

Dynamic Outbound Queue Suppression

The screenshot displays the Noetica SYNTHESYS CAMPAIGN MANAGER interface. The main header shows the user 'brigitte' and a 'Log off' option. The current campaign is 'ABCOrders (List ID: 277)'. The navigation menu on the left includes items like 'ABC Order', 'ABC Quotes', 'ABC1', 'ABCMessaging', 'ABCORDCampaign', 'ABCOrders', 'ABCORDList', 'ABCORDSW', 'ABSCallback', 'BRCityList', 'BRTE...', 'Cust...', 'BRMessagin...', 'SpecialOffer...', 'BRM...', 'BRSa...', and 'Custo...'. The main content area is titled 'Queue Suppression' and shows a 'Workspace Entity Prefix: ABCORD'. There are tabs for 'Queue Suppression Jobs', 'Schedules', and 'Schedule Runs'. A '+ Create New Queue Suppression Job' button is visible. Below, a job named 'RemoveQuoteXXX' is listed with 'Run', 'Edit', 'Schedule', and 'Delete' actions. A 'Refresh' button is also present. A modal window titled 'Create Queue Suppression Filter Step 2/4' is open, showing a 'Select Table Schema' dropdown and a 'Filter' button. Below that, a 'Choose a target Table or View to monitor:' section has 'Tables' and 'Views' tabs. A list of tables is shown under the 'Tables' tab, with 'dbo.CS_ELECT_Customer' selected. The selected table is 'dbo.CS_ELECT_Customer'. A 'Selected table to monitor:' field shows 'dbo.CS_ELECT_Customer'. The modal has 'Cancel', 'Previous', and 'Next' buttons. A green notification bar at the bottom right says 'Queue suppression job saved.'.

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Synthesys™ Queue Suppression

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QUEUE

Queue Suppression enables the dialler to monitor one or more values in an external database table, and as the values in that table change, removes the records that match the criteria specified from the outbound queue.



Please note that only calls with a state of **'Queued'**, **'Sleeping'** and **'Rescheduled'** will be removed from the queue, so that customers who match the predefined conditions will no longer be contacted on the selected call list.

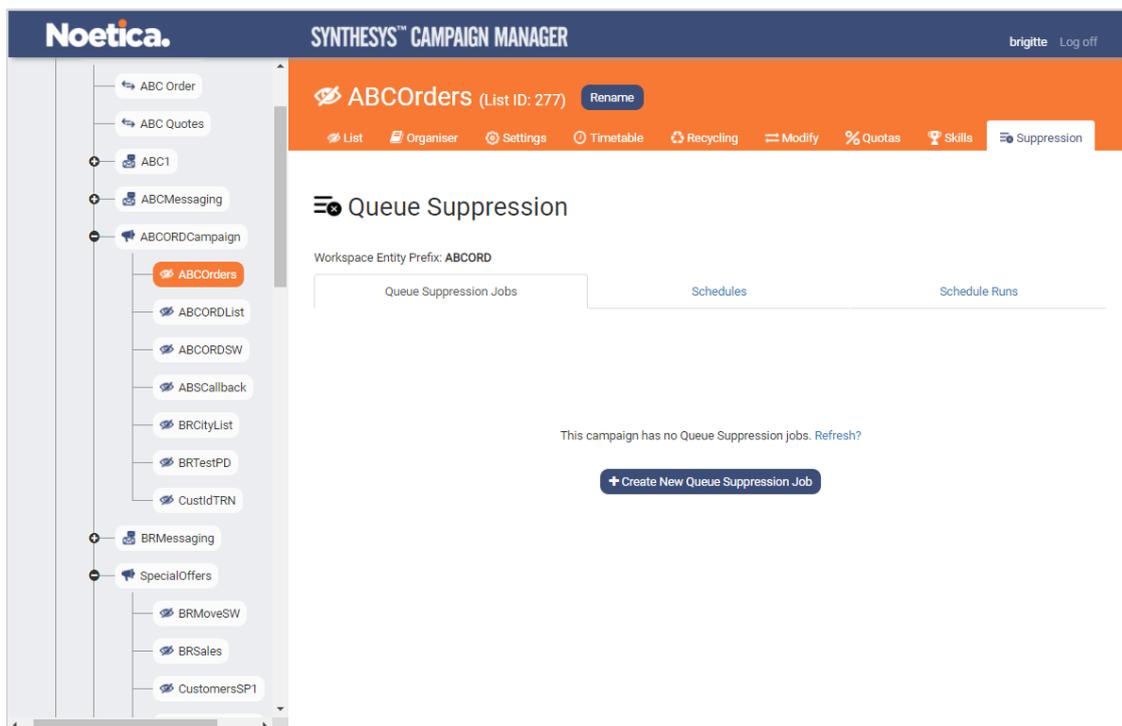
Details will be added to the CRM History, with an entry of **Call Deleted/ SQM Service**.

