Using Avaya Proactive Outreach Manager

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Chapter 1: Introduction

Purpose

The purpose of this document is to provide information on how to use features of Avaya Proactive Outreach Manager.

The intended audience are Contact Center agents and supervisors who want to learn how to use these features.

Change history

Release	Date	Summary of changes
3.1.2	April 15, 2019	The following features are documented for Proactive Outreach Manager 3.1.2 release: • Campaign Linking • Campaign Level Skill Assignment • Contact List association • Filter Template • Silent Call Detection • Holiday • File Splitters • Phone Number Cleanup • Increase Number of Contact Attributes for EventSDK and Recorder API • Passing Data in External Transfer
3.1.2	July 8, 2019	Added overview topics for the following chapters: • Audit Log Viewer overview • AACC Configurations • Purge Schedules

New in this release

Avaya Proactive Outreach Manager Release 3.1.2 offers the following features:

Campaign level skill assignment

With this feature, you can define attributes, such as agent skill and address of the sender, at the campaign level during the campaign creation wizard.

Campaign Linking

With this feature, you can link a campaign to another campaign. When one campaign stops, its linked campaign starts.

Filter Template

With this feature, you can add filter and sort conditions for campaigns and file splitters, and enable POM to externalize these conditions. You can add maximum thirty filter conditions and maximum five sort attributes in the filter template. However, if a campaign with more than thirty filter conditions in POM 3.1.1 has been migrated to POM 3.1.2, the Filter template can still have more than thirty filter conditions.

Contact List and Filter Template association

With this feature, you can use POM to do the following:

- Add contact list to the campaign.
- Associate filter templates to the contact list.
- Set the dialing allocation for the selected contact list.
- Set the priority of the contact list.
- Preview the records selected for the selected contact list.

File Splitters

With this feature, POM performs the following actions:

- Splits a `.CSV` file into multiple `.CSV` files.
- Creates multiple contact lists from one `.CSV` file.
- Uploads the files in the contact lists.

Holiday

With this feature, POM allows setting up restrictions on outbound dialing on specified days.

Increase Number of Contact Attributes for Campaign Creation Wizard

With this feature, the customer can select twenty different attributes that POM displays in the Campaign Creation Wizard.

New Agent Reports

With this feature, POM generates the following reports:

- POM Agent Campaign Summary Report: This report provides information about the daily summary of the activity of the agent who is attached to a job in the given period.

- POM Agent Daily Summary Report: This report provides information about the agent daily summary report will provide a daily summary of the agent activity that were attached to a job in the given period. This report will show summary of agent activity.

Passing Data in External Transfer

With this feature, POM sends the information about a customer to an external agent.

Cleaning a phone number

With this feature, POM deletes non-numeric characters in a phone number which is in a contact list.

RealTime Statistics Data

With this feature, POM provides data about the following:

- Real-time events
- Contact lists

  This is in case of multiple contact lists assigned to a single campaign.

Silence Call Detection

With this feature, POM handles an outbound call in case the Media Processing Platform detects no sound after the call connects.

External selection

With this feature, you can enable an external system to do the following:

- Connect to POM.
- Select available agents or calls.
- Instruct POM to pair an agent with an outbound call.
- Instruct POM to pair an agent for a contact.
- Instruct POM to pair a contact for an agent.

Emptying a phone number

With this feature, POM empties out phone numbers and stores the record in the database if the phone numbers match the rejection criteria or phone format rules.

Campaign Linking

With this feature, you can link a campaign to another campaign. When one campaign stops, its linked campaign starts.

Consider Campaign A and Campaign B where Campaign B is linked to Campaign A, then Campaign A is called the base campaign and Campaign B is called the linked campaign. The campaign linking is denoted as A → B.

The linked campaign starts only when any of the following criteria are fulfilled:

- The base campaign stops.

- The base campaign attains the callback state.
- The base campaign attains stopped callback state.
- The base campaign does not have any contacts that are yet to be dialed.

Campaign Level Skill Assignment

With this feature, you can define the following attributes at the campaign level during the campaign creation wizard.

Earlier the following attributes were defined at the campaign strategy level. This campaign strategy was then assigned to multiple campaigns. This caused all the campaigns with the same strategy to have the same agent skills and sender's address.

- Agent skills
- Sender's address
- Sender's display name

Silence Call Detection

In Avaya Proactive Outreach Manager, when outbound call gets connected, the call is either answered by an agent, an answering machine, or passes through the call classification timeouts. When a call is answered, and no voice energy is detected, then Media Processing Platform (MPP) generates Call Classification Analysis (CCA) timeout event and the call is marked as Answer Human. Answer Human is same as an agent answering a call.

Holiday

With the holiday feature, POM restricts the outbound dialing on the specified days. There are different types of holidays, such as, country, state, and campaign. This feature supports fixed date format of MM/DD/YY, to specify the holiday range.

There are maximum twenty holidays of each type (country, state, campaign) that you can configure in POM.

The holiday configuration feature supports the following types of holiday restrictions:

- Temporary restriction:

  In temporary restriction, POM resumes outbound dialing after the restriction period ends.

  For example, if January 1 is a holiday in the USA, POM attempts dialing after January 1 changes to January 2.

- Permanent restriction:

  In permanent restriction, POM stops dialing on the day specified as a holiday. POM does not attempt dialing again.

For example, if December 25 is a recurring holiday in the USA, for USA contacts, POM does not dial after December 25.

When you set a campaign level holiday, POM dials the contacts simultaneously. After dialing some contacts, POM identifies that a holiday is set at campaign level. POM then stops dialing. As the campaign level holiday is always temporary, POM resumes dialing after the temporary restriction criteria ends.

File Splitters

With the file splitter feature, you can handle large files containing the contact lists data. File splitter divides large files into multiple files and uploads them in the contact lists. It uses the predefined criteria from the filter templates to divide the file into multiple contact lists.

Contact List and Filter Template association

You can access this page only when you enable the filter template feature. The contact list and filter selection page allows you to do the following:

- Add contact list to the campaign
- Associate filter template to the contact list
- Set the dialing allocation for the selected contact list
- Set the priority of the contact list.
- Preview the records selected for the selected contact list

Associating a filter template to a contact list, filters only those records from the contact list that match the filter conditions specified in the filter template. It is required that the attributes present in filter template must be part of contact list to which the filter template is associated. Associating a filter template to the contact list is optional. If no filter template is associated then all the records of the contact list are selected.

Maximum of fifteen contact list can be added to the campaign. Only one filter template can be associated can be associated to the contact list. However you can associate the same filter template to multiple contact list.

Filter Template

With this feature, filter and sort conditions for a campaign and file splitter can be externalized. You can use this filter template for multiple campaigns, contact list and file splitters.

Maximum thirty filter conditions can be added and maximum five sort attributes can be added in the filter template.

External selection

This feature enables an external system to do the following actions:

- Connecting to POM.
- Selecting available agents or calls.
- Instructing POM to pair an agent with an outbound call.
- Instructing POM to pair an agent for a contact.
- Instructing POM to pair a contact for an agent.

POM processes instructions from the external system and performs the pairing, as if POM would have made the agent selection.

Before pairing an agent and call, POM presents both to the external application through the External Selection Interface (PESI).

POM must provide the KeyStore or certificate path to the external system to secure the connection to the external system.

The external system provides information about calling data to POM.

POM links this information with the calling data and provides the same information for generating reports.

Passing Data in External Transfer

With this feature POM passes the customer information to the external agent

This feature works with the following options in Campaign.

- ContextStore ID
- UserContact ID

When the agent initiates an external call, then POM passes the context store ID (ContextStoreID) as the User to User Interface (UUI) and updates the context store with the current customer call information. This occurs only if context store is enabled with POM.

In the case of user id option (UserContactID) POM just passes the user ID and contact list ID as User to User Interface (UUI) in theexternal transfer call.

Emptying a phone number

POM empties phone numbers and stores the record in the database if the phone numbers match the rejection criteria or phone format rules.

If all the phone attributes match either the rejection criteria or the phone format rules, POM rejects the entire record.

By default, this option is not set as active.

Cleaning a phone number

POM provides an option to clean the phone number of any non-numeric character.POM cleans the phone number, when POM uploads the contact list. When you use the POM interface to add contacts to the contact list that needs to be cleaned. By default this option is not active.

Increase Number of Contact Attributes for Campaign Creation Wizard

This release allows customer to select up to 20 different attributes in the Campaign Creation Wizard.

Warranty

Avaya Inc. provides a one-year limited warranty on hardware and 90-day limited warranty on Proactive Outreach Manager. Refer to your sales agreement or other applicable documentation to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as details regarding support for Proactive Outreach Manager, while under warranty, is available at https://sales.avaya.com.

Chapter 2: POM Home

POM Home overview

The Experience Portal web console displays the POM Home page. The POM Home page provides the options to customize the view of the page.

Note:

The Experience Portal web console displays the POM Home page views based on the user role and the privileges assigned for campaigns, contact lists, agent monitor view, and all favorite links. The POM Home page restricts the organization level data for campaigns and contact list counts. You might need to refresh the POM Home page to view the complete information on the page. If you are using Internet Explorer 11.0, add the Web URL of the primary POM server in the **Compatibility View Settings** option of Internet Explorer.

POM Home page field descriptions

Customize Users View

The following table lists the fields and buttons on the Customize Users View dialog box. With this dialog box, you can select the required views, set the auto refresh rate, select the skin type, and change the layout of the columns on the page.

Field or Button	Description
Select Views	The views that you can display on the POM Home page. The available options are: • Campaigns • Contact List • Agents • Favorites

Table continues…

Field or Button	Description
Auto Refresh Rate	The auto refresh rate for the page in seconds. Based on this value, the Experience Portal web console refreshes the POM Home page. You can set a minimum value of 3 seconds. The default value is 10 seconds. When you log in to the Experience Portal web console for the first time, the POM Home page displays the agent details as `0`. The POM Home page displays the agent details after the first polling interval.
Select Skin Type	The skin types that you can display on the POM Home page. The available options are: • Simple Skin • Standard Skin
Change Layout	The layout of the columns on the POM Home page. The available options are: • Single Column View • Two Column View
Save	The button to save the changes.

Customize Campaigns View

The following table lists the fields and buttons on the Customize Campaigns View dialog box. With this dialog box, you can customize a campaign view by adding a display text, and selecting the campaign state and date.

The Campaigns view column displays each item with the count and label.

Field or Button	Description
Add Item	The options where you can specify a display text, state, and date of the campaign.
Display Text	The display name of the campaign.
Campaign State	The state of the campaign. The available options are: • Running • Paused • Completed • Scheduled

Table continues…

Field or Button	Description
Select Date	The period for which you want to display the campaign records. • **Between**: Select the start and end date by using the calendar. • **Predefined Values**: Select the required value from the list. The available options are: - All - Today - Yesterday - Tomorrow - This Week - Next Week - Last Week - This Month - Next Month - Last Month
Add	The button to add the item.
Displayed Items	The items that are displayed in the Campaigns view column. You can select the **Show**, **Hide**, or **Delete** options to show, hide, or delete items from the Campaigns view column. The Campaigns view column can display maximum five items. You can show, hide, or delete the following items: • Campaign(s) started today and in running state • Campaign(s) in completed state for today • Campaign(s) started today and in paused state • Campaign(s) scheduled today
Save	The button to save the changes.

Customize Contact List View

The following table lists the fields and buttons on the Customize Contact List View dialog box. With this dialog box, you can customize a contact list view by adding a display text, and selecting the contact list state and date.

The Contact List view column displays each item with the count and label.

Field or Button	Description
Add Item	The options where you can specify a display text, state, and date of the contact list.
Display Text	The display name of the contact list.

Table continues…

Field or Button	Description
Contact List State	The state of the contact list. The available options are: • Running • Paused • Completed • Scheduled
Select Date	The period for which you want to display the contact list records. • **Between**: Select the start and end date by using the calendar. • **Predefined Values**: Select the required value from the list. The available options are: - All - Today - Yesterday - Tomorrow - This Week - Next Week - Last Week - This Month - Next Month - Last Month
Add	The button to add the item.
Displayed Items	The items that are displayed in the Contact List view column. You can select the **Show**, **Hide**, or **Delete** options to show, hide, or delete items from the Contact List view column. The Contact List view column can display maximum five items. You can show, hide, or delete the following items: • Contactlist(s) updates started today and running state • Contactlist(s) updates completed today. • Contactlist(s) updates started today and paused state • Contactlist(s) updates scheduled today The Contact List view column does not show the entries for deleted or emptied contact list, when you empty the contact list using the **Empty Contact List** on the Contact List page.
Save	The button to save the changes.

Customize Agent View

The following table lists the fields and buttons on the Customize Agent View dialog box. With this dialog box, you can customize an agent view by adding a display text, and selecting the agent and agent state.

The Agents view column displays each item with the count and label. In the Agents view column, you can click the count (number) of the result to open the Agent Details dialog box.

The Agent Details dialog box contains the following information:

- Logged In Agents
- Inbound Agents
- Outbound Agents
- Agents in ready state and not assigned jobs
- Agents in not ready state and not assigned jobs
- Agents in ready state and assigned jobs
- Agents in not ready state and assigned jobs

Note:

If the agent count exceeds 800 agents assuming the agent ID is 8-character long, POM disables the link on the count (number). After the number of agents decreases, the system automatically enables the link.

Field or Button	Description
Add Item	The options where you can specify a display text, state, and date of the agent.
Display Text	The display name of the agent.
Select Agent	The ID or extension number of the agent. You must first select the **Id** or **Ext** option, and then select the corresponding value.
Agent State	The state of the agent. The available options are: • Ready • Busy • After Call Work • Not Ready **Note:** The Not Ready state on the POM Home page also includes the Pending Not Ready agents.
Save	The button to save the changes.

Customize Favorites View

With the Customize Favorites View dialog box, you can customize your favorite views.

You can choose to display one or more of the following links:

- Agent Address Book
- Contact Lists
- DNC Lists
- Completion Codes
- Campaign Restrictions
- POM Settings
- POM Manager
- Global Phone Number Reject Patterns

Chapter 3: User Management

User Management overview

The Experience Portal web console displays the Roles page in User Management. On the Roles page, you can add roles specific to Avaya Proactive Outreach Manager (POM) and change or delete a custom role. You can use the Experience Portal Management System (EPM) interface to add, change, and delete user accounts. You can assign various roles and privileges to different users. Also, you can specify the security options for all users. Using the parameters that you configure from the Lightweight Directory Access Protocol (LDAP) settings, EPM gains access to the user accounts in your corporate directory. For more information, see *Administering Avaya Aura® Experience Portal*.

On the Roles page, you can view the following POM-specific roles:

- POM Administration
- POM Campaign Manager
- POM Supervisor

For information about the fields on the Roles page, see *Avaya Aura® Experience Portal 7.2 Documentation Library*.

Note:

Org POM Campaign Manager and Org POM Supervisor roles are visible only if you enable multitenancy. If you have a global administration role, ensure that you do not make changes to any other elements such as campaigns, contact lists, campaign strategies, and agent scripts that belong to an organization.

Roles and privileges

Campaigns

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Campaign Manager					

Table continues…

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Add Campaign	No	Yes	Yes	No	No
Change Campaign	No	Yes	Yes	No	No
Delete Campaign	No	Yes	Yes	No	No
Run Now	No	Yes	Yes	No	No
Create Campaign Schedule	No	Yes	Yes	No	No
Pause Campaign Schedule	No	Yes	Yes	No	No
Resume Campaign Schedule	No	Yes	Yes	No	No
Delete Campaign Schedule	No	Yes	Yes	No	No
WFO Recording	No	Yes	Yes	No	No
Campaign Strategy					
Add Campaign Strategy	No	Yes	Yes	No	No
Change Campaign Strategy	No	Yes	Yes	No	No
Delete Campaign Strategy	No	Yes	Yes	No	No
Campaign Restrictions					
Change Campaign Restriction	Yes	No	No	No	No
Campaign Attributes					
Add Campaign Attribute	No	Yes	Yes	No	No
Change Campaign Attribute	No	Yes	Yes	No	No

Table continues…

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Delete Campaign Attribute	No	Yes	Yes	No	No
Completion Codes					
Add Custom Completion Codes	No	Yes	Yes	No	No
Change Custom Completion Codes	No	Yes	Yes	No	No
Delete Custom Completion Codes	No	Yes	Yes	No	No
Rule Editor					
Add Campaign Rule	No	Yes	Yes	No	No
Edit Campaign Rule	No	Yes	Yes	No	No
Delete Campaign Rule	No	Yes	Yes	No	No
Callback Manager					
Delete Callback	No	Yes	Yes	No	No
Extend Callback	No	Yes	Yes	No	No
Callback Details	No	Yes	Yes	No	No
Reschedule Callback	No	Yes	Yes	No	No
Terminate Callback	No	Yes	Yes	No	No
Edit Callback	No	Yes	Yes	No	No

Note:

If you create a custom role using POM Campaign Manager as the base role and assign the Add Campaign Strategy privilege to the custom role, the system automatically assigns the Change Campaign Strategy privilege. However, the system does not indicate the change on the screen.

If you assign the Change Campaign Strategy privilege to the custom role, the system does not automatically assign the Add Campaign Strategy privilege.

