNC' instead of dialling it.

Ensure that you set up your recycling rules using the **DNC call result** in the Recycling Designer, to instruct the dialler when to attempt the next dial for DNC outcomes.

If **UseGlobalDNC** is set to **False**, the PD will ignore blocked entries in the Phoenix_DoNotCall table **EXCEPT** if the 'S'ource' of the record is Predictive Dialler, in which case the PD will follow the DNC process, regardless of the UseGlobalDNC setting.
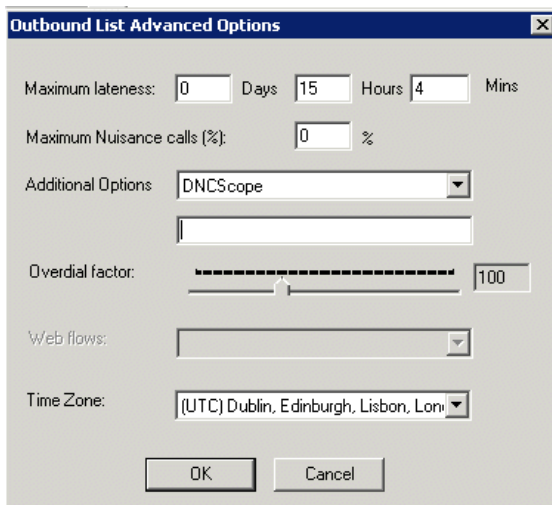
OUTBOUND PROPERTY: DNC SCOPE

The **DNCScope** property is used by the Predictive Dialler when deciding which record to insert into Phoenix_DoNotCall in response to an abandoned/ nuisance call or answering machine.

The default for the DNCScope is set to Entity (CRM Prefix) for all outbound lists, to ensure that the PD does not dial the specified telephone number for any customers for this CRM prefix for the specified time.

To override the default **DNCScope** setting for individual outbound lists

- Right click on your Outbound list, and select *Properties*.

- In the Outbound List Properties dialog, click the *Advanced* button, to open the *Outbound List Advanced Options* page.

- From the *Additional Options* drop down menu, select **DNCScope.**

- Enter **Global** to specify that the call should be blocked **Globally** (Call Centre wide), OR **Entity** to block the call for this CRM prefix (default setting), or if you only wish to block the call for a particular customer id, list, campaign or workspace (account), enter either **Customer,** OR **List**, OR **Campaign** OR **Workspace**.

- Enter **None,** if you do NOT wish the Predictive Dialler to enter any records for the selected Outbound list into the Phoenix_DoNotCall table.

*The **DNCScope** property can be used in combination with the **UseGlobalDNC** property**.*
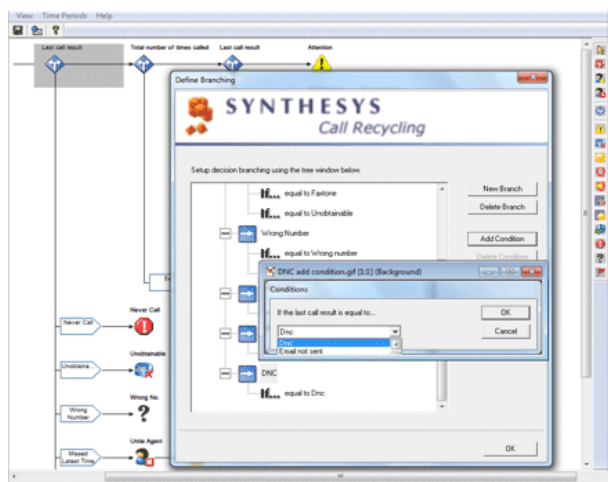
*If the **DNCScope** is set,* either for the List *OR* Campaign *OR* Workspace *OR* Entity *OR* Customer *OR* Global, and the **UseGlobalDNC** is **True** *(default setting), the PD will follow the DNC process, checking the* Phoenix_DoNotCall table for blocked calls*.*
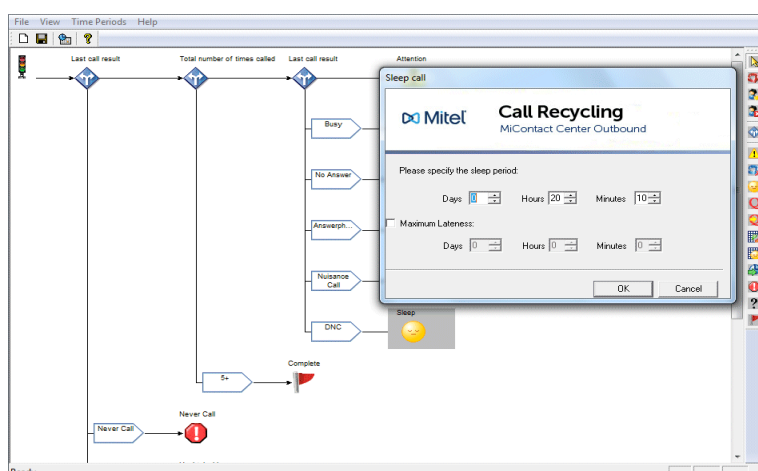
RECYCLING DNC CALL RESULT