Creating Queue Suppression Jobs

Queue Suppressions are set up in the Campaign Manager at **List** level, and can be run instantly, or at configurable intervals throughout the day.

Go to the call list that contains the records to be monitored.

- Select the **Suppression** (Queue Suppression) tab in the screen on the right.
- Click the **Create New Queue Suppression Job**, to open the Create Queue Suppression Filter wizard.



The screenshot shows the Noetica SYNTHESYS™ CAMPAIGN MANAGER interface. The user is logged in as 'brigitte'. The main view is for the 'ABCOrders' list (List ID: 277). The 'Suppression' tab is selected, showing the 'Queue Suppression' section. The workspace entity prefix is 'ABCORD'. There are three tabs: 'Queue Suppression Jobs', 'Schedules', and 'Schedule Runs'. The 'Queue Suppression Jobs' tab is active, displaying a message: 'This campaign has no Queue Suppression jobs. Refresh?' and a button to '+ Create New Queue Suppression Job'. The left sidebar shows a tree view of the campaign structure, including 'ABCOrders' which is highlighted.

Please see next page for more information.

Selecting the Data Source

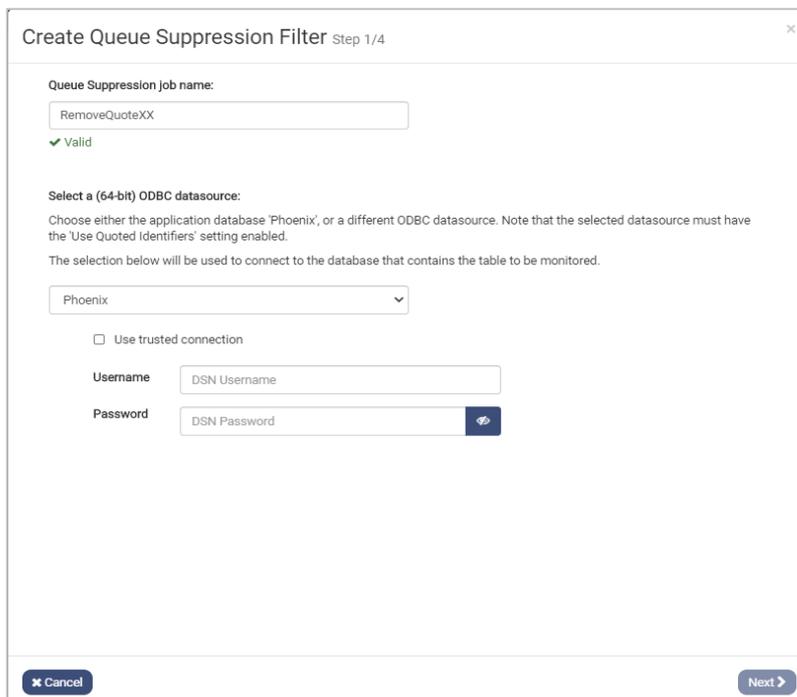
In the first part of the Queue Suppression wizard, you select the required data source from a list of all ODBC data sources available on the system.

- Enter a name into the **Queue Suppression job name** field.
- Next, select the relevant **ODBC data source** from the drop-down list.



