

# SYNTHESYS CAMPAIGN MANAGER

## Settings: Call List Properties

The screenshot displays the Noetica SYNTHESYS CAMPAIGN MANAGER interface. The top navigation bar includes 'Campaigns', 'Campaigns', 'Settings', 'Campaigns', 'Recording', and 'Help'. The main content area is titled 'Settings' and contains a list of configuration options for 'SpecialOffers'. A 'Save' button is located in the top right corner of the settings panel.

Name	Value	Help
Answer Machine Detection	On	?
Answer Machine Fax Timeout	2 Seconds	?
Answer Machine Detection Timeout	2 Seconds	?
Auto Dial	<input type="checkbox"/>	?
AutoDial Delay	1	?
Clicker	<input type="checkbox"/>	?
Dial Order	10	?
Dial Preference	Queueing	?
Dial Prefix		?
DWC Scope	Empty	?
Idle Timeout	0 Seconds	?
Unattended Dialing Lines To Use	1	?
Unattended Dialing Switch To Use		?
Maximum nuisance Rate	3%	?
Maximum Latency	33 Minutes	?
Min Calls Before Predictive	10 Calls	?
Operator Bias	<input type="checkbox"/>	?
Over Dial	1	?
Priority Order	None	?
Recording	<input checked="" type="checkbox"/>	?
RecordingAgent	<input checked="" type="checkbox"/>	?
RecordingCustomer	<input checked="" type="checkbox"/>	?
RecordingFlags	CLD	?

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Campaign Manager Property Settings

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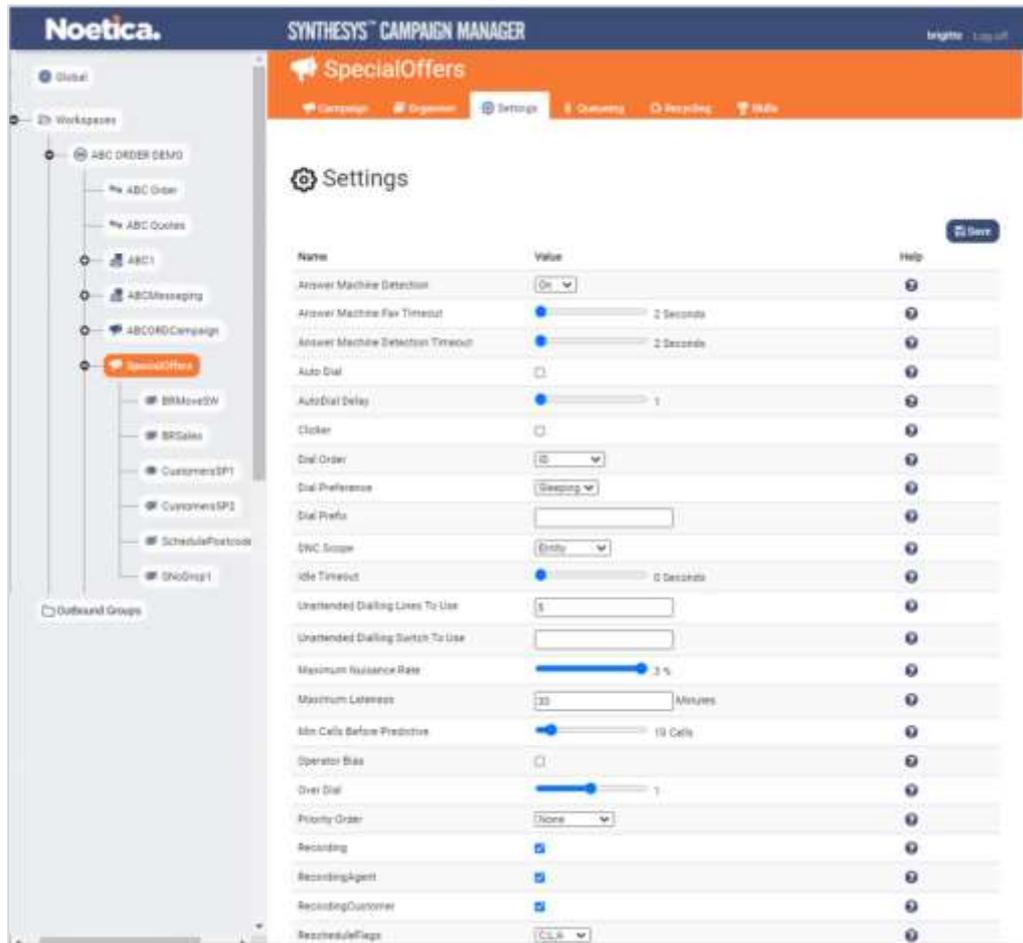
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## SETTINGS: CALL LIST PROPERTY

In the **Settings** page, available at workspace, campaign, list and group level, users are able to manage specific call list properties, as required.

- Select the workspace, campaign, list or group for which you want to view or manage your outbound property settings.
- Click the **Settings** tab at the top right of the dialog.