Contacts

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Contact List					
Add Contact List	No	Yes	Yes	No	No
Change Contact List	No	Yes	Yes	No	No
Delete Contact List	No	Yes	Yes	No	No
Empty Contact List	No	Yes	Yes	No	No
Associate Organizations with Contact Lists	No	Yes	No	No	No
Associate Attributes with Contact Lists	No	Yes	No	No	No
Show All Contacts	No	Yes	Yes	No	No
Run Now	No	Yes	Yes	No	No
Contact Data Sources	No	Yes	Yes	No	No
Add Contact Data Source	No	Yes	Yes	No	No
Change Contact Data Source	No	Yes	Yes	No	No
Delete Contact Data Source	No	Yes	Yes	No	No
Schedule Contact Data Source	No	Yes	Yes	No	No
Contact Attributes					
Add Contact Attributes	No	Yes	Yes	No	No
Change Contact Attributes	No	Yes	No	No	No

Table continues…

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Delete Contact Attributes	No	Yes	Yes	No	No
Associate Contact Attributes	No	Yes	No	No	No
Generate CSV Template	No	Yes	Yes	No	No

DNC

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
DNC List					
Add DNC List	No	Yes	Yes	No	No
Change DNC List	No	Yes	Yes	No	No
Delete DNC List	No	Yes	Yes	No	No
Empty DNC List	No	Yes	Yes	No	No
Show All Addresses	No	Yes	Yes	No	No
Add DNC Data Source	No	Yes	Yes	No	No
Change DNC Data Source	No	Yes	Yes	No	No
Delete DNC Data Source	No	Yes	Yes	No	No
Run Now	No	Yes	Yes	No	No
Schedule DNC Data Source	No	Yes	Yes	No	No
List DNC Addresses	No	Yes	Yes	No	No
Add DNC Addresses	No	Yes	Yes	No	No
Delete DNC Addresses	No	Yes	Yes	No	No
Search DNC Addresses	No	Yes	Yes	No	No
List DNC Groups					

Table continues…

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Add DNC Group	No	Yes	Yes	No	No
Edit DNC Group	No	Yes	Yes	No	No
Delete DNC Group	No	Yes	Yes	No	No
DNC List To Group Assignment	No	Yes	Yes	No	No

Configurations

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Data center configuration					
Add data center group	Yes	No	No	No	No
Edit data center group	Yes	No	No	No	No
Delete data center group	Yes	No	No	No	No
POM Servers					
Add POM Server	Yes	No	No	No	No
Change POM Server	Yes	No	No	No	No
Delete POM Server	Yes	No	No	No	No
Change POM Global Settings	Yes	No	No	No	No
POM Manager	Yes	No	No	No	No
Start POM Server	Yes	No	No	No	No
Stop POM Server	Yes	No	No	No	No
Outbound Settings	Yes	No	No	No	No
Add Voice Server	Yes	No	No	No	No

Table continues…

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Change Voice Server	Yes	No	No	No	No
Delete Voice Server	Yes	No	No	No	No
POM Zone Configuration					
Change Zone Configuration	No	No	No	No	No
POM Zone Licensing					
Change Licenses	No	No	No	No	No
Agent, CTI, CMS and CCElite					
Add Agent, CTI, CMS and CCElite	Yes	No	No	No	No
Change Agent, CTI, CMS and CCElite	Yes	No	No	No	No
Delete Agent, CTI, CMS and CCElite	Yes	No	No	No	No
Context Store Server Configuration					
Add Context Store Server	Yes	No	No	No	No
Edit Context Store Server	Yes	No	No	No	No
Delete Context Store Server	Yes	No	No	No	No
Global Configurations					
Change Global Configurations	Yes	No	No	No	No
Purge Schedules					
Change Purge Schedule	Yes	No	No	No	No
Phone Formats					
Global Phone Reject Pattern	Yes	No	No	No	No

Table continues…

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Add Global Phone Reject Pattern	Yes	No	No	No	No
Change Global Phone Reject Pattern	Yes	No	No	No	No
Delete Global Phone Reject Pattern	Yes	No	No	No	No
Country Setting	Yes	No	No	No	No
Add Country Setting	Yes	No	No	No	No
Change Country Setting	Yes	No	No	No	No
Delete Country Setting	Yes	No	No	No	No
Phone Reject Pattern	Yes	No	No	No	No
Add Phone Reject Pattern	Yes	No	No	No	No
Change Phone Reject Pattern	Yes	No	No	No	No
Delete Phone Reject Pattern	Yes	No	No	No	No
Time Zone Area Code Mapping	Yes	No	No	No	No
Add Time Zone Area Code Mapping	Yes	No	No	No	No
Change Time Zone Area Code Mapping	Yes	No	No	No	No
Delete Time Zone Area Code Mapping	Yes	No	No	No	No
Advanced Guard Time Configuration	Yes	Yes	Yes	No	No
Import Area Code Mapping	Yes	Yes	Yes	No	No

Table continues…

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Area Code Import	Yes	Yes	Yes	No	No
Export Area Code Mapping	Yes	Yes	Yes	No	No
Area Code Export	Yes	Yes	Yes	No	No
Download Exported Area Code Mapping	Yes	Yes	Yes	No	No
Guard Time Configuration	Yes	Yes	Yes	No	No
Save Default Time Zone And Guard Time	Yes	Yes	Yes	No	No
Add Time Zone Mapping	Yes	Yes	Yes	No	No
Edit Time Zone Mapping	Yes	Yes	Yes	No	No
Delete Time Zone Mapping	Yes	Yes	Yes	No	No
Add State Mapping	Yes	Yes	Yes	No	No
Edit State Mapping	Yes	Yes	Yes	No	No
Delete State Mapping	Yes	Yes	Yes	No	No
Area Code Configuration	Yes	Yes	Yes	No	No
Add Area Code Mapping	Yes	Yes	Yes	No	No
Edit Area Code Mapping	Yes	Yes	Yes	No	No
Delete Area Code Mapping	Yes	Yes	Yes	No	No
Dialing Rule	Yes	No	No	No	No
Add Dialing Rule	Yes	No	No	No	No
Change Dialing Rule	Yes	No	No	No	No

Table continues…

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Delete Dialing Rule	Yes	No	No	No	No

Agents

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Agent Address Book					
Add Contact	No	Yes	Yes	No	No
Change Contact	No	Yes	Yes	No	No
Delete Contact	No	Yes	Yes	No	No
Agent Scripts					
Add Agent Script	No	Yes	Yes	No	No
Change Agent Script	No	Yes	Yes	No	No
Delete Agent Script	No	Yes	Yes	No	No
Agent Attributes					
Add Agent Attribute	No	Yes	Yes	No	No
Change Agent Attribute	No	Yes	Yes	No	No
Delete Agent Attribute	No	Yes	Yes	No	No
Agent Configuration					
Add Agent	No	No	No	No	No
Delete Agent	No	No	No	No	No
Import Agent	No	No	No	No	No
Agent To Organization Assignment	No	No	No	No	No
Agent Group Configuration					
Create Agent Group	No	No	No	No	No
Edit Agent Group	No	No	No	No	No

Table continues…

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Delete Agent Group	No	No	No	No	No
Agent To Group Assignment	No	No	No	No	No

Supervisor

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Agent Group Assignment					
Change Agent Group Assignment	No	No	No	No	No

POM Monitor

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
Campaigns View					
Pause Campaign	No	Yes	Yes	Yes	Yes
Resume Campaign	No	Yes	Yes	Yes	Yes
Stop Campaign	No	Yes	Yes	Yes	Yes
Contacts Data Import View					
Pause Contacts Data Import	No	Yes	Yes	Yes	Yes
Resume Contacts Data Import	No	Yes	Yes	Yes	Yes
Stop Contacts Data Import	No	Yes	Yes	Yes	Yes
DNC Data Import View					
Pause DNC Data Import	No	Yes	Yes	Yes	Yes
Resume DNC Data Import	No	Yes	Yes	Yes	Yes
Stop DNC Data Import	No	Yes	Yes	Yes	Yes

Table continues…

Roles and privileges	POM Administration	POM Campaign Manager	Org POM Campaign Manager	POM Supervisor	Org POM Supervisor
View Active Agents					
Release From Outbound	No	Yes	Yes	Yes	Yes
Move To Job	No	Yes	Yes	Yes	Yes
Place on Break	No	Yes	Yes	Yes	Yes
Force Logoff	No	Yes	Yes	Yes	Yes
View License	No	Yes	Yes	Yes	Yes
View Zone Failover Settings	No	Yes	Yes	Yes	Yes
Allow Zone Failover	No	No	No	No	No
View Inbound Skills	No	Yes	Yes	Yes	Yes

POM Home Page Views

Campaign View	Yes	No	No	No	No
Contact List View	Yes	No	No	No	No
Agent View	Yes	No	No	No	No
Favorite View	Yes	No	No	No	No

Adding users

Procedure

1. In the navigation pane, click **User Management** > **Users**.
2. On the Users page, click **Add**.

   Experience Portal displays the Add User page.
3. In the **Name** field, type the user name.

   You can type maximum 40 characters.
4. Click one of the following:
   - **Yes** to enable access to Experience Portal.
   - **No** to disable access to Experience Portal.
5. Select the **Roles** check box to assign a predefined role to a user.

You can select more than one check box.

6. In the **Password** field, type the password to access your account.
7. In the **Verify Password** field, retype the password.
8. Select the **Enforce Password Longevity** check box to change the password when you log in to Experience Portal.
9. Click **Save**.

   The organizational user with a custom role cannot change the following settings:

   - Campaign Restrictions
   - Data Center Configuration
   - POM Servers
   - Outbound Settings
   - POM Manager
   - POM Zone Configurations

     Only the user with administrator role can make the changes.
   - POM Zone Licenses

     Only the user with administrator role can make the changes.
   - CC Elite Configurations
   - Context Store Configurations
   - Global Configurations
   - Purge Schedules
   - Phone Formats
   - POM Home customization
   - AACC Configuration
   - Oceana Configuration

   An organizational user has read-only rights for these pages.

   When an administrator adds an organization-specific custom role, POM does not display change permissions on these pages.

Modifying user roles

Procedure

1. In the navigation pane, click **User Management** > **Users**.

2. On the Users page, click the user name for which you want to modify roles.
3. Click one of the following:
   - **Yes** to enable access to Experience Portal.
   - **No** to disable access to Experience Portal.
4. In the **Roles** area, select or clear the required check boxes to assign or remove predefined roles.
5. In the **Password** field, type the password to access your account.
6. In the **Verify Password** field, retype the password.
7. Select the **Enforce Password Longevity** check box to change the password when you log in to Experience Portal.
8. Click **Apply**.
9. Click **Save**.

Adding user roles

About this task

Use this procedure to add privileges to a predefined roles.

Procedure

1. In the navigation pane, click **User Management** > **Roles**.
2. On the Roles page, click **Add**.

   Experience Portal displays the Add New Role page.
3. In the **Name** field, type the role name.
4. Click one of the following:
   - **System**: to disable the access of a user to Experience Portal after a default time.
   - **Custom**: to disable the access of a user to Experience Portal after the user exceeds the time that you set.

     You can set a maximum time of 60 days.
5. From the **Start with Role** list, select a predefined role on which you want to base the new role.

   The new role has all privileges of the base role. You can add or delete privileges.

   Important:

   You can view the **Org POM Campaign Manager** role only if you enable multitenancy in POM.

6. Click **Continue**.
7. From the **Add New Role** list, select the privileges that you want to add to the created role.
8. Click **Apply**.
9. Click **Save**.

Deleting user roles

Procedure

1. In the navigation pane, click **User Management** > **Roles**.
2. On the Roles page, select the role.
3. Click **Delete**.

Chapter 4: Licensing Management

Licensing overview

The Experience Portal Management System (EPM) contacts an Avaya WebLM server regularly to determine the number of licenses that are authorized for the system.

The EPMS plug-in gets the licenses from Avaya Aura® Experience Portal and distributes them periodically and equally between all online Avaya Aura® Experience Portal servers.

Licensing page field descriptions

To view the Licensing page through Avaya Aura® Experience Portal web portal, you must click **Security** > **Licensing** in the navigation pane. This page displays the Proactive Outreach Manager server license information.

Field or Button	Description
EMAIL Channels	Specifies a boolean license. If you have email licenses then the value is non zero else the value is zero. The number corresponds to POM email licenses configured on the Avaya Aura® Experience Portal server.
Maximum Outbound Ports	Displays the number of ports configured for outbound calls. **Important:** Configure outbound ports equal to or less than the telephony ports configured in Avaya Aura® Experience Portal.
Predictive Agents	Displays the number of ports configured for predictive campaigns.
Preview Agents	Displays the number of ports configured for preview campaigns.
SMS Channels	Specifies a boolean license. If you have SMS licenses then the value is non zero else the value is zero. The number corresponds to POM SMS licenses configured on the Avaya Aura® Experience Portal server.
Version	Specifies the current major version of POM.
Last Successful Poll	Specifies the time stamp of the last successful instance of POM polling.
Last Changed	Specifies the time stamp of the last changes.
icon	Use to edit the license information.

POM License Settings page field descriptions

Field or Button	Description
External Selection	Specifies the minimum and maximum number of licenses for external selection feature. • **Minimum**: The minimum number of external selection licenses required. • **Maximum**: The maximum number of external selection licenses required. The values you specify are the total number of licenses you can use. The system considers the maximum value you specify here as the *System capacity*. For more information, see Zone licenses page field descriptions on page 72.
Maximum Outbound Ports	Specifies the number of ports. • **Minimum**: The minimum number of outbound ports required. • **Maximum**: The maximum number of outbound ports required. The values you specify are the total licenses you can use. The system considers the maximum value you specify here as the *System capacity*. For more information, see Zone licenses page field descriptions on page 72.
Predictive Agents	Specifies the total number of available predictive agent licenses. • **Minimum**: The minimum number of predictive agent licenses required. • **Maximum**: The maximum number of predictive agent licenses required. The values you specify are the total licenses you can use. The system considers the maximum value you specify here as the *System capacity*. For more information, see Zone licenses page field descriptions on page 72.
Preview Agents	Specifies the total number of available preview agent licenses. • **Minimum**: The minimum number of preview agent licenses required. • **Maximum**: The maximum number of preview agent licenses required. The values you specify are the total licenses you can use. The system considers the maximum value you specify here as the *System capacity* For more information, see Zone licenses page field descriptions on page 72.
Save	Use to save the settings.
Apply	Use to apply the settings.

Editing License Settings

About this task

Use this procedure to configure the number of outbound ports in the POM license.

Experience Portal Manager(EPM) uses the configured outbound ports to ping an Avaya WebLM server, to count the licenses authorized for the system.

The EPM plug-in fetches the licenses from Avaya Aura® Experience Portal and deploys them on all POM servers.

Procedure

1. In the navigation pane, click **Security** > **Licensing**.
2. On the Licensing page, click the (pencil) icon in any of the following fields:
   - **License Server Information**: to edit the URL for connecting to the license server.
   - **Experience Portal**: to edit information about Experience Portal license settings.
   - **Proactive Outreach Manager**: to edit information about POM license settings.
3. **(Optional)** If you choose **License Server Information**, do the following:
   a. In the **License Server URL** field, type the URL of the license server.
   b. Click **Verify** to connect to the server, to check whether the URL is valid.
   c. Click **Apply**.
   d. Click **Save**.
4. **(Optional)** If you choose **Experience Portal**, type values in the **Minimum** and **Maximum** fields for the following:
   - **Announcements Ports**
   - **Email Units**
   - **SIP Signaling Connections**
   - **SMS Units**
   - **Telephony Ports**
5. If you choose **Proactive Outreach Manager**, type values in the **Minimum** and **Maximum** fields for the following:
   - **Maximum Outbound Ports**

     Configure outbound ports equal to or less than the telephony ports configured on the Avaya Aura® Experience Portal system.
   - **Predictive Agents**
   - **Preview Agents**

Chapter 5: Data Center Configuration

Data Center Configuration overview

The Experience Portal web console displays the Data Center Configuration page through which you can configure the POM data center.

Based on your role, you can do the following to configure a data center:

- Add
- Edit
- Delete

Note:

The Data Center Configuration page is available only if Geo Redundancy is enabled with MSSQL database.

Data Center Configuration page field descriptions

To view the Data Center Configuration page through Avaya Aura® Experience Portal web portal, you must click **POM** > **POM Home** > **Configurations** > **Data Center Configuration**.

Field or Button	Description
Group Name	Displays the name of the data center.
Mode	Displays the mode of the data center. The available options are: • **Active** • **Standby**
EPM Servers	Displays the list of EPM servers belonging to a data center.
Add	To add a data center.
Delete	To delete a data center.

Adding a data center group

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop-down menu, click **Configurations** > **Data Center Configuration**.
3. On the Data Center Configuration page, click **Add**.
4. On the Add data center group page, enter appropriate values in the fields.
5. Click **Save**.

Add data center group page field descriptions

Use this page to associate EPM servers with a data center group.

Name	Description
Group Name	A logical name for a data center.
Mode	The mode of the data center. POM supports the following modes: • **Active**: Indicates that the POM servers in the data center manage the outbound campaigns. • **Standby**: Indicates that the POM servers are in the hot stand by mode and do not manage the outbound campaigns.
Configure EPM Servers	
EPM Servers	The list of EPM servers configured on Avaya Aura® Experience Portal.
EPM Ip Address	The IP address of the EPM servers configured on Avaya Aura® Experience Portal.
EPM User Name	The user name of EPM.
EPM Password	The password for the EPM user.