The ODBCs must be of the same 'bit' as the SQL Server instance, so only 64bit ODBCs will be displayed if the server is running SQL (64bit).

In addition to these ODBCs, users can choose the existing 32bit Phoenix ODBC (as the service does not use the MSDASQL OLE to ODBC bridge for this connection).



Create Queue Suppression Filter Step 1/4

Queue Suppression job name:

RemoveQuoteXX

✓ Valid

Select a (64-bit) ODBC datasource:

Choose either the application database 'Phoenix', or a different ODBC datasource. Note that the selected datasource must have the 'Use Quoted Identifiers' setting enabled.

The selection below will be used to connect to the database that contains the table to be monitored.

Phoenix

Use trusted connection

Username DSN Username

Password DSN Password

Cancel Next >

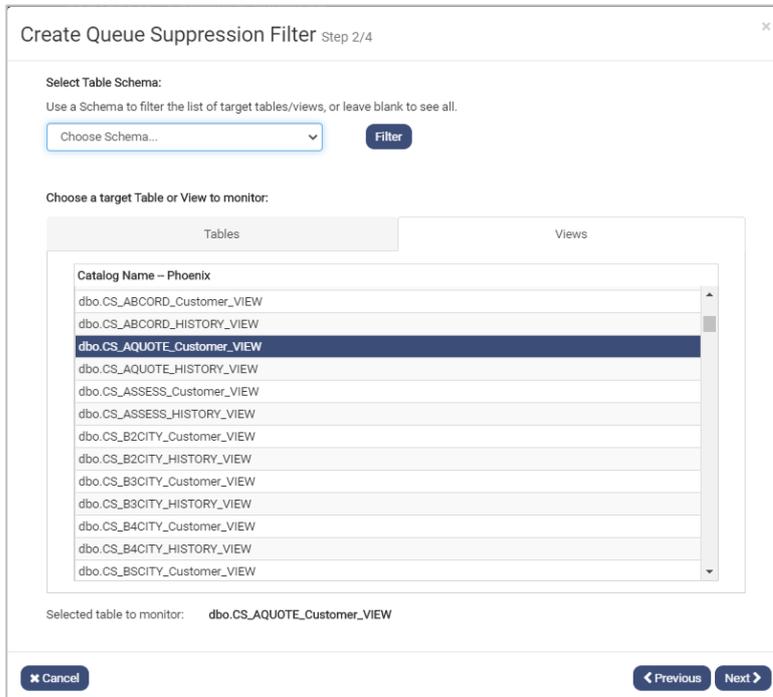
- Enter the **Username** and **Password**, as provided by your Synthesys system administrator.

Click **Next >** to move to the next page of the wizard.

Choosing the Target Table

You now need to select the target table that holds the data to be monitored.

- Select the **Tables** or **Views** tab and locate the database table that that you wish to view or monitor.



Create Queue Suppression Filter Step 2/4

Select Table Schema:
Use a Schema to filter the list of target tables/views, or leave blank to see all.

Choose Schema... Filter

Choose a target Table or View to monitor:

