

Outbound dialing with UCCX 8.5



[yogesh kumar](#) 46 posts since Aug 10, 2013

Outbound dialing with UCCX 8.5 Jan 31, 2014 6:00 AM

Hi all,

I am working on UCCX 8.5 outbound option.

I understand that to accept outbound call I need to send SET_CALL_DATA_REQ to UCCX with BAResponse = Accept.

Can someone explain me how to set BAResponse = Accept. I mean which variable in the request do I append it, Call variable1-10, Named variable, Named array.

What will be the value of Accept? Will it be test only or there are some corresponding code for it?

It will be great if some one can write one set call data req method with all these variables.

Thanks

Tags: [uccx](#), [outbound_calls](#), [outboundoption](#), [uccx_outbound](#)



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Re: Outbound dialing with UCCX 8.5 Jan 31, 2014 7:59 AM

BAResponse is a named ECC variable so you should set user. BAResponse = "Accept"

See the UCCX CTI Developer Guide Chapter 8 Using the Outbound Option

<https://developer.cisco.com/fileMedia/download/2dada82a-bf6c-4899-8f86-038bb5a6ed98>



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Re: Outbound dialing with UCCX 8.5 Jan 31, 2014 8:16 AM

Also look at an outbound call that goes to an agent in the MIVR log. The call event messages should have the BAStatus ECC variable set. Use the same format in the SET_CALL_DATA_REQ message for the BAResponse variable which should be a string with the value "Accept"