Edit data center group page field descriptions

Use this page to associate an EPM server with a data center group.

Name	Description
Group Name	A logical name for a data center.

Table continues…

Name	Description
Mode	The mode of the data center. POM supports the following modes: • **Active**: Indicates that the POM servers in the data center manage the outbound campaigns. • **Standby**: Indicates that the POM servers are in the hot stand by mode and do not manage the outbound campaigns.
Configure EPM Servers	
EPM Servers	The list of EPM servers configured on Avaya Aura® Experience Portal.
EPM Ip Address	The IP address of the EPM servers configured on Avaya Aura® Experience Portal.
EPM User Name	The user name of EPM.
EPM Password	The password for the EPM user.

Deleting a data center group

Before you begin

Configure at least one data center group.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop-down menu, click **Configurations** > **Data Center Configuration**.
3. On the Data Center Configuration page, select the check box next to the data center group that you want to delete.
4. Click **Delete**.

Chapter 6: POM Servers

POM Servers overview

A POM server consists of core POM components that are required to execute call, email, SMS, and agent-based campaigns. You must install the POM server on the primary EPM server. In a multiple server configuration, you can also install the POM server on auxiliary EPM servers.

The following are the POM components:

Campaign Director

Campaign Director is a Linux service that triggers campaigns and data imports at scheduled date and time. Campaign Director is also responsible for pausing and resuming campaigns based on user action and terminating campaigns if their finish criteria is specified. If you install POM as a multiple server configuration, then only one campaign director is in the active state and others are in dormant state. For a multiple server configuration, the campaign director is responsible for assigning the contacts to be processed for any campaign across POM servers. Campaign Director is also responsible for redistribution of load in case of failures.

Campaign Manager

Campaign Manager is a Linux service that parses a campaign strategy, makes voice calls, and sends SMS or email messages. Campaign Manager interfaces with one or more EPM servers for making outbound calls.

If you configure multiple EPM servers, the Campaign Manager uses all the servers in a synchronized manner, using all media resources available for load balancing and failover.

If you install POM as a multiple server configuration, the Campaign Manager service runs on all POM servers. When you run a campaign, each Campaign Manager processes the contacts allocated to the campaign by the Campaign Director.

Rule Engine

Rule Engine is a Linux service that evaluates system rules and campaign rules for each campaign. You can create rules using Rule Editor.

Rules can be based on:

- Contact/address
- Number of attempts
- Channel
- Attempt completion code
- Nuisance frequency

Before attempting a contact, Campaign Manager refers the rule engine to check whether the rule engine has restricted the attempt by any system or user configured rule.

If you install POM as a multiple server configuration, then only one rule engine is in the active/master state, and others are in the dormant state.

POM Web services

The system installs web services as a part of POM server and accesses the web services from the external applications. POM Pluggable Data Connector (PDC) uses web services to interface with POM. You can use the Web services to access various contact attributes to play personalized prompts or make certain decisions in the application flow.

Agent Manager

POM Agent Manager (PAM) is a Linux service that manages agent operations. You can either have agent-based campaigns or agent-less (notification) skill-based campaigns.

By default, the Agent Manager allocates 1536 MB memory, which can be utilized for up to 500 agents. If you want to run more than 500 agents, say up to 1000 agents, then you must increase this memory to 3GB. To change Agent Manager memory allocation, you must run `updateAgentManagerMemory.sh` script from `$POM_HOME/bin` folder.

PAM is responsible for distributing licenses to all voice-based campaigns. The high-level functions of PAM include:

- Manages agent allocation and state for campaigns.
- Manage agents in a blended job. Only CC Elite configuration supports this module.
- Update the POM database with current agent related information for reporting and HA related functionality.
- Distribute the preview and predictive agent licenses among running agent-based campaigns and distributing outbound ports to voice notification campaigns.
- Support High Availability in case of system failures.
- Support real-time commands from POM Monitor such as minimum agents, priority, or agent-based commands such as Forced Logoff.

Nailer CCXML application

To speed-up the process of connecting to customer call with agents, POM keeps the agent on a continuous call. This continuous call is known as nailing. This application takes care of the agent call control flow. An available agent is nailed at the beginning of the call session when the agent gets attached to a job.

POM helps to enhance the agent performance by delaying the un-nailing of an agent. When the system detaches the agent from a job, the system does not terminate the agent nailing. The next job also uses the same nailing session. In some cases, as a result of agent optimization, the system can nail the agent by a different application assigned to the job.

POM does not support multiline appearance on agent phones and does not check the agent phone status for off-hook/on-hook before launching the nail-up call.

POM does not support hold on nailed calls. It does not check the agent phone status for hold/un-hold during the nail-up. The agent must ensure that the nailed call is not put on hold to avoid nuisance, silent, or abandoned calls to customers.

Driver CCXML application

This application takes care of the customer call control flow.

Agent Scripts

When an agent gets a call, an agent script is shown to the agent on his desktop, which contains the script that the agent speaks to the customer.

The agent script is displayed on agent desktop to help the agent with the customer call. The agent script can be either Native or URL based. You can create, delete, or modify the Native scripts using a built-in editor. To use agent scripts, you must associate the agent script with a campaign strategy for agent-based campaigns. For more information about agent scripts, see *Using Proactive Outreach Manager*.

ActiveMQ

ActiveMQ is a Linux service that is used for Inter process communication between POM components. You can change the runtime parameters of campaign jobs and publish the contact attempt information using ActiveMQ.

Kafka server

POM generates and sends the following events to Apache Kafka.

- Real-time events:
  - Default_POM_JOB for JOB events
  - Default_POM_AGENT for Agent events
- Real-time statistics events:
  - Default_POM_JOB_STATISTICS for JOB statistics events
  - Default_POM_AGENT_STATISTICS for Agent statistics events

POM creates one topic per event type on the Kafka server.

POM Servers page field descriptions

To view the POM Servers page through Avaya Aura® Experience Portal web portal, you must click **POM** > **POM Home** > **Configurations** > **POM Servers** in the navigation pane. This page displays the existing POM servers. You can also use this page to add, change, or delete a POM server.

Field or Button	Description
Selection check box	Use this selection check box to select the POM servers to delete.
POM Server Name	A unique identifier for the POM server.

Table continues…

Field or Button	Description
Host Address	The IP address or the host name of the POM server. **Note:** Enter the IP address in the specified format of xxx.xxx.xxx.xxx.
Trace Levels	The default POM trace levels can be used for monitoring. The options are: • Use POM Settings: The POM server uses the default trace settings specified on the POM Settings page. Using these settings, you can specify the trace levels for all POM servers. • Custom: The POM server uses the trace settings for the specific POM server. To view these settings, select a POM server from **POM Server Name**.
Certificates	Provides a link to export the certificate.
Add	Opens the Add POM server page.
Delete	Deletes the selected POM server. You can select POM servers using the check box next to the POM server name. **Note:** You cannot delete a POM server until you stop all POM services. If you have associated any campaign with the POM server on Campaign Creation Wizard page, and you try to delete the POM server, the system displays a warning `"Cannot delete the Voice servers associated with Campaigns!"`. You must first remove the association of POM server from Campaign Creation Wizard page, and then delete the POM server. In case you single server deployment, you must delete the campaign first before deleting the POM server.
POM Settings	Opens the POM Global Settings page through which you can change the global settings for all POM servers.
Outbound Settings	Displays the list of voice servers. Based on your user role, you can enter the voice server password for outbound calls.
POM Manager	Provides options to start or stop the POM servers connected to EPM.

Adding a POM server

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. On the POM Home page, click **Configurations** > **POM Servers**.
3. Click **Add**.
4. Specify the POM server name and the IP address.

5. Click **Continue**.

   The POM certificate details are displayed.

6. Select **Check the Trust this certificate check box** to authenticate the certificate to establish communication between the POM server and EPM.

   The POM certificates are used for identifying the POM servers connected to a specific Avaya Aura® Experience Portal system. The POM certificates are located on each POM server. These certificates are retrieved by the primary EPM while adding a POM server and stored in a certificate store on EPM.

7. (Optional) Click the **Categories and Trace level** link.

   You can select to use the POM settings or the customized settings for the trace levels using the option button.

8. Click **Save**.

9. Restart the server for the changes to take effect.

Add POM server page field descriptions

Use this page to add POM servers.

Field or Button	Description
POM Server Name	A unique identifier for the POM server.
POM Server IP Address	The IP address for the POM server. **Note:** You have to enter the IP address in the specified format xxx.xxx.xxx.xxx. Ensure that this is the IP address of the POM server configured during installation. You can add only one primary POM server and more than one auxiliary POM servers. Ensure you install the primary POM server on the primary EPM. The multiple auxiliary POM servers are associated with the primary POM server.
Continue	After clicking **Continue**, Edit POM Server page is displayed where the license information is given. You must select the **Trust this certificate** selection box and then use **Save** to save the newly added POM server.

Editing POM server

Before you begin

Ensure you configure at least one POM server.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. On the POM Home page, click **Configurations** > **POM Servers**.
3. On the POM Servers page, select the POM server you want to edit by clicking on the name of the server.

   Note:

   You cannot edit the name of the POM server.

   For changing the IP address of Avaya Aura® Experience Portal, see *Administering Avaya Aura® Experience Portal*.
4. To update the POM server IP address or hostname, you must reissue the POM certificate based on the new IP address and hostname, and then trust the new certificate in EPM.
   a. Open a ssh session on the host EPM server with root privileges.

      Important:

      If you have the database server installed on a local server, run the `$POM_HOME/bin/installDB.sh` first and do not recreate the POM schema. In production environment, do not install POM database schema on local PostgreSQL.
   b. Stop the vpms service by typing `service vpms stop` and stop the POM service using `service pom stop`.
   c. Run `$POM_HOME/bin/do_UpdatePOMCerts`.
   d. Update the POM's copy of EPM certificate by selecting **Yes**.
   e. Reissue POM certificate carrying new IP and the hostname (if changed). by selecting **Yes**.

      If you are changing the IP address or hostname of the primary POM server, run `$POM_HOME/bin/installDB.sh` to reconfigure the database connection.

      When you run the `$POM_HOME/bin/installDB.sh` again ensure you,

      - Select the same Contact Center mode that you used earlier.

        For example, if you installed POM in the None mode, ensure that you select the None mode after you rerun the `$POM_HOME/bin/installDB.sh`.
      - Do not recreate the database schema.
      - If you change the IP address of the database server, change the IP address
   f. In the navigation pane, click **POM** > **POM Home** > **Configurations** > **POM Servers**.
   g. Click the POM server that you want the edit.
   h. Change the POM server IP address.

      You cannot change the hostname through the user interface.

i. Click **Apply** to fetch the new certificate.
j. Trust the new updated certificate.
k. Click **Save**.
l. Start the POM service through the user interface or by typing `service POM restart`.

5. **(Optional)** Click the **Categories and Trace Levels** link to specify the trace level settings.
6. Click **Save** to save the changes.

   The POM server page is displayed confirming the changes are saved.
7. Restart the server for the changes to take effect.
8. Add all POM applications again.

Edit POM Server page field descriptions

Use this page to edit the POM server configuration.

Field or Button	Description
POM Server Name	A unique identifier for POM server. **Note:** You cannot change the name of the POM server once specified.
Host Address	The host or IP address of the POM server. **Note:** You cannot change the host or IP address of the POM server once specified.
POM Certificate	This certificate is to validate the POM server. **POM Certificate** is used to connect and access functionality of the EPM. **Note:** A similar certificate is displayed while installing POM. The displayed certificate must be identical to the certificate established during the installation of POM.

Table continues…

Field or Button	Description
Categories and Trace Levels	You can use these to monitor POM. You can select to use the default POM settings or have custom settings defined. You can have the levels as: • Off • Fine • Finer • Finest You can monitor the trace levels for: • Campaign Director • Campaign Manager • Agent Manager • ActiveMQ Manager • Web Tracer • Web Service Tracer **Note:** Restart the POM server for all changes to take effect.
Save	The button to save the changes.

Deleting a POM server

Before you begin

Ensure that you configured at least one POM server and that server is in the `STOPPED` state.

Procedure

1. In the navigation pane, select **POM** > **POM Home**.
2. In the content pane, select **Configurations** > **POM Servers**.
3. On the POM Servers page, select the check box for the server that you want to delete.
4. Click **Delete**.

   Note:

   If you attempt to delete a POM server that has any campaigns associated with it, POM displays the `Cannot delete the Voice servers associated with Campaigns!` warning.

   Therefore, you must first remove the association of the POM server from the Campaign Creation Wizard page, and then delete the server.

For a single server deployment, you must delete the campaign before deleting the server.

POM Global Settings page field descriptions

To view the POM Global Settings page through Avaya Aura® Experience Portal web portal, you must click **POM** > **POM Home** > **Configurations** > **POM Servers** > **POM Settings**.

On the POM Global Settings page, you can configure the settings that are applicable at the global level for all POM servers. You can override or change the settings for an individual POM server through the Edit POM Server page using the **Custom** option in **Categories and Trace Levels**.

Field or Button	Description
Trace Logger	
Log File Maximum Size (MB)	Use to specify the maximum size in megabytes of the trace file. Once the log file reaches this size, the system creates a new log file. If creating a new log file causes the number of logs to exceed the **Number of Logs to Retain** setting, the system deletes the oldest file before it creates the new file. You can specify a value between 1 to 500. The default value is 250.
Number of Logs To Retain	Use to specify the maximum number of files the POM server can retain, including the current log file. Once this number of log files exceeds, the system deletes the oldest log file before creating a new one. Specify a whole number between 1 to 20. The default value is 10.
Event Settings	
Event Level Threshold to Send to EPM	Use the drop-down list to monitor the events and alarm logs threshold sent by every POM server. Fatal alarms are always sent to the EPM. Use the drop down list to select the lowest level of events and alarms to be included in the tracing log that is sent to the EPM. You can choose to send the event types, depending on the value you select from the drop-down list. You can chose: • **Error**: POM server sends Error and Fatal type of events and alarms to the EPM. • **Warn**: POM server sends Error, Fatal, and Warning type of events and alarms to the EPM. • **Info**: POM server sends Error, Fatal, Warning, and Info type of events and alarms to the EPM. POM server sends a generated event to EP if the threshold time exceeds the configured throttling interval time (in milliseconds) on the POM server. POM server does not send a generated event to EP if the threshold time does not exceed the configured throttling interval time (in milliseconds) on the POM server.

Table continues…

Field or Button	Description
Categories and Trace Levels	Use to troubleshoot POM by setting the trace levels for the following: • Campaign Director • Campaign Manager • Agent Manager • ActiveMQ Manager • Web Tracer • Web Service Tracer • Rule Engine Service • Rest Service To troubleshoot a particular area, you must set specific categories to `Fine` and examine the resulting output to see if you can locate the issue. If not, set the level to `Finer` and repeat the process. If you still need more data, then set the level to `Finest` and keep a close watch on system resource usage. You can chose to monitor as: • Off: Sets trace logging for all categories to off. • Fine: Sets trace logging for all categories to fine. • Finer: Sets trace logging for all categories to finer. • Finest: Sets trace logging for all categories to finest. **Note:** Click the group heading if the fields are not displayed. You can also configure these settings from the Edit POM Server page, if you select the **Custom** option.
Save	Use to save the POM global settings.
Apply	Use to apply the current settings.

Voice Server page field descriptions

To view the Voice Server page through Avaya Aura® Experience Portal web portal, you must click **POM** > **POM Home** > **Configurations** > **POM Servers** > **Outbound Settings**.

The voice server is the primary POM or any auxiliary POM associated with the primary EPM. The voice server can only be the primary EPM or auxiliary EPM of the Avaya Aura® Experience Portal system to which the POM system belongs.

Note:

You cannot add any servers from this page. This page only lists the primary EPM and the auxiliary EPMs associated with the primary POM server.

Field or Button	Description
Name	Displays the names of the primary and auxiliary EPMs associated with the primary POM server.
IP Address	Displays the IP address or host name of the primary and auxiliary EPMs associated with the primary POM server.

Editing a voice server

About this task

Use this procedure to set the credentials of a voice server for outbound calling.

Procedure

1. In the navigation pane, select **POM** > **POM Home**.
2. In the content pane, select **Configurations** > **POM Servers**.
3. On the POM Servers page, click **Outbound Settings**.
4. On the Voice Servers page, click the name of the server whose credentials you want to edit.

   POM displays the Edit Voice Server page.
5. In the **User Name** field, type the login name of the POM users who have the privileges for using SOAP web services.
6. In the **Password** field, type a password.
7. Click **Save**.

Edit Voice Server page field descriptions

Use this page to edit the user name and password for the primary or auxiliary EPM associated with the primary POM server to enable the outbound calls.

Field or Button	Description
Name	Displays the name of the primary or auxiliary EPM associated with the primary POM server. **Note:** You cannot change the name once specified.

Table continues…

Field or Button	Description
IP Address	Displays the IP address or hostname of the primary or auxiliary EPM associated with the primary POM server . **Note:** You cannot edit the IP address or hostname once specified.
User Name	Use to specify a Avaya Aura® Experience Portal Web administrator user name to connect to the primary or auxiliary EPM associated with the primary POM server. **Note:** Ensure that the user has EP web services role and the outcall feature is enabled.
Password	Use to specify a Avaya Aura® Experience Portal Web administrator password to connect to the primary or auxiliary EPM associated with the primary POM server. **Note:** Ensure that the password does not have any of the following special characters: ~, `, !, ;, \.