Tables Views

Catalog Name -- Phoenix

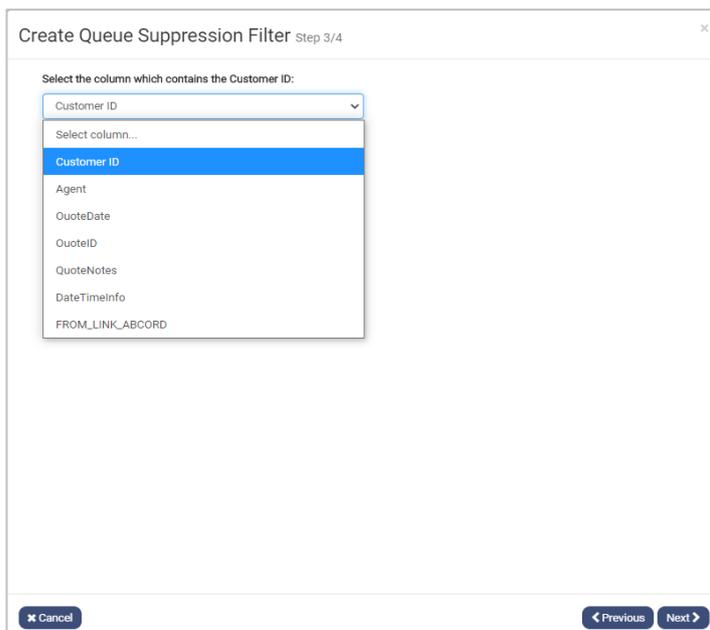
dbo.CS_ABCORD_Customer_VIEW
dbo.CS_ABCORD_HISTORY_VIEW
dbo.CS_AQUOTE_Customer_VIEW
dbo.CS_AQUOTE_HISTORY_VIEW
dbo.CS_ASSESS_Customer_VIEW
dbo.CS_ASSESS_HISTORY_VIEW
dbo.CS_B2CITY_Customer_VIEW
dbo.CS_B2CITY_HISTORY_VIEW
dbo.CS_B3CITY_Customer_VIEW
dbo.CS_B3CITY_HISTORY_VIEW
dbo.CS_B4CITY_Customer_VIEW
dbo.CS_B4CITY_HISTORY_VIEW
dbo.CS_BSCITY_Customer_VIEW

Selected table to monitor: **dbo.CS_AQUOTE_Customer_VIEW**

Cancel Previous Next

Specifying Customer ID

- In this step of the Queue Suppression wizard, select the column that contains the Customer ID.



Create Queue Suppression Filter Step 3/4

Select the column which contains the Customer ID:

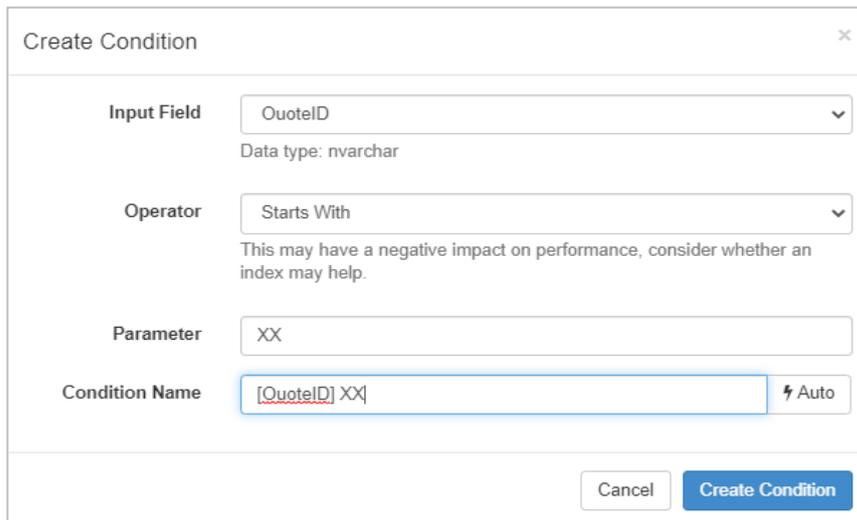
Customer ID
Select column...
Customer ID
Agent
QuoteDate
QuoteID
QuoteNotes
DateTimeInfo
FROM_LINK_ABCORD

Cancel Previous Next

Defining Queue Suppression Conditions

The next step is to create the filter conditions to determine, which 'Queued', 'Sleeping' and 'Rescheduled' records should be removed from the selected outbound call list.