Any outcome marked as 'DNC' by the PD needs to be dealt with in the Recycling engine, by creating recycling rules based on the **DNC** call result, to specify when the PD is to attempt the next dial.

The Synthesys Call Recycling Designer is launched from the Outbound Manager.

- Locate and right click on the relevant outbound list and select *Set Recycling Rules* from the drop down menu.
- Add a new branch called **DNC** to your first **Last call result** branch in the Recycling Designer, add the condition **Dnc** to your DNC branch and click ok.
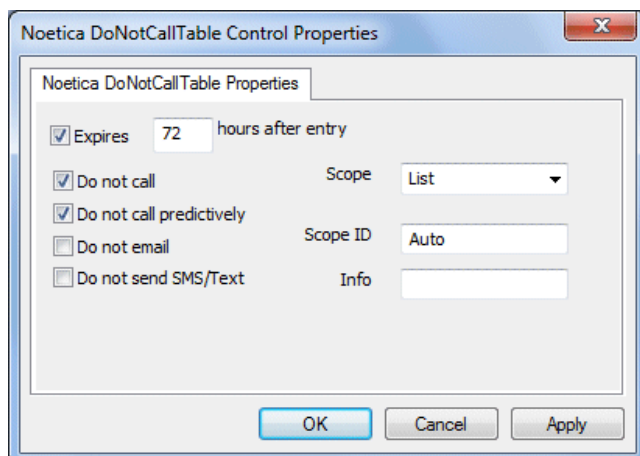

- End the DNC branch with a Sleeping icon and sleep it for the appropriate time, as relevant to your business.
- Before making the next dial, the PD will check entries in the Phoenix_DoNotCall table. If it finds that the record is still blocked, it will recycle the record again as 'DNC' instead of attempting to dial it.

If the Dnc option is not enabled in Synthesys Call Recycling, please contact the Noetica technical support, who will add the option to the recycling results table for you.

DO NOT CALL TABLE CONTROL

The **DoNotCallTable control** is used to block individual records from being called for a specified time, by adding entries with predefined criteria into the Phoenix_DoNotCall table at run time, when agents are taking calls. The DoNotCallTable control is configured in the Callflow Editor (Setup – Campaigns) of the Synthesys Workstation.

In the *Properties* dialog of the control, using the options available, you can determine the type of entry that should be added to the Phoenix_DoNotCall table.

Option	Used to add/ specify
Expires	The number of hours for which the call should be blocked.
Do not call options	The type of dial to be blocked, one or more options can be selected. Tick 'Do not call' to block preview & progressive dials, tick 'Do not call predictively', to block predictive & power dials, and any other option, as required, to block the sending of emails and/or SMS for the specified time, for this record.
Scope	Specify if the call should be blocked **Globally** (Call Centre wide), or only for a particular **Customer, Entity** (CRM prefix), call **List**, **Campaign** or **Workspace** (account)**.**
Scope ID	Used to block a particular LIST or CAMPAIGN or WORKSPACE or ENTIY, by replacing the default Scope ID of 'Auto'. To block a specific list, for example, enter the Outbound ID for that list, to block a specific CAMPAIGN, enter the Campaign ID, to block a specific WORKSPACE, enter the Account ID, to block a specific ENTITY, enter the CRM prefix.
Info	Any additional information regarding the entry, as required.

At run time, as agents enter the section that contains the DoNotCallTable control, details for the record, as specified in the properties page of the Noetica DoNotCallTable control, will be added to the Phoenix_DoNotCall table automatically, and the text on the control will show: "DoNotCall Table has been updated".

If the update operation fails, the text will show "DoNotCall table is not updated" and you need to check the set-up of the control or contact your system administrator to investigate.