POM Manager page field descriptions

To view the POM Manager page through Avaya Aura® Experience Portal web portal, you must click **POM** > **POM Home** > **Configurations** > **POM Servers** > **POM Manager**.

Use this page to manage the POM servers configured on the system.

Name	Description
POM Server Name	Displays a unique identifier for the POM server.
Last Poll	Displays the date and time when the page is last refreshed.
Host Address	Displays the IP address or the host name of the POM server.
Start	To start the specified POM server. The **Start** button is greyed out when the server is in the running state. Select the POM server to activate the button.
Stop	To stop the specified POM server. The **Stop** button is greyed out until you select the POM server, and when the server is in the Stopped state.
Refresh	To refresh the specified POM server display.

This page also displays the POM services configured on the system. You can stop or start these services individually. Following are the configured POM services:

- ActiveMQ
- Advance List Management
- Agent SDK Service

- Agent Manager
- Campaign Director
- Campaign Manager
- Kafka Server
- Rule Server

The POM services functions in the following states. The ongoing status of these services are depicted in different colors.

State	Description	Color
MASTER	The service is running on the host and is in the master mode.	The ongoing status of the master state is displayed in green text.
DORMANT	The service is running on the host and is in the dormant mode.	The ongoing status of the dormant state is displayed with the default color text.
RUNNING	The service is running on the host.	The ongoing status of the master state is displayed in green text.
STOPPED	The service is in stopped state on the host.	The ongoing status of the master state is displayed in red text.
STOPPING	The service is in stopping state on the host.	The ongoing status of the dormant state is displayed with the default color text.

Starting the POM server

Procedure

1. In the navigation pane, select **POM** > **POM Home**.
2. In the content pane, select **Configurations** > **POM Servers**.
3. On the POM Servers page, click **POM Manager**.
4. On the POM Manager page, select the check box that indicates the server that you want to start.
5. Click **Start**.

   You can also start the server from the command line by typing `/sbin/service POM start` and pressing Enter.

Stopping the POM server

Procedure

1. In the navigation pane, select **POM** > **POM Home**.

2. In the content pane, select **Configurations** > **POM Servers**.
3. On the POM Servers page, click **POM Manager**.
4. On the POM Manager page, select the check box that indicates the server that you want to stop.
5. Click **Stop**.

   You can also stop the server from the command line by typing `/sbin/service POM stop` and pressing Enter.

Chapter 7: POM Trusted Certificates

POM Trusted Certificates overview

The Experience Portal web console displays the POM Trusted Certificates page through which you can import or fetch trusted certificates.

Adding trusted Certificate Authority certificates

About this task

You can import a trusted certificate either from the pem certificate file or from the https URL.

Procedure

1. Log in to the Avaya Aura® Experience Portal web console with the Administrator user role.
2. In the navigation pane, click **POM** > **POM Home**.
3. Click **Configurations** > **POM Trusted Certificates**.

   The system displays all the trusted certificates.
4. To import the certificate, click **Import** and do the following:
   a. In the **Name** field, type a unique certificate name.
   b. Click **Browse** and locate the file on the local system.
   c. Click **Continue**.
5. To fetch the certificate, click **Fetch** and do the following:
   a. In the **Name** field, type a unique certificate name.
   b. In the **Location** field, type the certificate URL with the https prefix.
   c. Click **Continue**.

POM Trusted Certificates page field descriptions

Name	Description
Name	The name of the certificate.
Certificates	The attributes of the certificate: • Owner • Issuer • Serial Number • Signature Algorithm • Valid From • Valid Till • Certificate Fingerprints • Subject Alternative Names
You see the following fields when you click the **Import** button:	
Name	The name of the certificate.
Enter Certificate Path	The folder path of the local system containing the trusted certificate file.
You see the following fields when you click the **Fetch** button:	
Name	The name of the certificate.
Location	The path of the certificate in the `https://<IP Address>` format.

Button	Description
Import	To import a new certificate.
Fetch	To import a new certificate.

Chapter 8: POM Zone Configuration

POM Zone Configuration overview

Zoning is the ability of partitioning a system into multiple zones. You can create zones for better control of resources and licenses. You can use zones for geographically distributed systems and also for large local systems.

Note:

POM supports zoning within the same data center and does not support zoning across the data center or across geographic deployment.

For more information about zones, see *Avaya Aura® Experience Portal* documentation.

Use this page to manage the different zones between multiple POM servers. You can also use this page for managing zone failover where you can allocate campaign director (CD) or agent manager (AM) for a selected zone.

Note:

For a single POM server system set up, you do not need to change settings on this page.

For a single POM server system set up with only default zone, you can allocate only one CD and AM.

For a single POM server system set up with multiple zones, you must manually allocate the CD and AM to other zones. The system automatically allocates the primary CD and AM to the default zone.

For a multiple POM server system set up with default zone you can have multiple CD, AM and Rule Engine. The system automatically allocates the primary CD and AM to the default zone. If needed you can change the CD and AM allocation.

Note:

If you want to change the allocation of the Agent Manager, you must first logout the agents, then stop the Agent Manager services across all servers, and then reassign the Agent Manager to the zones. You need to restart the Agent Manager services for the changes to take effect.

For a multiple POM server system set up with multiple zones, you can allocate same CD and AM to different zones or different CD and AM to different zones.

In a multiple POM server setup, if the allocated CD or AM fails, any other running CD or AM manages the zone. The system displays the running CD or AM as the current CD or AM for the specific zone. When the allocated CD or AM starts functioning, it resumes the zone management and the system displays the allocated CD or AM as the current CD or AM.

If the allocated CD or AM values are empty you cannot allocate a CD or AM to any zone. To allocate CD or AM, add at least one POM server.

If no CD or AM is available to serve the zone, the value for the current CD or AM is displayed as None.

For more information about creating and managing zones, see *Avaya Aura® Experience Portal* documentation.

Manage POM Zone Configuration page field descriptions

To view the Manage POM Zone Configuration page through Avaya Aura® Experience Portal web portal, you must click **POM** > **POM Home** > **Configurations** > **POM Zone Configuration**.

Field or Button	Description
CD Zone Configuration	
Zone	Displays the list of zones created on the Avaya Aura® Experience Portal server.
Allocated CD	Specify the primary Campaign Director (CD) to assign to the specific zone.
Current CD	Displays the current Campaign Director (CD) managing the specific zone.
Apply	Use to apply changed Campaign Director for the zone.
AM Zone Configuration	
Selection check box	Use to select the zone that you want to reset.
Zone	Displays the list of zones created on the Avaya Aura® Experience Portal server.
Allocated AM	Specify the primary Agent Manager (AM) to assign to the specific zone.
Current AM	Displays the current Agent Manager (AM) managing the specific zone.
Logged in Agents	Displays the total number of agents in that zone.
Save	Use to save the changed Agent manager for the zone.
Save and Apply	Use to apply the changed the zone ownership from current Agent manager to the allocated Agent manager.

Configuring zone failover settings

About this task

Use this procedure to change the state and failover setting of a zone for an active campaign.

Before you begin

Associate at least one contact list to the job of the zone to which you want to perform a zone failover operation.

If you do not do this operation, the zone failover does not work and an active campaign cannot dial contacts from the failover zone.

Procedure

1. In the navigation pane, click **POM** > **POM Monitor**.
2. On the Active Campaigns page, select the check box next to the name of a campaign.
3. To change the zone failover settings, click the button.
4. In the **Zone Settings** dialog box, do the following:
   a. In the **Zone State** column, click a row cell and select a state from the list.
   b. In the **Failover Zone** column, click a row cell and select a failover state from the list.
   c. In the **Action** column, click **Save**.

Chapter 9: POM Licenses

POM Licenses overview

Zoning is the ability of partitioning a system into multiple zones. You can create zones for better control of resources and licenses. You can use zones for geographically distributed systems and also for large local systems.

For more information about zones, see *Avaya Aura® Experience Portal* documentation.

Use this page to configure POM licenses for a zone. Depending on your user role, you can view or change the POM licenses settings for a zone.

POM has separate licenses for Outbound ports, Preview Agents, and Predictive Agents. You can allocate licenses to different zones and then to different organizations under each zone. If you do not have zones, all licenses are assigned to the default zone and default organization. Licenses are not shared across zones.

For fresh installation or upgrade, the system allocates all available licenses to the default organization of the default zone.

Note:

For upgrade, if you have enabled organizations, post upgrade to 3.0.3 or above, you must manually assign the licenses to all organizations.

If you log in as an Org user with view only permissions for license page, you can view only those licenses that are allocated to the organizations and zone to which the organization belongs.

The system displays the difference between sum of licenses of a type for all zones and the *System capacity* as *Unused licenses*.

If the total number of licenses of all organizations under a zone is less than the licenses allocated to that zone, then the system displays the remaining license count under *Unallocated* for that zone.

While assigning licenses to zones and organizations remember the following:

- License value across all organizations in a zone cannot exceed the value you configure for a given zone.
- License value for all zones in the system cannot exceed the system capacity of licenses in the system.
- If you delete a zone, all licenses of the zone move to the Unused pool. The licenses are not shared or distributed automatically to other zones.

- If you delete an organization, all licenses of the organization move to the Unallocated pool. The licenses are not shared or distributed automatically to other organizations.
- If you increase the System capacity, then the system does not automatically reassign the licenses to zones and organizations. The extra licenses are displayed as Unused licenses. If required, you can manually reassign the licenses.
- If you decrease the System capacity, then the licenses are automatically proportionately reduced from all zones and organizations within the zones.

Manage POM Licenses page field descriptions

To view the Manage POM Zone Licenses page through Avaya Aura® Experience Portal web portal, you must click **POM** > **POM Home** > **Configurations** > **POM Licenses**.

Field or Button	Description
System Capacity	Displays the total available licenses. This value is the value you specify on the Licensing page. For more information, see License Settings page field descriptions on page 47.
Unused licenses	Displays the difference between the sum of the licenses of a type for all zones and the *system capacity* as *Unused licenses*.
Zone	Displays the zones that are created in Avaya Aura® Experience Portal.
Organization	Displays the organizations that are associated with the specific zone.
Outbound Ports	Displays the distribution of available outbound ports across zones and organizations.
Preview	Displays the distribution of available preview agent licenses across zones and organizations.
Unallocated licenses	Displays the difference between the licenses allocated to a zone and the sum of licenses allocated to all organizations under that zone.
External selection license	Displays the system capacity that is provided in POM for external selection.
Allocated	Displays the number of licenses allocated to a zone or organizations under that zone.
Unallocated	Displays the number of unallocated licenses.

Chapter 10: CC Elite Configurations

CC Elite Configurations overview

The Experience Portal web console displays the Configure CTI setup details, CMS setup details and POM Skills page through which you can configure and view the CTI setup details, Call Management System (CMS) server setup, and associated skills in POM database with CC Elite skills. Use the CTI setup configuration to connect to Avaya Aura® Communication Manager to fetch the agent skill information and store in POM. Use the CMS configuration for blending and skill-based pacing.

Note:

You can view the Configure CTI setup details, CMS setup details and POM Skills page only if you installed POM in the CCElite mode.

Configure CTI setup details, CMS setup details and POM Skills page field descriptions

CTI Configuration

Field or Button	Description
CTI Group Name	Displays the identifier for the CTI group.
CM IP Address	Displays the IP address of the system where you installed Avaya Aura® Communication Manager and configured the agents. **Note:** In POM, you can configure only one Automated Call Distributor (ACD).
CM Login	Displays the user name to log in to Avaya Aura® Communication Manager.
AES IP Address	Displays the IP address of the system where you installed Application Enablement Services.

Table continues…

Field or Button	Description
AES Secure Connection	Specifies whether the connection to AES is secure. **Note:** If the DNS is not configured, add the AES host name entry in `/etc/hosts` file on each POM server. For a successful agent login with **AES Secure connection** setting, ensure to import AES certificate using the POM Trusted Certificates page.
CTI Group Role	Displays the group role as Active or Standby. You must ensure that the group you use is Active.
Action	Use the **Delete** icon to delete the CTI details.
Add CTI Detail	Use to add CTI details.

CMS Configuration

Field or Button	Description
Server IP Port	Displays the port number on which POM listens to the CMS server.
Server Role	Displays as either Standby or Active. You can have only one active role.
Agent Thrashing Interval (seconds)	Displays the thrashing intervals. Thrashing time prevents the blend agents getting thrashed between inbound and outbound. If an agent is released/ acquired then the agent cannot again be acquired/ released before the thrashing time as this can cause the agent moving between inbound and outbound too frequently causing his productivity to decline.
Action	Use the **Delete** icon to delete the CMS details. You can delete only the CMS servers that are in the Standby role.
Add CMS Configuration	Use to add the CMS server configuration.

Filters

Field or Button	Description
Skillset Name	Use the drop-down list to select one of the following queries: • All • Contains • Starts with After selecting the query, specify the search string for skill in the text box. This parameter is used for pacing.

Table continues…

Field or Button	Description
Skillset Type	Use the drop-down list to select one of the following queries: • Inbound • Outbound • Attribute This parameter is used for pacing. **Note:** You can view the inbound skills that you add from CMS in POM monitor under the Inbound Skills view.
Skills	Use the drop-down list to select one of the following queries: • Blending Monitored • Blending Unmonitored • Pacing Monitored • Pacing Unmonitored
Show	Displays the search results based on the search criteria you specify.

Call Center Elite mapping

Field or Button	Description
CC Elite Skill Number	Displays a unique number mapped to the Call Center Elite skill number. This parameter is used for pacing.
POM Skill Name	Displays a unique name given to CC Elite skill number. This parameter is used for pacing.
Skill Type	Displays the skill type. This parameter is used for pacing.
Parameter to Monitor for Blending	Displays the parameter to set for blending. You can choose any one from: • Queue Length • Average Speed of Answer (ASA) • Expected Wait Time (EWT) • Percentage (%) Service Level

Table continues…

Field or Button	Description
EWT levels	Displays the EWT level if you choose **Expected Wait Time (EWT)** as the parameter for blending, or pacing. The **EWT Levels** can have any of the following values, or their combination: • EWT high(default) • EWT med • EWT low POM uses this selection for releasing agents from outbound to inbound. If you select more than one EWT levels, POM considers the maximum value of the selected EWT levels and compares the value against the configured threshold value for agent blending.
Agent Acquire Threshold	The value indicates that when traffic is below or equal to the specified value, the inbound skill is in good shape and if any blend agents were released, the system can acquire the agents. This parameter is used for blending. For example, if the agent acquire threshold value is 20 and the current Queue Length is less than or equal to 20 and any blend agents are released, the system can acquire the agents. **Note:** The minimum agent acquire threshold can be set to 0 for Queue Length, Average Speed of Answer (ASA), and Expected Wait Time (EWT), and the minimum agent acquire threshold can be set to 100 for % Service Level. For EWT, set the value of **Agent Acquire Threshold** in seconds.
Agent Release Threshold	The value indicates that when the traffic is above or equal to the value the skill is in bad shape and if any blend agents are there, having the skill in question, those agents must be released from outbound to enable them to take up inbound calls. This parameter is used for blending. For example, if the agent release threshold value is 30 and the current Queue Length is more than or equal to 30, the system can release the agents. **Note:** The agent that is marked for release is released only when the current call of the agent is over. You can set the release threshold to 1. For EWT, set the value of **Agent Release Threshold** in seconds.

Table continues…

Field or Button	Description
Agent Release Interval (seconds)	The interval between successive release of agents. If a skill is in trouble, blender notifies agent manager to release a particular agent. However, it might take some time for agent to be actually unnailed as the agent might be attending the call. Also after the agent is unnailed and starts taking inbound calls it might take some time for the skill to appear in good shape. Hence if the release interval is not specified, blender might end up releasing all agents to inbound. This parameter is used for blending.
Monitor for Blend	Displays whether the inbound skill is enabled for blending.
Monitor for Pacing	Displays whether the inbound skill is enabled for pacing. If you disable the skill for pacing, while the skill-based campaign is running, the changes do not take effect immediately on the running campaign. You must stop the skill-based campaign manually and change the skill being monitored from the campaign strategy.
Zone Name	Displays the zone blender name that monitors the selected skill.
Action	Use the **Delete** icon to delete the skill mapping details. You cannot delete the skill if the skill is associated with a campaign strategy.
Add Skill	Use to map CC Elite skill number to a user specified POM skill name. This parameter is used for pacing.

Add CTI Detail page field descriptions

Use this page to set up CTI details.

Field or Button	Description
CTI group name	Specify a unique identifier for the CTI group.
CM IP address	Specify the IP address of the system where you installed Avaya Aura® Communication Manager.
CM login	Specify the user name to log in to Avaya Aura® Communication Manager with prof18 privilege.
CM password	Specify the password to log in to Avaya Aura® Communication Manager.
AES IP address	Specify the IP address of the system where you installed Application Enablement Services.
AES Secure Connection	Specify whether the connection to AES is secure.
CTI group role	Specify the group role as Active or Standby. You must ensure that the group you use is Active.
Save	The button to save the changes.

Edit CTI Detail page field descriptions

Use this page to edit the CTI details. You cannot edit the CTI group name after specifying it once.