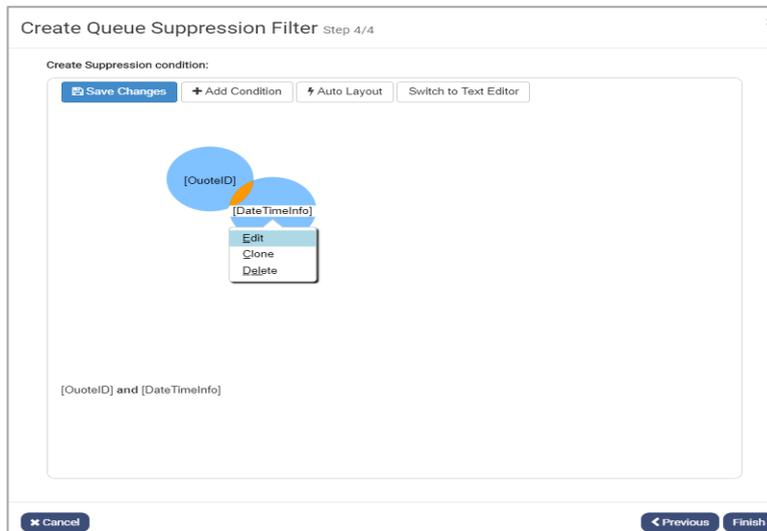
- Click **+Add Condition** to open the Create Condition dialog.
- From the **Input Field** drop down list, select the Entity field on which to base your first filter condition (e.g., QuotelID).



The 'Create Condition' dialog box contains the following fields and controls:

- Input Field:** A dropdown menu with 'QuotelID' selected. Below it, the text 'Data type: nvarchar' is displayed.
- Operator:** A dropdown menu with 'Starts With' selected. Below it, a warning message reads: 'This may have a negative impact on performance, consider whether an index may help.'
- Parameter:** A text input field containing 'XX'.
- Condition Name:** A text input field containing '[QuotelID] XX'. To the right of this field is a lightning bolt icon and the word 'Auto'.
- Buttons:** 'Cancel' and 'Create Condition' buttons are located at the bottom right of the dialog.

- Next, select and enter the appropriate **Operator and Parameter**, for example, **Operator:** "Starts With" and **Parameter:** "XX".
- The **Condition Name** field shows the Input field selected: [QuotelID]. Clicking the **Edit** button, you can change the condition name, for example to QuotelID XX.
- Click the **Create Condition** button to save the condition or **Cancel** the action.



The 'Create Queue Suppression Filter' dialog box (Step 4/4) displays a visual condition editor:

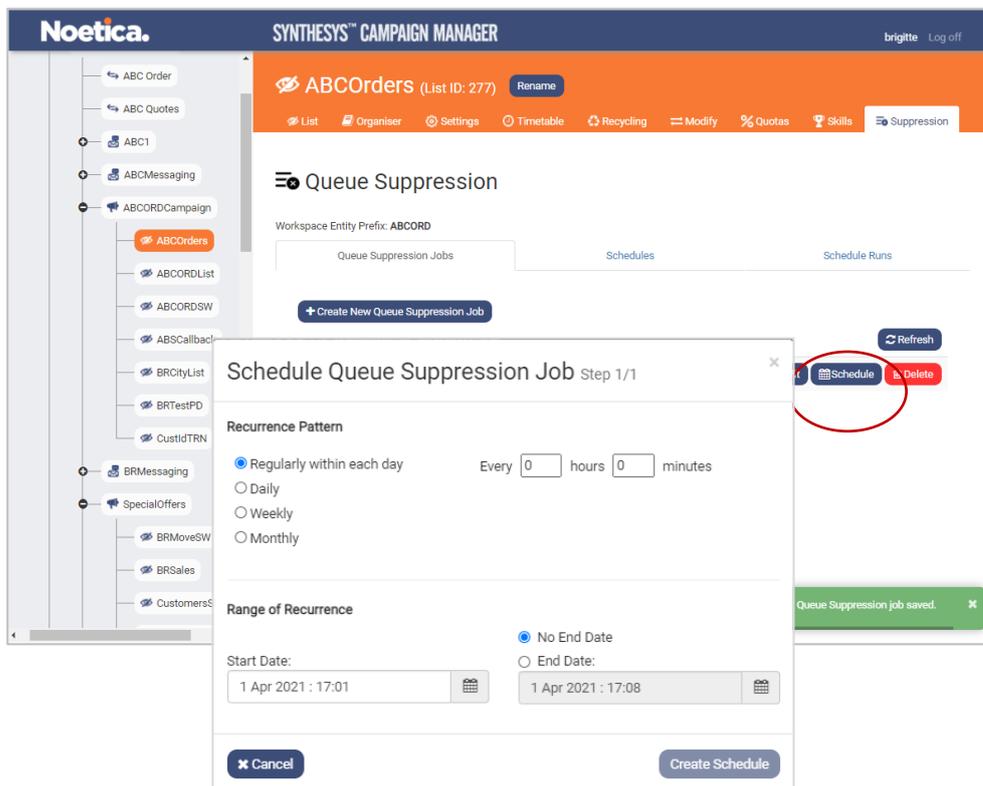
- Visual Editor:** Shows two overlapping circles representing conditions: a blue circle for '[QuotelID]' and a light blue circle for '[DateTimeInfo]'. A context menu is open over the '[DateTimeInfo]' circle, offering 'Edit', 'Clone', and 'Delete' options.
- Text Representation:** Below the visual editor, the text '[QuotelID] and [DateTimeInfo]' is shown.
- Buttons:** At the top, there are 'Save Changes', '+ Add Condition', 'Auto Layout', and 'Switch to Text Editor' buttons. At the bottom, there are 'Cancel', 'Previous', and 'Finish' buttons.