To manage the existing list property settings, either

- Tick or untick the checkbox associated with the property, or
- Enter the value, as required into the edit field associated with the property.
- To display a tooltip with further information, click the question mark icon next to a property setting.
- Click the **Save** button at the top right of the Settings dialog.

Please see the next page for more detailed information about available call list property settings.

## Call List Properties

Options	Description
CallBackMaxDaysFromListEnd	Leave empty or enter the number of days for which call-backs can be rescheduled at run time, AFTER a campaign has expired (the Date Time the agent selects is compared to 'campaign end date' +N). If agents select a later date, a message showing the latest possible date (YYYY/MM/DD) for selection is displayed.
CallBackMaxDaysFromToday	Leave empty or enter the number of days, from selection (current date +N), for which call-backs can be rescheduled at run time. If agents select a later date, a message showing the latest possible date (YYYY/MM/DD) for selection is displayed.
CallBackActiveTimesOnly	Select, to specify that call-backs can only be rescheduled within an OB lists active time periods. If the day/time selected does not pass validation, agents will see the message 'you must reschedule this call during campaign active times'.
DedupeQueueOnTelephone	Select, to carry out a duplicate check on the Queue table to ensure that when queuing new records, no duplicate telephone numbers will be added to an Outbound list. Instant call-backs will be queued as before.
Dial Preference	Select <b>Sleeping, Queued, or Both</b> to determine if due sleeping or queued calls should be dialled first, or if a mixture of both should be presented to agents in order of their QueueID. <b>Deactivate and re-activate</b> the OB list to refresh the internal PD dialling list.
Dial Prefix	An appropriate dial prefix can be entered (e.g. 9 to dial out).
Dial Order	Instruct the dialler in which order to retrieve queued items. Select <b>ReverseID</b> if new Queue items should be presented to agents before old Queue items. Select ID, to present older queued items before the newly queued calls. <b>Deactivate and re-activate</b> the OB list to refresh the internal PD dialling list.
Gender Parity	This setting is used when LPD is activated, to limit the transfer of Live calls to agents whose gender matches that of the announcements recorded during the detection phase.
Idle Timeout	Idle Timeout is used to automatically pop preview Outbound lists and rescheduled calls to your agent's workstation. <b>To enable Idle Timeout</b> , specify in seconds (i.e. 15), the automatic screen pop of the next preview record. By default, no Idle Timeout is set and agents need to click the <i>Get Next Record</i> icon at run time to request the next preview call.
MaximumNextCallLateness	Specify in minutes the maximum lateness by which calls requested via the Call Diary (Call Next) should be presented to the agent before they will be recycled as missed latest time.

## Call List Properties continued

Options	Description
MinCallsBeforePredictive	Specify the minimum number of calls to be dialled for this campaign, before predictive dialling starts, max is 99.
Operator Bias	Select, to present rescheduled calls due only to the agent who scheduled the call, else rescheduled calls will go to any agent.
Priority Order	Select <b>None</b> , <b>Asc</b> or <b>Desc</b> to specify the order in which to present priority calls. Entering Desc will present calls with higher priority settings first. Deactivate and re-activate the OB list to refresh the internal PD dialling list.
Rescheduled Flags	<p>Select any combination of <b>C.L.A</b> and/ or <b>P</b> to determine how the Reschedule dialog is presented to agents when aborting preview or predictive outbound calls.</p> <p>Select: <b>C</b> to display all CRM numbers to the agent. <b>L</b> to display the last number dialled to the agent. <b>A</b> to allow the agent to enter a new telephone number and <b>P</b> to sleep, rather than reschedule the call, to enable predictive calling instead of re-presenting the call in a preview mode.</p>
Use do not call list	Select, to allow Synthesys to check the telephone numbers in the PHOENIX_DoNotCallList table and to remove associated records from the Outbound call list.
UseMaxLatenessOnSleeping	Select, to set a latest re-try time for presenting sleeping calls at run time. If not presented, they will go to advanced recycling rules as missed latest call.
Recording	The Recording options are available when using the Noetica Voice Platform. Select, to allow for the conversation of both the agent and the customer to be recorded.
Recording Agent	Select, to allow for the conversation of the agent to be recorded.
Recording Customer	Select, to allow for the conversation of the customer to be recorded.
Stereo Recording	Select to allow for the agent and customer to be recorded in Stereo on two channels, with the recording file saved to the Call folder for improved use with 3rd party speech analytics tools.
MusicOnHold	To play music when the caller is put on hold, enter the name of the WAV file to be used, i.e., AgentsBusy.wav. The WAV file selected needs to be stored on the switch server <a href="#">\\NameOfSwitchServer\VoicePlatform\WavFiles</a>
Unattended Dialling Lines To Use	Used to specify the maximum lines the Predictive Dialler is to use when doing unattended dialling.
Unattended Dialling Switch To Use	Enter the name of the switch to be used for unattended dialling