Field or Button	Description
CTI group name	Specify a unique identifier for the CTI group.
CM IP address	Specify the IP address of the system where you installed Avaya Aura® Communication Manager.
CM login	Specify the user name to log in to Avaya Aura® Communication Manager. The default user name is init.
CM password	Specify the password to log in to Avaya Aura® Communication Manager.
AES IP address	Specify the IP address of the system where you installed Application Enablement Services.
AES Secure Connection	Specify whether the connection to AES is secure.
CTI group role	Specify the group role as Active or Standby. You must ensure that the group you use is Active.
Save	The button to save the changes.

Add CMS Connectivity and Role page field descriptions

Use this page to set up the Call Management System (CMS) connectivity and define roles.

Field or Button	Description
Server IP port	Specify the port number on which POM listens to the CMS server. **Note:** Ensure that this port number is same as the port number configured on CMS server in the RT socket configuration.
Server role	The drop-down list to select the Active or Standby role. You can have only one active CMS server role and you cannot delete the active role.
Agent Thrashing Interval (seconds)	Specify the thrashing intervals. Thrashing time prevents the blend agents getting thrashed between inbound and outbound. If an agent is released/ acquired then the agent cannot again be acquired/released before the thrashing time as this can cause the agent moving between inbound and outbound too frequently causing his productivity to decline.
Save	The button to save the changes.

Edit CMS Connectivity and Role page field descriptions

Use this page to edit the CMS connectivity and define roles.

Field or Button	Description
Edit CMS Configuration	
Server IP Port	Specify the port number on which POM listens to the CMS server. **Note:** Ensure that this port number is same as the port number configured on CMS server in the RT socket configuration.
Server Role	The drop-down list to select the Active or Standby role. You can have only one active CMS server role.
Agent Thrashing Interval (seconds)	Specify the thrashing intervals. Thrashing time prevents the blend agents getting thrashed between inbound and outbound. If an agent is released/acquired then the agent cannot again be acquired/released before the thrashing time as this can cause the agent moving between inbound and outbound too frequently causing his productivity to decline.
Save	The button to save the changes.

Create POM Skills page field descriptions

Use this page to create a skill in POM and map the skill with CC Elite skill number.

Field or Button	Description
CC Elite Skill Number	The skill number configured on Avaya Aura® Communication Manager for mapping.
POM Skill Name	The unique skill name. You can also specify the attributes for the agents. Specify the attributes in the <AttributeName.AttributeValue> format. For example <State.Arizon>. For CC Elite configuration, only the following data types are supported: • INTEGER • LONG • SHORT • CHARACTER • BOOLEAN • STRING
Skill Type	The list of skill types to specify the value as inbound or outbound.

Table continues…

Field or Button	Description
Parameter to Monitor for Blending	The drop-down list to select one of the following parameters to set for blending: • Queue Length • Expected Wait Time • Avg Speed of Answer • % Answered within Service Levels
EWT levels	Use this multi select option to specify the EWT level if you select the **Parameter to Monitor for Blending** as **Expected Wait Time (EWT)**. You can specify either of the following values or their combination as the EWT levels: • Expected Wait Time (High) This is the default value. • Expected Wait Time (Medium) • Expected Wait Time (Low) **Note:** If you upgrade POM from previous version to POM 3.0.4, and if EWT was used as a parameter for either blending or pacing, then after upgrade, the EWT value will be defaulted to Expected Wait Time (High) to ensure backward compatibility.
Agent Acquire Threshold	This field is used to configure agent Acquire threshold. When inbound call traffic is below the Acquire threshold, the inbound skill is in good shape and if any blend agents were previously released to inbound, the system can acquire those agents for outbound. This parameter is used only for blending. For example, if the agent Acquire threshold value is 20 and the current Queue Length is less than 20 and any blend agents were previously released, the system can acquire the agents for outbound.
Agent Release Threshold	This field is used to configure Agent release threshold. When inbound call traffic is above the release threshold, the inbound skill is in bad shape and if there are any blend agents in outbound, those agents will be released from outbound to inbound. This parameter is used for blending. For example, if the agent release threshold value is 30 and the current Queue Length is more than 30, the system can release the agents.

Table continues…

Field or Button	Description
Agent Release Interval (seconds)	The interval between successive release of agents. If a skill is in trouble, blender notifies agent manager to release a particular agent. However, it might take some time for agent to be actually unnailed as the agent might be attending the call. Also after the agent is unnailed and starts taking inbound calls it might take some time for the skill to appear in good shape. Hence if the release interval is not specified, blender might end up releasing all agents to inbound. This parameter is used for blending.
Monitor for Blend	Displays whether the inbound skill is enabled for blending.
Monitor for Pacing	Displays whether the inbound skill is enabled for pacing.
Zone Name	Displays the zone blender name that monitors the selected skill.
Add	The button to add more rows. You can insert up to 20 skills at one go.
Save	The button to save the changes.

Edit POM Skills page field descriptions

Use this page to edit POM skills. You cannot edit the Call Center Elite skill number and POM skill name.

Field or Button	Description
CC Elite Skill Number	The unique Call Center Elite skill number. You cannot edit this field.
POM Skill Name	The unique skill name. You cannot edit this field.
Skill Type	The drop-down list to specify the value as inbound or outbound.
Parameter to Monitor for Blending	The drop-down list to select one of the following parameters to set for blending: • Queue Length • Expected Wait Time • Avg Speed of Answer • % Answered within Service Levels

Table continues…

Field or Button	Description
EWT levels	Use this multi select option to specify the EWT level if you select the **Parameter to Monitor for Blending** as **Expected Wait Time (EWT)**. You can specify either of the following values or their combination as the EWT levels: • Expected Wait Time (High) This is the default value. • Expected Wait Time (Medium) • Expected Wait Time (Low) **Note:** If you upgrade POM from previous version to POM 3.0.4, and if EWT was used as a parameter for either blending or pacing, then after upgrade, the EWT value will be defaulted to Expected Wait Time (High) to ensure backward compatibility.
Agent Acquire Threshold	The value indicates that when traffic is below the specified value, the inbound skill is in good shape and if any blend agents were released, the system can acquire the agents. This parameter is used for blending. For example, if the agent acquire threshold value is 20 and the current Queue Length is less than 20 and any blend agents are released, the system can acquire the agents.
Agent Release Threshold	The value indicates that when the traffic is above the value the skill is in bad shape and if there are any blend agents, having the skill in question, those agents must be released from outbound to enable them to take up inbound calls. This parameter is used for blending. For example, if the agent release threshold value is 30 and the current Queue Length is more than 30, the system can release the agents.
Agent Release Interval (seconds)	The interval between successive release of agents. If a skill is in trouble, blender notifies agent manager to release a particular agent. However, it might take some time for agent to be actually unnailed as the agent might be attending the call. Also after the agent is unnailed and starts taking inbound calls it might take some time for the skill to appear in good shape. Hence if the release interval is not specified, blender might end up releasing all agents to inbound. This parameter is used for blending.
Monitor for Blend	Displays whether the inbound skill is enabled for blending.
Monitor for Pacing	Displays whether the inbound skill is enabled for pacing.
Save	The button to save the changes.

Enabling TLS for AES, and SDK

About this task

To establish a secured connection using TLS with AES, or SDK, update the *pim_config* table.

Procedure

To enable TLS1.0, TLS1.1, and TLS1.2 for SDK, execute the query: **`update pim_config set config_value='TLSv1,TLSv1.1,TLSv1.2' where config_name='SupportedProtocols'`**

You can provide comma separated values as shown in the above query. To enable only one, for example TLS1.0, then set that value in the query and remove other two as follows:

```
update pim_config set config_value='TLSv1' where
config_name='SupportedProtocols'
```

Chapter 11: Oceana Configuration

Oceana Configuration overview

The Oceana Server page displays a list of Oceana servers. Depending on your role, you can add, update, or delete the server details. Based on these server details, POM fetches the attribute definition of an agent from the Oceana server.

Note:

- You can see the Oceana Server page only if you install POM in the Oceana mode.
- You must do the certificate exchange.

Oceana Server page field descriptions

Field or Button	Description
Server Name	The name of the Oceana server.
Network Address	The IP address or host name of the cluster on which the Oceana outbound service is deployed.
Action	The **Delete** icon to delete a server entry.
Add	The button to add an Oceana server.

Add Oceana Server Configuration field descriptions

The Add Oceana Server Configuration page allows you to add a new Oceana server in POM to fetch agent attribute definition from Oceana.

Name	Description
Server Name	Specify the name of the Oceana server.
Server Network Address	Specify the IP address or host name of the cluster on which the Oceana Outbound service that is Oceana Outbound provider is deployed. You may also specify the host name as the Oceana server network address.

Button	Description
Save	Click to save the Oceana server details.
Cancel	Click to discard the new server entry and return to the Oceana Server page.

Chapter 12: AACC Configurations

AACC Configurations overview

Avaya Aura® Contact Center supports integration with Avaya Proactive Outreach Manager provides agents with a single desktop experience for inbound and outbound contacts. Integration with POM also provides blending and reporting of outbound activities. Contact Center agents must handle Proactive Outreach Manager contacts using Avaya Agent Desktop Avaya Aura® Contact Center does not support the handling of POM contacts with clients other than Agent Desktop.

POM provides a capability to dynamically predict the availability of a Contact Center agent and to pace outbound calls accordingly. This type of dialing can be used in contact centers where there is a requirement to efficiently contact large volumes of customers. A predictive dialer uses a combination of current information and historical statistics to determine how frequently an agent becomes available within Contact Center. Based on this, POM initiates calls in anticipation of agents becoming available to process the calls. Calls are connected to an agent only when a customer answers a call.

AACC configuration page field descriptions

Use this page to configure the AACC configuration parameters. For more information about the following AACC configuration parameters, see *Avaya Aura® Contact Center* documentation on the Avaya support site at http://support.avaya.com.

Note:

You can view the AACC configuration page only if you installed POM in AACC mode.

Field	Description
AACC web service IP address	Specify the IP address of the AACC Web service. The default address is 127.0.0.1.
AACC web service user name	Specify the AACC Web service user name. The default user name is webadmin.
AACC web service password	Specify the AACC Web service password.
AACC Multicast IP address	Specify the AACC multicast IP address.

Table continues…

Field	Description
AACC Hostname	Specify a valid AACC host name ensuring that the host name is resolved by `hosts` file or DNS.
AACC Secure Connection	Specify if you want a secure connection to AACC using the https protocol. The check box is cleared by default.

For more information on running agent-based campaigns using AACC, see *Avaya Aura® Contact Center – Proactive Outreach Manager Integration*.

Chapter 13: Context Store Configurations

Context Store Configurations overview

The Context Store Server page displays a list of Context Store servers. Depending on your role, you can add, update, or delete the server details. Campaign Manager pushes the attempt data on the configured Context Store server. In case of multiple server configurations, Campaign Manager pushes the data to the first configured server. If the first server is not reachable, then Campaign Manager pushes the data to the next configured server.

Context Store Server page field descriptions

The Context Store Server page displays a list of Context Store servers. Depending on your role, you can add, update, or delete the server details.

Name	Description
Server Name	The name of the Context Store server.
Network Address	The IP address or host name of the cluster on which the context store server is deployed.
Action	The field to display the Delete icon to delete a server entry. You cannot delete the context store server if: • Any campaign is enabled to push the data to the context store server. • This server is the only configured server.
Note: Ensure that the Context Store server certificate has been added to the POM Trust Store.	

Button	Description
Add	To add a context store server. **Note:** There is a secure communication between the Context Store server and POM. So you must configure the Context Store server certificate to POM Trust store. For more information, see the *POM trusted certificate management* section in *Implementing Proactive Outreach Manager*. If the Oceana server is deployed in a Cluster, you must add certificate of all the nodes of Context Store server to the POM trust store.

Add Context Store Server page field descriptions

Use the Add Context Store Server page to add a new context store server in POM.

Name	Description
Context Server Name	The name of the context store server.
Context Server Network Address	The IP address or host name of the cluster on which the context store server is deployed.

Button	Description
Save	To save the context store server details.
Cancel	To discard the new server entry and return to the Context Store Server page.

Chapter 14: External selection configuration

External selection overview

POM supports the external selection feature using which external applications can pair agents and contacts for POM agent-based campaigns. For the external selection feature, POM exposes an interface and supporting classes. Through the interface and supporting classes, external applications can select an agent for a contact or a contact for an agent. External applications can also apply the logic to select the agent-contact pair.

Connection management to the external system is a part of external selection class and is implemented by third-party.

POM must provide external system configuration data while initializing the external selection class. POM must also provide KeyStore or certificate path to external selection class to secure the connection to external system.

External selection interface must have methods to send request and receive response, which are overridden by the external selection class to implement the logic of sending request and receiving response. External selection class is deployed in POM custom folder.

Checklist for integrating the external system with POM

Task	Description	✔
Configure an external system on the POM server.	Whitelist an external system for POM.	
Configure the external selection parameters on the POM server.	Load class files from the external system to POM.	
Deploy External Selection Application jar file on the POM server.	Load a .jar file from the external system to the directory of .jar files in POM.	
Configure the external selection settings on the POM server.	Enable POM to display contact list attributes.	

Configuring an external system on POM

About this task

Use this procedure to whitelist external systems for POM.

Before you begin

Ensure that the external system is active.

Procedure

1. Log in to the Avaya Aura® Experience Portal web console with the administrator user role.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Configurations** > **External Selection Configuration**.

   POM displays the External Selection Configuration page.
4. Click **Add**.

   POM displays the External System Configuration dialog box.
5. In the **IP** field, type the IP address of the external server.
6. In the **Hostname** field, type the fully qualified domain name FQDN of the external server.
7. Click **Save**.

Configuring external selection parameters

About this task

Use this procedure to configure an external system on POM and load class files from the external system to POM.

Procedure

1. Log on to the Avaya Aura® Experience Portal web console with the administrator user role.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Configurations** > **External Selection Configuration**.
4. In the **Server Port** field, type the port number to which the external system connects.
5. In the **Failsafe Timer (msec)** field, type any value between 20 to 500.
6. In the **Maximum consecutive response timeout** field, type any value between 3 and 100.
7. In the **Next attempt interval after maximum timeout (sec)** field, type any value between 30 to 300.
8. In the **Heartbeat interval (sec)** field, type any value between 15 to 600.
9. In the **External selection class** field, type the name of the external selection class file.

10. Select the **Enable external selection for all campaigns** check box.
11. Click **Save**.

External selection configuration page field descriptions

Use this page to view and configure external selection.

Use this page to configure external systems on POM so that the systems use their logic to select the best pair of agent and contact for POM agent-based campaigns.

External system configuration parameters

Field or Button	Description
IP	The IP address of an external system that you select for white listing.
Hostname	The FQDN of the external system that is on the network to which you connect POM
Action	To edit or delete the IP address and the FQDN.

External selection configuration parameters

Server Port	The server port to which the external system connects. The default port is 11,000.
Failsafe Timer (msec)	The time for which POM waits for the external selection system to respond to the selection request sent by POM. The default minimum failsafe time is 20 milliseconds. The default maximum failsafe time is 500 milliseconds. The failsafe time configured on the system by default is 100 milliseconds.

Table continues…

Maximum consecutive response timeout	The maximum number of consecutive attempts after which POM stops sending requests to the external server. If the external system does not respond for x consecutive (x configurable) requests from POM within the failsafe time, POM does not send subsequent requests to the external selection class and continues with the POM selection logic. POM tries to send the selection request after y seconds (y configurable). The default minimum timeout is 3 seconds. The default maximum timeout is 5 seconds.
Next attempt interval after maximum timeout (sec)	The duration between the last attempt in which POM stops sending requests to the external server and the next attempt in which POM starts sending requests to the external server.
Heartbeat interval (sec)	The default minimum interval is 15 seconds. The default maximum interval is 600 seconds.
External selection class	The class path of the external selection class that resides on the external selection server.
Enable external selection for all campaigns	By default, this flag is disabled on POM. If you enable the **Enable external selection for all campaigns** and the system level flag, external selection becomes applicable for all preview/ predictive and progressive campaigns. The system displays the campaign level flag as checked and disabled. If you disable the **Enable external selection for all campaigns** and the system level flag, external selection becomes applicable after you enable the campaign level flag.
Add	Use this button to configure the details of an external system, such as IP address and FQDN.
Edit	Use this button to edit the existing details of an external system, such as IP address and FQDN.
Delete	Use this button to delete the configured details of an external system.
Save	Use this button to save the parameters that you configure for external selection.

Table continues…

Reset	Use this button to reset all / any parameters that you want to re-configure for external selection. Use this button to reset parameters to the last saved values.

External system configuration page field descriptions

Use this page to add or modify external system configuration.

External system configuration parameters

Field or Button	Description
IP	The IP address of an external system that you select for white listing.
Hostname	The Fully Qualified Domain Name (FQDN) of the external system that connects to the POM server.

Chapter 15: POM shipped applications

POM shipped applications overview

POM provides shipped applications that you can use for different types of campaigns. These applications help you to setup the notifications you want to play when the call is answered. You must define and configure the applications when you install POM. For more information about configuring the applications, see *Implementing Avaya Proactive Outreach Manager*.

After you configure these applications based on your requirement, you can use the applications while creating a campaign strategy for specific campaigns.

The following are the shipped applications:

- AvayaPOMAgent
- AvayaPOMAnnouncement
- AvayaPOMEmail
- AvayaPOMNotifier
- AvayaPOMSMS
- Nailer
- PomDriverApp

Note:

All application names are case-sensitive. POM 3.0.3 and above does not support external load balancers for Nailer and AvayaPomDriver applications.