- Create any further conditions as required, following the above steps.
- To edit, copy or remove a condition created, select the name on the condition disc and then either **Edit**, **Clone** or **Delete**.
- To save all conditions and to create the filter, click the **Save Changes** button.
- Click **Finish**, to close the Queue Suppression wizard.

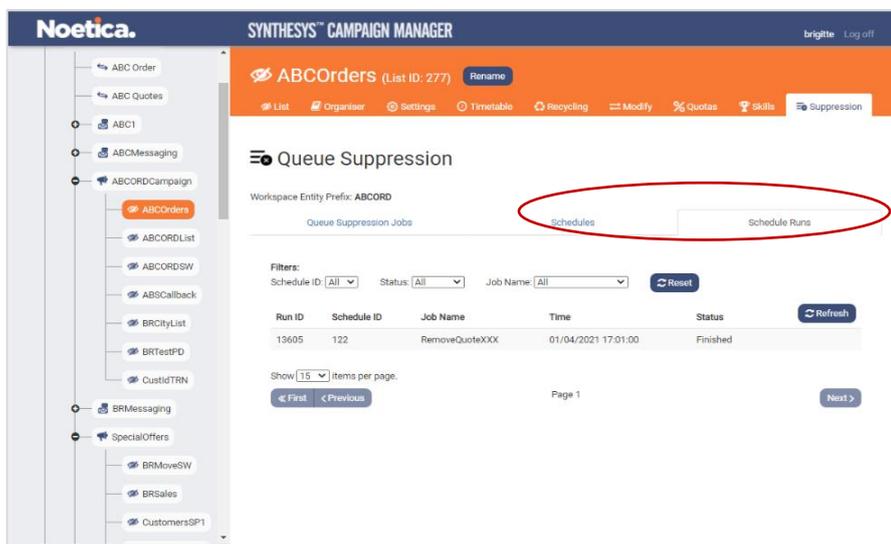
Running Queue Suppression Jobs

Queue Suppression jobs can be run instantly, or they can be scheduled to run at specified intervals.

- To run the job instantly, select the relevant job name and click the **Run** button.
- Click the **Schedule** button, to schedule the selected queue suppression job, and define the frequency for the schedule and set a start date (and end date, if required) in **Schedule Queue Suppression Job** dialog.



