

Priority Campaigns, DNC filtering,...



[Bhanu Prathap](#) 4 posts since Jan 29, 2014

Priority Campaigns, DNC filtering, Cisco Outbound Mar 1, 2015 11:48 PM

Hi,

1. Can we prioritize campaigns ? Something like allotting dailer by 20%,30 % 50% to three campaigns respectively.
2. Can DNC filtering be done just before dialling out ? As per my understanding after the list is uploaded, the records will be put into temp tables. Where can these be found ? Is it possible to delete after uploading ?

Looking for your valuable suggestions from your experience.

Thanks.

Tags: [cisco](#), [developer](#), [campaigns](#), [outbound](#), [filtering](#), [dialer](#), [priority](#), [campaign_management](#), [predictive_dialer](#), [dnc](#), [campagins](#)



[Adrienne Moherek](#) 162 posts since Jul 25, 2013

Re: Priority Campaigns, DNC filtering, Cisco Outbound Mar 6, 2015 11:10 AM

Hi Bhanu,

Are you referring to these functions within UCCE? If so, can you specify which API in Contact Center you are referring to so that I can move this thread to the appropriate sub-space?

Thanks,
Adrienne



[Bhanu Prathap](#) 4 posts since Jan 29, 2014

Re: Priority Campaigns, DNC filtering, Cisco Outbound Mar 9, 2015 1:39 AM

in response to [Adrienne Moherek](#)

Hi Adrienne,

Yes, it's U/PCCE and UCCX. I understand UCCX has REST API for outbound functionality but not UCCE. And UCCX API has limited functionality. For UCCE we are using DB connection. I want to know how to achieve the mentioned features using cisco tools otherwise do it out of box.

Let me know if you require further information.

Thanks


Priority Campaigns, DNC filtering,...

Bhanu Prathap.



[Vijay Dheenadayalan](#) 22 posts since Nov 17, 2014

Re: Priority Campaigns, DNC filtering, Cisco Outbound Mar 19, 2015 8:22 PM

 in response to [Bhanu Prathap](#)

Hi Bhanu,

There is no such thing as prioritizing campaigns as such. But we can prioritize contacts. I can suggest some ways to exploit the existing functionality to achieve your requirements.

let me brief you on how the dialer works first:

1. Running of campaigns/dialing out of contacts is determined by
 - a. Start and end time in general and campaign configs
 - b. Whether the campaign is enabled or not
 - c. availability of ports/agents and
 - d. Whether there are contacts to dial out.
2. Number of contacts fetched from DB and written into cache memory
 - a. Incase of direct preview campaigns, it depends on the cache size configured.
 - b. Incase of IVR Pred/Prog campaigns, it depends on the number of dedicated ports and the lines per port configured.
 - c. Incase of Agent Pred/Prog Campaigns, it depends on the number of agents available and the lines per agent configured.
3. Depending on the hardware, a cps value is calculated. Maximum is 3. which means for every second, three calls will be dialed out. This happens sequentially. which means if we have 3 campaigns enabled, the first contact of all the campaigns will get dialed out during the first second.
4. On disabling the campaign, the contacts in cache but not dialed yet are written back to DB.
5. We do have a REST API which reads from DB. So at any point of time, you don't have control over the contacts in cache unless you disable the campaign and bring them back to DB.

Resolution:

1. you can use your own script which gets the contacts from external database/other sources, in batches of 10 or 20, prioritize them and import them into campaigns using REST API.
2. Wait for the $\{\text{average call duration} \times \text{contacts}\} / \text{Lines per port(or)agents}$ mins, where Avg Call duration is in mins and Contacts > lines per port.
3. Import new set of priotized contacts.

Thanks and Regards

Vijay



[Bhanu Prathap](#) 4 posts since Jan 29, 2014

Priority Campaigns, DNC filtering,...

Re: Priority Campaigns, DNC filtering, Cisco Outbound Aug 10, 2015 2:56 AM

 in response to [Vijay Dheenadayalan](#)

Thanks Vijay for the insight.

Regards,

Bhanu Prathap