AvayaPOMAgent

Use AvayaPOMAgent to transfer the call after playing a recorded welcome message, followed by a simple notification text (TTS). The transfer is blind and the application exits after transferring the call. The notification text is optional for this application. Configure this application as a POM:Application type in EPM with name as AvayaPOMAgent. The welcome message is optional. You can specify the welcome message using Configurable Application Variables (CAV) while configuring the application in EPM.

Avaya recommends that you provide a welcome message as there can be some delay in retrieving the notification text in load scenarios. This delay might lead to a silence before the system plays the notification text. A welcome message prevents this silence. The system retrieves the notification text using an internal web service call. If an error occurs in retrieving this text, the application tries the secondary web service URL and then directly jumps to transfer.

You can use this application only with a POM campaign and does not work as a standalone application. A special node for this application AvayaAgent is provided in the campaign strategy

under *Applications*. Specify the ID of the text and the number to transfer to VDN in the properties for the AvayaAgent node. You can provide tel:AvayaPOMAgent as the destination. If you do so, then the calls are transferred to a POM agent nailed to the respective campaign. Ensure that you configure the Avaya Aura® Experience Portal system and Campaign Manager properly for transfers before using this application. You must configure this application in EPM with name as AvayaPOMAgent and no other name works.

You can use two optional CAVs, namely, DNC Digit and DNC Result Prompt for enabling the opt-out mechanism.

The DNC Digit is a number and if the contact presses this number (DTMF digit) during a call, POM adds the called number as stored in the contact list to the POM DNC list, without the dialing prefix, if any. You can mention any number between 0 and 9.

The DNC Result prompt is a wav file that POM plays out to the contact on successful addition to the DNC list by pressing the DNC Digit while on call.

AvayaPOMAnnouncement

Use AvayaPOMAnnouncement for announcement type of campaigns. You can use the application to play pre-recorded prompts. You must upload the pre-recorded prompts (wav files) using CAV while configuring this application in EPM. Configure this application as a POM:Application type in EPM and with name as AvayaPOMAnnouncement. On the CAV page for this application, you can upload prompts for maximum three different languages. Each language has four prompts. The system plays the four prompts in a sequence one after another. Select appropriate language from the list of available language codes and upload respective language prompts for that language. Do not select multiple language codes.

The first four prompts on the page are default prompts. These set of prompts are played in a sequence one after another if the contact language does not match with any of the selected languages. The first default prompt (Default Prompt 1) is mandatory, rest all prompts are optional. You can use this application only with a POM campaign and does not work as a standalone application. Add a custom application node for this application in the campaign strategy. Specify AvayaPOMAnnouncement from the drop-down list available for the Application property of the custom node.

You can use a few optional CAVs, namely, DNC Digit and DNC Result Prompt for enabling the opt-out mechanism.

The DNC Digit is a number and if the contact presses this number (DTMF digit) during a call, POM adds the called number as stored in the contact list to the POM DNC list, without the dialing prefix, if any. You can mention any number between 0 and 9.

The DNC Result prompt is a wav file that POM plays out to the contact on successful addition to the DNC list by pressing the DNC Digit while on call. The DNC Result Prompt is available per language.

AvayaPOMEmail

Use AvayaPOMEmail to send an email message. Configure this application as an email type in EPM with name as AvayaPOMEmail. AvayaPOMEmail does not work as a standalone application. A special node for this application AvayaNotify is provided in the campaign strategy under *Applications*. Specify the ID of the text in the TextId property of the AvayaNotify node. You must configure the application in EPM.

AvayaPOMNotifier

Use AvayaPOMNotifier to play a recorded welcome message followed by a simple notification text (TTS). Configure this application as a POM:Application type in EPM with name as AvayaPOMNotifier. The welcome message is optional. You can provide the welcome message using CAV while configuring this application in EPM. The notification text is retrieved using an internal web service call. If an error occurs in retrieving this text, the application tries the secondary web service URL and if the problem still exists, an error message is played. You can customize the error message using another CAV provided for this application. Avaya recommends that you provide a welcome message as there can be some delay in retrieving the notification text in load scenarios. This delay might lead to a silence before the notification text is played. A welcome message prevents this silence . You can use this application only with a POM campaign and does not work as a standalone application. A special node for this application AvayaNotify is provided in the campaign strategy under *Applications*. Specify the ID of the text in the TextId property of the AvayaNotify node. This application must be configured in EPM with name as AvayaPOMNotifier and no other name works.

You can use two optional CAVs, namely, DNC Digit and DNC Result Prompt for enabling the opt-out mechanism.

The DNC Digit is a number and if the contact presses this number (DTMF digit) during a call, POM adds the called number as stored in the contact list to the POM DNC list, without the dialing prefix, if any. You can mention any number between 0 and 9.

The DNC Result prompt is a wav file that POM plays out to the contact on successful addition to the DNC list by pressing the DNC Digit while on call.

AvayaPOMSMS

Use AvayaPOMSMS to send an SMS. Configure this application as a SMS type in EPM with name as AvayaPOMSMS. AvayaPOMSMS does not work as a standalone application. A special node for this application AvayaNotify is provided in the campaign strategy under *Applications*. Specify the ID of the text in the TextId property of the AvayaNotify node. You must configure this application in EPM.

Note:

If AvayaPOMSMS encounters the mismatch of phone numbers across the send SMS and its corresponding reply or delivery receipt / notifications, then the further processing stops, as the contact attempt record doesn't match with the POM database. Such a situation occurs when POM sends SMS to the phone number without using the country code but the reply or delivery receipt / notification comes back from the provider prefixed with the country code. In such scenario, you must provide the possible phone prefix added by the operator or the SMS prefix added by POM as a comma separated list in **SMS Dialing Code to Ignore** CAV.

Nailer

Use Nailer application to manage the agent nailing session. Configure this application as a POM: Nailer type in EPM with name as Nailer. In order to use the Nailer application for campaigns, specify the Nailer application in the campaign strategy. In order for the Agent Manager to work correctly, you must configure at least one Nailer and one Driver application in the EPM. POM maintains one nailing session for one agent. If you want to play TTS prompts in the hold application, you must configure a TTS in the Nailer application.

Note:

You must configure minimum one nailer application and one driver application on a POM system for every zone. You must configure at least one application with the name “Nailer” and “PomDriverApp” respectively as with POM: Nailer and POM: Driver type. All application names except PomDriverApp and Nailer are case-sensitive.

PomDriverApp

This is a system application of POM which manages execution of calls for a POM campaign. The application launches the calls and then connects the called party to an appropriate application you specify in the campaign strategy based on the outcome of the call. Configure this application as a POM: Driver type in EPM with name as PomDriverApp. Since all POM applications are child nodes of this application, you need to specify resources like TTS, required by the children applications in the configuration of PomDriverApp in the EPM. You can configure multiple driver applications with same URL, but with different names and resources. Choose right resources required by the campaign by selecting the driver application in the Driver Application property of the Call node in the campaign strategy.

When POM places a successful call, a timer called the 'Start of voice timeout' is started. The default value of this timer is 2000 milliseconds. If POM does not receive the 'start of voice' event within this duration, POM initiates Answer Human treatment as specified in the campaign strategy. If POM receives the ‘start of voice’ event within this duration, POM starts another timer called ‘live voice timeout'. The default value of this timer is 1800 milliseconds. If POM receives the ‘live voice’ event within this duration, then it initiates Answer Human treatment immediately as specified in campaign strategy. If POM does not receive the ‘live voice' event within this duration, it initiates Answer Human treatment as specified in campaign strategy after the timeout.

If POM detects live voice event after the Answer Human treatment starts, POM updates the completion code (Answer_Human) in the database and continues with the Answer Human treatment. If POM receives ‘Answer Machine’ event after the Answer Human treatment starts, the driver application waits for the end of machine greeting. On receiving the ‘end of message’ event, it terminates the Answer Human treatment and initiates Answer Machine treatment as specified in campaign strategy.

If you disable the compliance timers, then POM driver application waits for result of call classification till CCA timeout configured in the Campaign Creation Wizard before starting any call treatment. If POM receives result of call classification within this duration, then it initiates 'Answer Human' or 'Call Answered' treatment as specified in campaign strategy. If POM does not receive the result of call classification within this duration, then it initiates 'Answer Human' or 'Call Answered' treatment as specified in campaign strategy after the timeout.

Note:

If the Answer Human treatment is application type then the specified application is played on the customer call. If the answer human treatment is agent type then POM driver application informs the agent manager to connect the customer call to the best available agent. If no agent is available to connect with the call, then the agent manager informs the driver application to play the nuisance application configured in the campaign strategy.

Change AvayaPOMAgent Configurable Application Variables page field descriptions

Use this page to change the values of the configurable application variables of the **AvayaPOMAgent** application deployed on Avaya Aura® Experience Portal.

Name	Description
DNC Digit [0,1,2,3,4,5,6,7,8,9]	The digits to be pressed by the customer to place the customer in a DNC list.
DNC Result Prompt	The prompt to be played after the customer is successfully added to the DNC list.
Welcome Message File	The first prompt played to the customer when the call starts.

Change AvayaPOMAnnouncement Configurable Application Variables page field descriptions

Use this page to change the values of the configurable application variables of the **AvayaPOMAnnouncement** application deployed on Avaya Aura® Experience Portal. You can configure prompts for three languages. If you do not configure prompts for any language, then the default prompts are played sequentially.

Name	Description
DNC Digit [0,1,2,3,4,5,6,7,8,9]	The digits to be pressed by the customer to place the customer in a DNC list.
Default Prompt 1	To upload the first default prompt that POM plays if the contact language does not match with any of the selected languages. Upload the prompt in a `.wav file`. This is a mandatory prompt.
Default Prompt 2	To upload the second default prompt that POM plays if the contact language does not match with any of the selected languages. Upload the prompt in a `.wav file`. This is an optional prompt.
Default Prompt 3	To upload the third default prompt that POM plays if the contact language does not match with any of the selected languages. Upload the prompt in a `.wav file`. This is an optional prompt.
Default Prompt 4	To upload the forth default prompt that POM plays if the contact language does not match with any of the selected languages. Upload the prompt in a `.wav file`. This is an optional prompt.

Table continues…

Name	Description
Default DNC Result Prompt	The prompt to be played after the customer is successfully added to the DNC list.
Language 1	The first language in which the prompts will be played.
Language 1 - Prompt 1	To upload the first prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.
Language 1 - Prompt 2	To upload the second prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.
Language 1 - Prompt 3	To upload the third prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.
Language 1 - Prompt 4	To upload the forth prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.
Language 1 - DNC Result Prompt	The prompt to be played after the customer is successfully added to the DNC list. This prompt is played in the selected language.
Language 2	The second language in which the prompts will be played.
Language 2 - Prompt 1	To upload the first prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.
Language 2 - Prompt 2	To upload the second prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.
Language 2 - Prompt 3	To upload the third prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.
Language 2 - Prompt 4	To upload the forth prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.
Language 2 - DNC Result Prompt	The prompt to be played after the customer is successfully added to the DNC list. This prompt is played in the selected language.
Language 3	The third language in which the prompts will be played.
Language 3 - Prompt 1	To upload the first prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.

Table continues…

Name	Description
Language 3 - Prompt 2	To upload the second prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.
Language 3 - Prompt 3	To upload the third prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.
Language 3 - Prompt 4	To upload the forth prompt that POM plays for the selected language. Upload the prompt in a `.wav file`.
Language 3 - DNC Result Prompt	The prompt to be played after the customer is successfully added to the DNC list. This prompt is played in the selected language.

Change AvayaPOMEmail Configurable Applications page field descriptions

Use this page to change the values of the configurable application variables of the **AvayaPOMEmail** application deployed on Avaya Aura® Experience Portal.

Name	Description
Body Attribute Name	The contact list attribute in which the email body of the customer reply will be stored with a limit of 3000 characters. You must use this for 2 - way email and only if you want to store the body of the email reply.
Campaign Name	Name of the campaign in which the application is used.
Completion Code	The completion code to be updated on receipt of email reply.
Subject Attribute Name	The contact list attribute in which the subject of the customer reply will be stored with a limit of 3000 characters. You must use this for 2 - way email and only if you want to store the subject of the reply. If you configure this CAV with a valid contact list attribute, then only the contact list gets updated. Else, only the completion code provided in the CAV is updated for 2 - way email.
Web Service IP Address or FQDN	The IP address or FQDN of server where **VP_POMSysAPIService** is hosted. This is a mandatory field.

Change AvayaPOMNotifier Configurable Application Variables page field descriptions

Use this page to change the values of the configurable application variables of the **AvayaPOMNotifier** application deployed on Avaya Aura® Experience Portal.

Name	Description
DNC Digit [0,1,2,3,4,5,6,7,8,9]	The digits to be pressed by the customer to place the customer in a DNC list.
DNC Result Prompt	The prompt to be played after the customer is successfully added to the DNC list.
Error Message Prompt File	The file containing the error message to be played in case **AvayaPOMNotifier** is unable to fetch the notification text.
Welcome Message Prompt File	An optional prompt which is played to the customer before playing the notification text.

Change AvayaPOMSMS Configurable Applications page field descriptions

Use this page to change the values of the configurable application variables of the **AvayaPOMSMS** application deployed on Avaya Aura® Experience Portal.

Name	Description
Attribute Name	The contact list attribute in which the SMS reply will be stored. You must use this for 2 - way SMS and only if you want to store the SMS reply.
Campaign Name	Name of the campaign in which the application is used.
Completion Code	The completion code to be updated on receipt of SMS reply.
SMS Dialing Code to Ignore	The possible phone prefix added by the operator or the SMS prefix added by POM should be provided as a comma separated list in **SMS Dialing Code to Ignore** CAV. This will be used for address matching while processing SMS reply, or sent notification, or delivery receipt.
Web Service IP Address or FQDN	The IP address or FQDN of server where **VP_POMSysAPIService** is hosted. This is a mandatory field.

Chapter 16: Global Configurations

Global Configurations overview

The Experience Portal web console displays the Manage Global Configuration page through which you can manage the settings across all campaigns. You can configure settings such as call settings, email settings, and campaign settings. You can override these settings at the individual campaign level or campaign strategy level.

Manage global configurations page field descriptions

Call settings

Field or Button	Description
Maximum call time (min)	The maximum time in minutes for which the call is active. The default value is 60 and the minimum and the maximum values are 5 and 120. When a voice campaign is running and the POM server places calls to various contacts. In the event of any server malfunctions such as crash or hang situations, the POM server does not get notifications for completion of calls and the POM ports engaged in the calls are not released and the reports are not updated. To prevent this, the POM server starts a timer having a duration equal to the value specified for this field. If POM server cannot get any notification about the call completion within this duration, it updates the records and performs related cleanup activities. Set this value to the maximum anticipated Call Duration. Setting this value too less can result in premature cleanup activities resulting in system malfunction. Setting this value too large can delay recovery of system in the event of server crash. **Note:** This is not the actual telephony call time.

Table continues…

Field or Button	Description
Maximum call in-progress time (min)	The maximum interval in minutes to wait for the first disposition from a call after which, the POM server asserts that the call is hanged. The default value is 5 and the minimum and the maximum value is 1 and 15 respectively. When a voice campaign is running and POM server places calls to the various contacts, then this field sets the maximum time for which POM server can wait for receiving the first disposition for the call attempt. If POM server does not receive the disposition in this specified time, then it assumes that the attempt failed and it will abort the attempt. Setting this value to larger value than the default can delay recovery of system in case of failures while setting this value too small can cause malfunctioning and undesired multiple calls to same contact in case there are genuine delays.
Override PAI with Sender's Address	If you select the check box, the system overrides the P-Asserted-Identity (PAI) set at platform level, with the sender's address field from the campaign strategy. You can use the check box for both Agent mode and None mode. If you are using the None mode, and the agents are attached to a predictive campaign, the changes take effect immediately. If the agents are attached to a preview campaign, the agents must login again for the changes to take effect.

Campaign settings

Field or Button	Description
Weekend days	The days of the weekend for a campaign. You can set days as weekend days. In the campaign strategy, this value is used to determine the week days if the **weekdays only** property is set in the address node. The default value is Sunday.