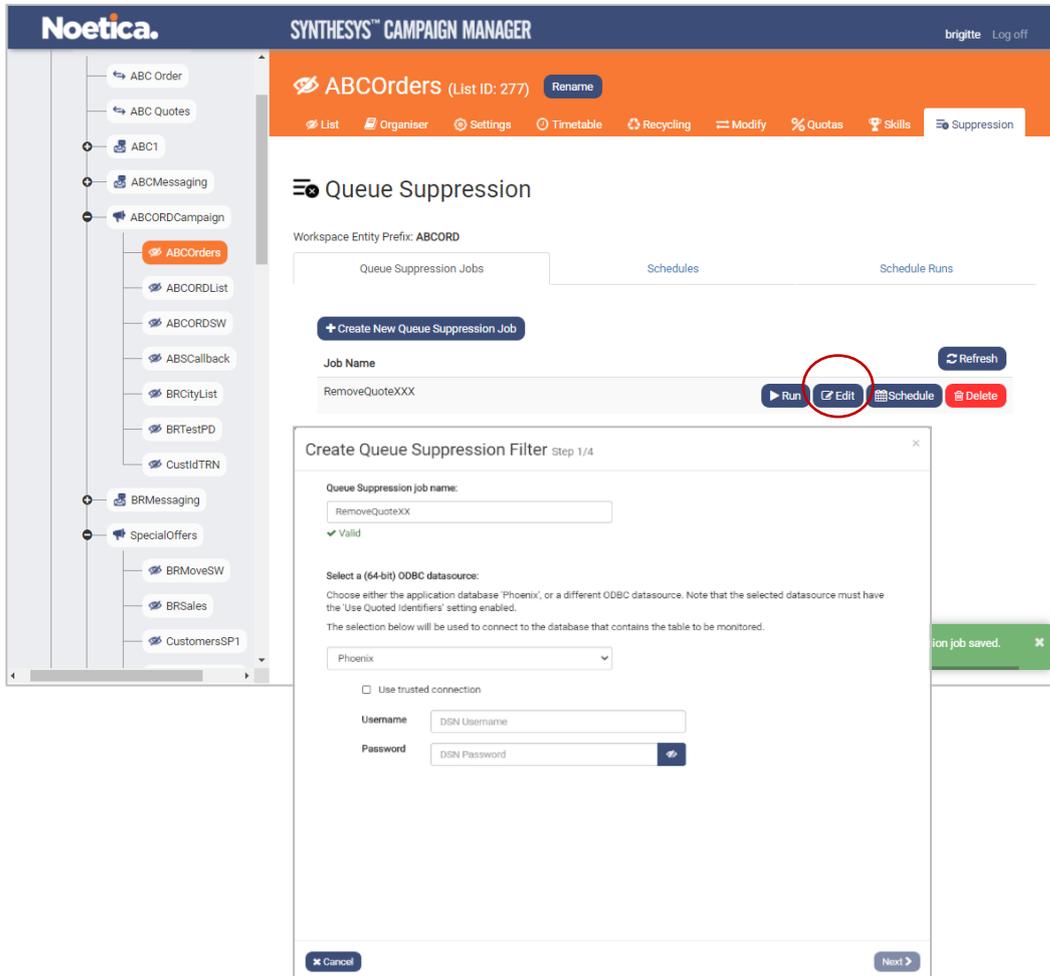
- Click the **Schedules** tab, to view details of existing Schedules.
- Click the **Schedule Runs** tab, to view all schedule runs, or use the **Filters** options (Schedule ID, Status, Job Name), to display selected schedules only.



Editing Queue Suppression Jobs

To edit or re-run an existing Queue Suppression job

- Select the job name in the Queue Suppression dialog and click the **Edit** button.
- In the Queue Suppression wizard, move through the wizard pages, as required, to make the relevant changes.



The screenshot displays the Noetica SYNTHESYS™ CAMPAIGN MANAGER interface. The main header shows the user 'brigitte' and a 'Log off' option. The left sidebar contains a tree view of campaign elements, with 'ABCOrders' selected. The main content area is titled 'Queue Suppression' and shows a list of jobs. The job 'RemoveQuoteXXX' is selected, and its 'Edit' button is circled in red. A modal dialog titled 'Create Queue Suppression Filter' is open, showing the following details:

- Queue Suppression job name: RemoveQuoteXXX
- Status: Valid
- Select a (64-bit) ODBC datasource: Phoenix
- Use trusted connection:
- Username: DSN Username
- Password: DSN Password

Deleting existing Queue Suppressions

To delete existing Queue Suppression jobs

- Select the Queue Suppression job that you wish to remove and click the **Delete** button.
- If you have schedules assigned to your Queue Suppression jobs, you need to delete the schedules first.