Table continues…

Field or Button	Description
Maximum allowed nuisance rate	In case of non-agent campaigns, if POM detects a live voice for the call and, if the first prompt is not played within 2 seconds, then POM treats the call as a silent or nuisance call. In case of agent-based campaigns, if POM detects a live voice for the call and does not find an agent in 2 seconds, then POM treats the call as a silent or nuisance call. The POMDriver application records the offsets of the 'start of voice' timer, and the first prompt play time from the connect in the database. When the first prompt play offset - 'start of voice' offset is > 2000 milliseconds, and the result is 'live voice', POM counts the call as nuisance call. You can configure the false positive rate for nuisance rate calculations from **Configurations** > **Global Configurations**, or from campaign creation wizard. For agent base: The Nuisance Rate is calculated using the following formula: NCR= ((Nuisance Calls – EstAbandToAnsMach) +AMDFalsePositiveRate * (Calls PassedToLiveAgent – CallsToAnsMachToLiveAgent)) / ((Nuisance Calls – EstAbandToAnsMach)+ (CallsPassedToLiveAgent - CallsToAnsMachToLiveAgent)) EstAbandToAnsMach = (CallsToAnsMachToLiveAgent * NuisanceCalls)/ CallsPassedToLiveAgent For agent less: NuisanceRateTillNow = (((NuisanceCalls + (AnsweredCalls * FalsePositiveRate)))/(total)) * 100 The answered calls are the calls which are answered by human and are handled by a live agent. In case of agent-less campaigns, the answered calls are the calls with **ANSWER_HUMAN** completion code. The following are the ten system completion codes: • **DISCONNECTBYUSER** • **DISCONNECTED_BY_SYSTEM** • **DISCONNECTED_BY_SYSTEM_CCA**

Table continues…

Field or Button	Description
	• **DISCONNECTED_BY_SYSTEM_NUISANCEAPP** • **DISCONNECTED_BY_USER_CCA** • **DISCONNECTED_BY_USER_NUISANCEAPP** • **CALLANSWERED** • **LIVEVOICE** • **NUISANCE_CALL** • **BgrndAMD_NUISANCE_CALL** The default value is 3. The minimum value is 0.1 and the maximum value is 99.0 When the nuisance rate exceeds the configured value for a campaign, then POM generates an alarm POMCD003. If the nuisance rate exceeds the configured value for the day, then POM generates an alarm P_POMCD918. POM checks and calculates the nuisance rate at the interval of every 20 seconds. In some cases, some live connects are detected falsely as answering machine connects. You need to consider such cases and then reduce the value based on the estimate of false answering machine detects. Hence, for the default value of 3, if it is estimated that 0.25 of all live connects are detected falsely as answering machines, then configure the value as 2.75. The campaign administrator needs to take an appropriate action upon receiving alarms. For more information about the 'start of voice' timer and 'live voice', see the POMDriver application from shipped applications on page 95.
Campaign data export limit per file (Number of records)	To configure the number of records for export data per file. This writes 65000 lines in one .csv file. The size determines the number of records in one .csv file. You can specify the number of records per file. The default value is 65000. You can specify any value between 1500 to 500000 lines.
Campaign data export folder	The path of the folder where an export file containing the campaign processed contact records are created while running a campaign. You must configure this path across all POM servers. The default folder is `$POM_HOME/Export`. Ensure that the folder has permissions and belongs to the `avayavp:avayavpgroup`, else the export is not successful.

Table continues…

Field or Button	Description
Maximum preview time (min)	This parameter is applicable for preview campaigns. The call is transferred to the agent, and the agent is previewing the call. During this time, for example, if the desktop crashes, then the call state remains as preview for a long time. The time interval in minutes that you specify is allocated to clean up the call state. The minimum and the maximum values are 5 minutes and 30 minutes respectively. The default value is 10 minutes. **Note:** If the preview time is configured in campaign strategy, then POM ignores the **Maximum preview time (min)** value configured under global configurations.
POM Monitor Interval Data retention period (min)	This parameter decides which interval data must be retained. POM deletes interval data before configured value from current time. The minimum and the maximum values are 62 minutes and 2880 minutes respectively. The default value is 62 minutes. **Note:** If you make any change to the **POM Monitor Interval Data retention period (min)**, you must restart the Campaign Director for the changes to take effect.
POM Monitor refresh interval (sec)	This parameter decides after what time data in POM real time monitor is refreshed. The minimum and the maximum values are 2 seconds and 120 seconds respectively. The default value is 10 seconds.
Maximum POM monitor concurrent WebService sessions	This parameter decides the maximum active concurrent POM monitor sessions allowed. The minimum and the maximum values are 5 and 500 respectively. The default value is 25.
POM Monitor agent page size	This parameter decides the number of agent records that are displayed on the Active Agent Screen and Agent Voice Task View. The minimum and the maximum values are 10 and 100 respectively. The default value is 30. If you change the value, refresh the POM Monitor session for the changes to take effect.
Ignore Un-attempted contacts from reports	Select this check box if you do not want to generate history for the contacts that are not dialed by the campaign manager.

Table continues…

Field or Button	Description
Allow StoppedCallback Job State	If you select the check box: When campaign having pending callbacks is stopped, the campaign changes its state to the Stopped Callback state. If that campaign is stopped again, then callbacks are persisted and campaign changes to the Completed state. If you clear the check box: When campaign having pending callbacks is stopped, the campaign changes the state to the Completed state directly and the callbacks are persisted.
Attempt behavior for empty Address	You can skip an attempt on an empty address field during a retry operation and try next available address as per the configuration in campaign strategy. Use the drop down list to decide the dialing behavior in case of an empty address. The available options are: • Do not skip empty Address • Skip empty Address and move to next Address immediately • Skip empty Address and move to next Address after retry interval
Perform contact validations before pacing	If you enable this flag, you can validate contact against different parameters such as DNC check, guard time check, and restrictions before agent, licensing availability or pacing check. If you disable this flag, you can validate contact against different parameters such as DNC check, guard time check, and restrictions after agent, licensing availability or pacing check. For agent based campaigns, agent utilization might get affected as contact checks are performed after agent availability check.

Callback settings

Field or Button	Description
Enable time restriction	Enable time restriction is a flag to indicate whether to apply time restriction for callback or not. If you enable the flag, you can monitor the guard time of the call node of the selected campaign strategy and the guard time of the phone format based on the geographical location of the contact number before dialing a callback to customer. The default value is false.

Table continues…

Field or Button	Description
Default end time offset (min)	To specify the time in minutes for default callback expiry. After the specified time, POM does not callback the given contact. The default value is 30 minutes and the minimum and the maximum values are 5 and 1440 respectively.
Retry time (min)	To specify the time in minutes for default callback retry time. POM postpones the callback for the specified time period for the given contact. The default time is 30 minutes and the minimum and the maximum time is 5 and 360 respectively.
Pre interval time (min)	To specify the time in minutes before scheduled time that the callback must be picked up. The default time is 2 minutes and the minimum and maximum values are 1 and 30 respectively.
Maximum in queue time (min)	The Campaign Manager releases any callback that is in Callback_In_Queue state after the specified time. The Campaign Manager also marks the contact as Attemp Timeout, to release the outbound port. The default value is 30 minutes and the minimum and the maximum values are 5 and 60 respectively.
Maximum preview time (sec)	To specify the maximum preview time for callback in seconds. The default value is 45 seconds and the minimum and the maximum values are 0 seconds and 300 seconds respectively. **Note:** If you set the callback preview time to 0 seconds, then the agent cannot cancel the callback.
Convert Agent callback to Strict Agent callback	When you select this flag, the existing agent callback is converted to Strict Agent Callback. For Strict Agent Callback, POM tries to deliver the callback to the assigned agent for maximum retries. If all the retries are exhausted, POM gives the callback to an other agent matching the campaign.
Maximum attempt count for Strict Agent callback	The maximum number of attempts for the strict agent callback. If the specific agent is not available, then POM reschedules the callback till the maximum attempts configured. If all the attempts are exhausted, then POM treats this strict agent callback as an existing agent callback and delivers it to any other agent matching with same skill. If maximum attempt count is set to `-1`, the callback is not given to any other agent.

Pacing settings

Field or Button	Description
Initial call hit rate	This parameter is applicable only for cruise control and ECR pacing. The value you specify here is used as an initial value for the algorithm to calculate the hit rate at runtime. The minimum and the maximum values are 0.01 to 1.0 respectively. The default value is 0.5. The system uses this value to process the calls initially for 5 minutes. After 5 minutes, the system calculates the actual hit rate.
Initial handle time (sec)	This parameter is applicable only for cruise control and ECR pacing. The value you specify here includes the actual call time and the wrapping up time required for the agent to end the call. The minimum and the maximum values are 1 second and 3600 seconds respectively. The default value is 60 seconds.

Contacts settings

Field or Button	Description
Global date format	The global date format. Use the drop-down list to choose the date format. The default value is DD-MM-YYYY hh:mm:ss. **Note:** The date format you select is used for all date and the time comparisons while doing some of the POM operations such as contact import, creating campaign strategy. For example, if you have an attribute MeetingTime with the data type as DATE, TIME, or TIMESTAMP then the records for this attributes must match with the global date format. Ensure that the you set the global date format to match date setting as per the language selected on Speech Server (TTS). For example if the language pack is set to en-US on TTS, set the global date format as MM-DD-YYYY on POM server in the Global Configuration page. Following is the list of supported date formats: • DD-MM-YYYY • MM-DD-YYYY • YYYY-DD-MM • YYYY-MM-DD • DD.MM.YYYY • MM.DD.YYYY • YYYY.DD.MM • YYYY.MM.DD • DD/MM/YYYY • MM/DD/YYYY • YYYY/DD/MM • YYYY/MM/DD While importing contacts, the contact attributes are validated against the Global Date format. The custom attribute values are stored in the database in a fixed format. The attribute data-types and the

Table continues…

Field or Button	Description
	corresponding format used to store the attributes in database are as follows: • Date: The Date format is stored as dd-MM-yyyy • Time: The Time format is stored as HH:mm:ss • Timestamp: The Timestamp is stored as dd-MM-yyyy HH:mm:ss The Global Date format is used for validating attributes while importing contact data, to display the attribute values in contact browser, and to validate the user input value in campaign creation wizard.
Contact import batch size	The number of records either from a file or database committed to the POM database as a single batch while importing. The default value is 500 and the minimum and the maximum values are 10 and 2000 respectively.
Contact delete batch size	The number of contact records marked for deletion at one time from the POM system for the given job. The default value is 1000 and minimum and the maximum values are 10 and 2000 respectively
Contact filter batch size	This value specifies the number of contact records to be filtered for a job in a single batch. While running a campaign, the contact records matching the given filter criteria are filtered and queued for the campaign for processing in batches. This parameter specifies the size of a single batch. The default value is 500. The minimum allowed value is 10 and the maximum allowed value is 2000.
Contact export batch size	This value specifies the number of contact records to be exported in a single batch. The default value is 500. The minimum and the maximum values are 10 and 7000 respectively.
Home country	A list to select the home country. POM marks this country as the default country. The default value is `USA and Canada`.
Country code separator	A list to select the country code separator. The default value is “#”.
FTP time out (msec)	To specify the time after which the FTP connection times out. You can set the minimum value as 10000 milliseconds and the maximum value as 900000 milliseconds. The default value is 60000 milliseconds.

Table continues…

Field or Button	Description
Record successful import	Select this check box to store the import status of successful records in the POM database. The default value is false.
Block attempt on insufficient Guard Time Information	If you select this check box, POM blocks the contact attempt if the area code of the contact does not have a guard time defined. If you clear this check box, then POM blocks the contact attempt only if the current dialing time is not within the guard time defined for the dialing number.
Splitter files retention period	The splitted file remains in the system for thirty days.

DNC settings

Field or Button	Description
DNC update batch size	The number of records after which the DNC records are committed to the POM database during DNC import. The default value is 50 and the minimum and the maximum values are 10 and 2000 respectively.
Apply DNC for callback	**Apply DNC** is a flag for DNC restrictions for callback. If you select this check box, POM restricts callbacks scheduled on DNC restricted addresses. **Apply DNC** is selected by default.
Enable DNC check for preview dial and redial	Select the **Enable DNC check for preview dial and redial** to check the contact for DNC before preview dialing or redial. When you select this check box, POM updates the agent with an error message if the call is restricted due to DNC check while preview dialing or redial. For backward compatibility, agent manager also checks the contact address in the existing org based and common DNC list.

Recorder settings

Field or Button	Description
Enable Recorder	To enable the recording client.
Enable Secured Connection	To enable TLS based secured connection between POM and the recorder application. When disabled, POM establishes TCP based unsecured connection with the recorder.

Table continues…

Field or Button	Description
Recorder port	If you set the **Enable Secured Connection** flag to true, then POM can start communicating with the recorder through a secured connection over port 7998. The default port value is 7999 for unsecured communication.

Agent settings

Field or Button	Description
Maximum job waiting duration (min)	The maximum job waiting duration (min) is the time duration in minutes after which the system generates an alarm for an outbound agent that is not associated with any job. If an agent is starving for the job, this alarm gets generated based on this duration. The minimum and the maximum values are 10 minutes and 60 minutes respectively. The default value is 20 minutes.
Minimum job attachment period (min)	To specify the time period in minutes for which the agent must be in the job. The default value is 15 and minimum and the maximum values are 1 and 480 respectively. POM considers this value when you try to move any agent from current job to another job through the POM Monitor, or if any agent is attached to any job, the agent cannot be released till the minimum job attachment period you specify has elapsed. For example you have specified the value as 15 minutes. The agent A is attached to job A for 12 minutes and you try to move the agent A to job B, the agent cannot be moved as the minimum value is set to 15 minutes. You can move the agent only after 15 minutes. POM overrides this value in case there are more available agents than the number of available licenses for the job. In such cases, irrespective of the time period you have specified, POM will release agents from the job depending on the available licenses.
Nailing retry interval(sec)	To specify the minimum time interval in seconds between the two nailing attempts for a specified agent. The default value is 20 and the minimum and the maximum values are 1 and 1800 respectively.
Nailup call CLID	The system displays the value you specify in the sender's address of a nailup call of an agent. If you have provided a PAI value at the platform level, these values are not applicable.

Table continues…

Field or Button	Description
Maximum record waiting duration for attribute dialing(min)	The maximum duration for which customer record is not available to dial for the agent. Default duration is 10 minutes. After this duration, the system raises a major alarm P_POMAGT57.
ANI for external consult calls	Whenever an agent initiates an external consult call, the system displays the ANI as either the unique nail up call CLID, or agent extension of the agent who initiates the external consult call. The default value is nail up call CLID.
Call queue	For agent-based campaigns, when an agent is unavailable, and you have checked the **Call queue** flag, the system queues the call. If the agent becomes available before the call disconnects, the system then connects the call. By default the **Call queue** flag is unchecked. **Note:** If you make any changes to the **Call queue** flag, you must restart the agent manager service to ensure the changes take effect.
Override PAI for External Consult Calls	If you select the checkbox, you can override the PAI for external consult calls with either the unique nail up call CLID or agent extension based on the value you select in the **ANI for external consult calls** field.
Enable Time Restriction for preview dial and redial	Select the **Enable Time Restriction for preview dial and redial** check box to perform guard time check, preview dials or redials made by the agent on a contact address. If you select this check box, then POM validates the dialing number against the guard time information. If the number does not meet the criteria, then POM blocks the call and displays a message to the agent mentioning the guard time check failure.
Release agent in NOT READY state from outbound	The **Release agent in NOT READY state from outbound** parameter is visible only in CC Elite and AACC modes. Select this parameter to release agent who is in “NOT READY” state from outbound to inbound. By default, POM does not allow the blender to consider agents who are not ready (agents who are on break) for blending, and thereby does not release those agents to inbound.

Table continues…

Field or Button	Description
Release agent in IDLE state from outbound	The **Release agent in IDLE state from outbound** parameter is visible only in CC Elite and AACC modes. Select this parameter to release agent who is in “IDLE” state from outbound to inbound. By default, POM does not allow the blender to consider agents who are in “IDLE” state for blending, and thereby does not release those agents to inbound.
Enable RFC2833 for AGTSendDTMF API of Agent Desktop	If you select the **Enable RFC2833 for AGTSendDTMF API of Agent Desktop** check box, then POM generates the RFC2833 DTMF sequence on invocation of AGTSendDTMF API from Agent Desktop. Else, POM uses in-band audio tones. **Note:** Enable this feature only on Avaya Aura® Experience Portal 7.2.
Restrict Agent to receive out-of-band DTMF	Select this to restrict the flow of out-of-band DTMF towards agent endpoint. However, the agent endpoint or desktop can always send DTMF. Enable this feature only if required MPP patch is installed. For more information, see *Proactive Outreach Manager 3.1.1 - Release Notes*.
Restrict Customer to send and receive out-of-band DTMF	Select to restrict the flow of out-of-band DTMF to and from the Customer call leg during an agent based campaign. This includes: • Preview • Progressive • Consult • Conference • Internal transfer • Redial
Strict Nuisance Reporting	**Strict Nuisance Reporting** is for reporting purpose only and is disabled by default. Select this check box to mark the calls as “Nuisance” if the calls are connected with the agent after the “Nuisance Duration for Agent Connect” from: • Off hook in case of Background CCA or when CCA is OFF. • Start of voice in case of Enhanced CCA. If start of voice is not received, then the calculation is done from off hook.

Table continues…

Field or Button	Description
Nuisance Duration for Agent Connect(msec)	The time duration used to calculate “Strict Nuisance”. Ensure that this value is greater than the Live Voice Timeout value. The default value is 2000. For example, if Live Voice Timeout is 1800 msec, then POM will wait for at most 1800 msec after start of voice event for live voice detection. So, with 200 msec buffer for transferring the call to agent, the Nuisance duration can be set to 2000 msec. For buffer, take into account the network delay between POM, MPP, and Application server.
External Selection	This is a system level setting. By default, this setting is not enabled. If you enable this setting, POM enables the external selection feature.

Event settings

Field or Button	Description
Send Job State Events	If you enable **Send Job State Events**, then event SDK starts sending job state events. Job state events are raised when there is a change in the job state.
Send Job Statistics Events	If you enable **Send Job Statistics Events**, then event SDK starts sending job statistic events. Job statistic events are raised at the interval configured in **Job Statistics Event Frequency (sec)**.
Job Statistics Event Frequency (sec)	Set the frequency for sending the job statistic events. This field is enabled if you select the **Send Job Statistics Events** check box.
Send Agent State and Agent Statistics Events	If you enable **Send Agent State and Agent Statistics Events**, then event SDK starts sending agent state and agent statistic events. Agent state and agent statistic events are raised when there is a change in the agent state.

Supervisor settings

Field or Button	Description
Agent and supervisor configuration	Select this check box to apply the agent and supervisor configurations. When you select this check box, POM applies the following changes: • Agent must log in with an organization. The agent is able to attach only the campaigns belonging that organization. • To view the agents in the "Active Agents" view of POM Monitor, ensure the user has “POM Supervisor” or “Org POM Supervisor” role, and also has agent groups assigned. • Users with a “POM Supervisor” or “Org POM Supervisor” role has access to POM Monitor only. They can see only the agents that are assigned to them. • Users with “Administrator” role are able to see all agents and do not require agent assignment. • Users that have "Org Administrator" and "Org POM Supervisor" role can see all agents of their organization in POM monitor, and do not require agent assignment. • User with “POM Campaign Manager” or “Org POM Campaign Manager” role must have agents assigned to view agents in the "Active Agents" view of POM Monitor. For this, administrator must assign “POM Supervisor” or “Org POM Supervisor” role to the user. If you do not enable the **Agent and supervisor configuration** parameter, then supervisor users are able to see all agents.

Miscellaneous settings

Field or Button	Description
POM poller polling interval(sec)	To specify the POM poller time interval in seconds after which the POM poller keeps polling the EPM. POM poller is important for synchronizing various POM related configurations between POM server and EPMS plug-in such as licensing information, POM applications, POM users, and ports. The default value is 5 and the minimum and the maximum values are 1 second and 60 seconds respectively.

Table continues…

Field or Button	Description
Agent script editor auto save time (min)	To set the time in minutes when the agent script editor is saved automatically. The minimum and the maximum values are 1 minute and 10 minutes respectively. The default value is 1 minute.

Advanced settings

Field or Button	Description
JMS listen port	The default value is 51616. You can change the value, but for the changes to take effect you must make changes to the port number in the ActiveMQ file at `$POM_HOME/apache-activemq-5.10.0/conf/activemq.xml`. After making the changes, you must restart the POM service. For more information, see the Active MQ documentation at http://activemq.apache.org/xml-configuration.html. To monitor POM's Active MQ for troubleshooting, use the URL http://<Master ActiveMQ IP address>:8161. For conflict, you can change the default port. To change the port you must login to the POM server, type `cd $POM_HOME/$POM_ACTMQ_DIR/conf`, and edit `jetty.xml` to change the port property under connectors node. If you have more than one POM servers, you must login on every POM server and make the change.
Pacer base port	Using the pacer base port, the Campaign Manager communicates with the pacer situated within the Agent Manager. The port is specific to a zone and for every zone you need a different port. The default value is 9995. The minimum value is 1024. At a time you can have maximum 15 zones. So, 15 ports are used for communication if all zones are handled by one Agent manager server. For example, if you have a single box system with 3 Zones, then the ports get assigned to the zones as shown below: • Zone1: 9971 • Zone2: 9972 • Zone3: 9973 If zones are distributed across server, then the same port number is used. For example, if you have three POM servers and three zones, with one zone on each server, then the ports get assigned to the zones as shown below: : • Zone1: 9995 • Zone2: 9995 • Zone3: 9995
Agent Initiated Pacer base port	The default value is 10005.

Table continues…

Field or Button	Description
Router base port	Using the router base port, the router situated within Agent Manager communicates with the Nailer and Driver application situated within the application server. The port is specific to a zone and for every zone you need a different port. The default value is 7779. The minimum value is 1024. At a time you can have maximum 15 zones. So, 15 ports are used for communication if all zones are handled by one Agent manager server. For example, if you have a single box system with 3 Zones, then the ports get assigned to the zones as shown below: • Zone1: 7779 • Zone2: 7780 • Zone3: 7781 If zones are distributed across server, then the same port number is used. For example, if you have three POM servers and three zones, with one zone on each server, then the ports get assigned to the zones as shown below: • Zone1: 7779 • Zone2: 7779 • Zone3: 7779
Agent manager base port	Using the agent manager base port, the Agent Manager communicates with the desktop through Agent API provided in Agent SDK. The port is specific to a zone and for every zone you need a different port. The default value is 9970. The default value is used as management port for all zones managed by that server. Next values are used for zones. The minimum value is 1024. At a time you can have maximum 15 zones. So, 15 ports are used for communication if all zones are handled by one Agent manager server. For example, if you have a single box system with 3 Zones, then the ports get assigned to the zones as shown below: • Zone1: 9971 • Zone2: 9972 • Zone3: 9973 If zones are distributed across server then same port number is used. For example, if you have three POM servers and three zones, with one zone on each server, then the ports get assigned to the zones as shown below: • Zone1: 9971 • Zone2: 9971 • Zone3: 9971
Maximum concurrent jobs	To specify the maximum simultaneous jobs POM can run at any given time. The minimum and the maximum values are 1 and 200 respectively. The default value is 50. The number of maximum simultaneous jobs will be ‘variable’ and it will be depend on the number of handlers used in the strategies associated with the jobs.
Maximum ports per server	To specify the maximum number of port licenses used by POM server. The default value is 1200 and the minimum and the maximum values are 100 and 5000 respectively.

Table continues…

Field or Button	Description
Agent manager heart beat port	The port on which all Agent Managers communicate with each other. The default value is 8870.
Rule Engine port	The port on which the Campaign Manager and Agent Manager talks to the Rule Engine. The default value is 8779.
Days before certificate expiry alert	The days before which you want to raise an alarm informing about the certificate expiry. The allowed values are 30 to 60 days.
Enable Advanced Guard Time Configuration	Select this check box to apply the advanced guard time configurations to the contact for dialing. If you select this check box, you can do the following: • Bulk import the area code mapping defined for each country. • Export the area code mapping data. • Define guard times for a time zone and a state independently. • Define area code to state to time zone mapping. **Note:** When you change the **Enable Advanced Guard Time Configuration** value and save it, then you have to clear all the contact lists and reimport the list for populating phone attribute values such as time zone, state and wireless according to the changed mapping.
Mark AMD Application Played Completion Code	Select this to mark the “AMD Application Played” completion code on termination of application configured to handle Answer Machine. POM does not apply the completion code if the application is transferring the call.
Protocols and their Order to try for a call	Specify comma separated protocols (sip, sips, or tel) with no spaces in between. For example, you can specify `sips,sip`. If you prefix the list with a “*”, POM ignores any protocol included in the URI and attempts only the protocols in this list.

Button or link

Button or Link	Description
Reset	Click to reset all values on the page to the default values. After the values are reset, you must apply the changes for the changes to take effect in the POM database.
Apply	Click to save and apply the changes made to the global configurations.

Enabling the secured connection with Recorder

About this task

POM provides an option to establish a secure TLS based connection with the recorder. You can enable or disable the TLS based connection using the Global Configurations page in POM. Perform the following steps to enable a secured connection with the recorder:

Procedure

1. From the left pane, select **POM** > **POM Home**.
2. From the drop down menu, select **Configurations** > **Global Configurations**.
3. On the Manage Global Configuration page, in the Recorder settings section, select the **Enable Recorder** check box.
4. Select the **Enable Secured Connection** check box.

   The **Recorder port** changes to **7998** for secured connection.

   Important:

   Ensure that you restart the POM services whenever you enable or disable the secured connection with the recorder.

5. From the drop down menu, select **ConfigurationsPOM Servers** and export the POM server certificate.
6. Update the trust store of the recording client with the exported certificate for establishing a secure connection between POM and the recorder application.

   Note:

   For multiple server deployment of recording application, all deployed application instances must contain the exported certificate in respective trusted store. Similarly, in case of multiple **POM** server deployment, copy the server certificate of every **POM** server to the trust store of every recording application.

7. Restart the **POM** services by logging into **POM** server with root credentials and issuing the command: `/sbin/service POM restart`.

Result

On successful handshake, a socket connection is established on 7998 port. All the recording events from **POM** flow over this socket connection in the form of XML messages to the recorder application.

Configuring POM for securing the calls over SRTP

About this task

To secure the customer and the agent's Nailup call, the media has to be sent over SRTP. For this, MPP provides “use_protocols” hints to be leveraged by CCXML applications while launching the calls. To achieve this, POM provides a global configuration which guides the Call launch/SIP Invite over the desired SIP protocol.

Procedure

1. Configure VOIP connection with TLS and SRTP enabled.
2. Stop POM service.

3. On the Global Configurations page, configure the **Protocols and their Order to try for a call** parameter. The following table depicts possible values for this parameter:

Value	Description
`sips,sip`	This is the default value using which calls will be launched over sips first, and in case of failure, will be retried over sip.
`*sips,sip`	This enforces any tel or sip URI to be converted into sips.

4. Start POM service.
5. Launch the POM campaigns and trace the SIP flows.
6. Verify the outbound INVITE, the SDP offer must have SRTP.

Note:

In case of Invite Failures, MPP SIP stack does a retry for certain SIP 4xx-Client Failure Responses which are defined by “retry_sips” hints in CCXML. You can configure this hint in POM database under pim_config table. This hint is used for all the customer and agent calls launched from POM CCXML applications. With the default setting retry_sips=488, only a 488 SIP response is retried. This setting accepts either the value “true”, or a comma separated list of SIP response codes to retry. For example, retry_sips=488,485,483. The setting of “true” uses a default list of retry response codes which currently consists of any SIP response greater than or equal to 480. However, this is not recommended as POM will end up retrying on “486:Busy Here” SIP response code.

Chapter 17: Phone Formats

Phone Formats overview

The Experience Portal web console displays the Manage Country Specific Settings page through which you can define phone number reject patterns, time zone area code mappings, and dialing rules.

Manage Country Specific Settings page field descriptions

Use this page to specify country specific phone settings.

Field or Button	Description
Show information only for country	Use the drop-down list to select the country for which to search the phone formats.
Go	Use to start the search.
Country Code	Displays the country code.
Country Name	Displays the country name.
Standard Phone Number Length	Displays the standard phone length for a country.
Phone prefix	Displays the prefix for a country.
Actions	Click to manage the phone reject patterns. Click to manage the time zone area code mappings. Click to manage the dialing rules. Click to delete the phone format rule.
Add	Use to add a new country with phone formats.
Global Phone Number Reject Patterns	Use to add global reject patterns for phone numbers.

The following fields are available only if the area code job for country is in progress and advanced guard time configuration in global configurations is enabled.

Field or Button	Description
Area Code Job in progress for country	Displays the country for which the import or export job is in progress.
Job Type	Displays the type of the job executed. The possible values are: • Import • Export
Success	Displays the number of records imported or exported successful by the job.
Failure	Displays the number of records that failed during import or export.
Total	Displays the total number of records attempted for import or export by the job.
Refresh	Use to refresh the count of the records imported or exported by the job.
Stop	Use to stop the job.

Adding a phone number reject pattern

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Settings page, click .
4. On the Manage Phone Number Reject Patterns page, click **Add**.
5. Specify the value for the **Pattern matching criteria**.
6. Click **Add**.

Manage Phone Number Reject Patterns page field description

Use this page to define country specific reject patterns for the phone numbers. Before uploading any phone number POM checks the global and country specific reject pattern, and if the number matches with any of these patterns , then the number gets rejected.

Field or Button	Description
Country code	Displays the country code.

Table continues…

Field or Button	Description
Country name	Displays the country name.
Pattern Matching Criteria	Use to specify the phone number pattern which must be rejected. POM rejects all phone numbers which match this pattern. Reject patterns can be: • digits • *: Use as a wild card character. For example, 999* means any number starting with 999. • -: Use to specify a range of numbers. For example,1–3, numbers from 1 to 3. • ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with the number 9. • []; Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1. POM provides a list of countries and the predefined reject patterns. For more information about the reject patterns associated with countries, see Default phone reject patterns for countries on page 156. For examples, see Examples on page 153.
Description	Use to specify a brief description for the reject pattern.
Actions	Use to remove or delete the pattern.
Add	Use to add the reject pattern.

Add Phone Number Reject Pattern page field descriptions

Use this page to add a phone number reject pattern.

Field or Button	Description
Pattern Matching Criteria	Use to specify the phone number pattern which must be rejected. POM rejects all phone numbers which match to this pattern. Reject patterns can be: • digits • *: Use as a wild card character. For example, 999* means any number starting with 999. • -: Use to specify a range of numbers. For example, 1–3, numbers from 1 to 3. • ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with 9. • []; Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1. POM provides a list of countries and the predefined reject patterns. For information about the reject patterns associated with countries, see Default phone number reject patterns for countries on page 156. For examples, see Examples on page 153.
Description	Use to specify a brief description for the reject pattern.
Add	Use to add the reject pattern.

Adding a country

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Settings page, click **Add**.
4. Specify the values in the following fields:
   - **Country name**
   - **Country code**
   - **Standard phone minimum length**
   - **Standard phone maximum length**
   - **Phone prefix**
5. Click **Save**.

Add Country page field descriptions

Use this page to add a new country.

Field or Button	Description
Country name	Use to specify a country name.
Country code	Use to specify a country code.
Standard phone minimum length	Use to specify the minimum length for the standard phone number. You can add any number up to 99 except 0.
Standard phone maximum length	Use to specify the maximum length for the standard phone number. You can add any number up to 99 except 0.
Phone prefix	Use to specify digits that are prefixed to the phone number while importing. If the phone number length is lesser than standard phone minimum length, then the digits you specify in the field are prefixed to the phone number before the number is imported.
Save	The button to save the changes.

Editing phone number parameters

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Setting page, click the country name which you want to edit.
4. Specify the value for the **Standard phone minimum length**, **Standard phone maximum length**, and **phone prefix** fields.
5. Click **Save**.

Edit Phone Number Parameters page field descriptions

Use to edit the phone number parameters.

Field or Button	Description
Country code	Displays the country code.
Country name	Displays the country name.
Standard phone minimum length	Use to specify the minimum length for the standard phone number. You can add any number up to 99 except 0.

Table continues…

Field or Button	Description
Standard phone maximum length	Use to specify the maximum length for the standard phone number. You can add any number up to 99 except 0.
Phone prefix	Use to specify digits that are prefixed to the phone number while importing. If the phone number length is lesser than standard phone minimum length, then the digits you specify in the field are prefixed to the phone number before the number is imported.
Save	The button to save the changes.

Adding global phone number reject pattern

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Settings page, click **Global Phone Number Reject Patterns**.
4. On the Manage Global Phone Number Reject Patterns page, click **Add**.
5. Specify the values for the **Pattern Matching Criteria** and the **Description** fields.
6. Click **Save**.

Manage Global Phone Reject Patterns page field descriptions

Use this page to manage the global phone reject patterns. Global reject patterns are applicable for all countries. Any phone number matching with these patterns gets rejected.

Field or Button	Description
Pattern Matching Criteria	Use to specify the phone number pattern which must be rejected. Any standard phone number matching with global reject pattern is not imported. POM provides a list of the global phone reject patterns: • *0000000*: Any number which includes 7 zeros. • *8888888*: Any number which includes 7 eights. • *9999999*: Any number which includes 7 nines. You can also have user defined patterns: • digits • *: Use as a wild card character. For example, 999* means any number starting with 999. • -: Use to specify a range of numbers. For example, 1–3, numbers from 1 to 3. • ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with 9. • []; Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1. POM provides a list of countries and the predefined reject patterns. For details on the reject patterns associated with countries, see Default phone number reject patterns for countries on page 156. For examples, see Examples on page 153.
Description	Use to specify a brief description for the reject pattern.
Actions	Use to remove or delete the pattern.
Add	Use to add the reject pattern.

Add Global Phone Number Reject Pattern page field descriptions

Use this page to add a global phone number reject pattern.

Field or Button	Description
Pattern matching criteria	Use to specify the phone number pattern which should be rejected. Any standard phone number matching with global reject pattern is not imported. POM provides a list of the global phone reject patterns: • *0000000*: Any number which includes 7 zeros. • *8888888*: Any number which includes 7 eights. • *9999999*: Any number which includes 7 nines. You can also have user defined patterns: • digits • *: Use as a wild card character. For example, 999* means any number starting with 999. • -: Use to specify a range of numbers. For example, 1–3, numbers from 1 to 3. • ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with 9. • []; Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1. POM provides a list of countries and the predefined reject patterns. For information about the reject patterns associated with countries, see Default phone number reject patterns for countries on page 156. For examples, see Examples on page 153.
Description	Use to specify a description for the reject pattern.
Save	The button to save the changes.

Editing global phone number reject pattern

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Settings page, click **Global Phone Number Reject Patterns**.
4. On the Manage Global Phone Number Reject Patterns page, click the pattern to edit.
5. Specify the values for the **Pattern matching criteria**, and **Description** fields.
6. Click **Save**.

Edit Global Phone Number Reject Pattern page field descriptions

Use this page to change the global phone number reject pattern.

Note:

If you change a reject pattern after uploading contacts, then the changed reject pattern is not applicable to exiting contact records. The new reject pattern takes effect only for uploads you run after the new reject pattern is saved.

Field or Button	Description
Pattern Matching Criteria	Use to specify the phone number pattern which must be rejected. Any standard phone number matching with global reject pattern is not imported. POM provides a list of the global phone reject patterns: • *0000000*: Any number including 7 zeros. • *8888888*: Any number including 7 eights. • *9999999*: Any number including 7 nines. You can also have user defined patterns: • digits • *: Use as a wild card character. For example, 999* means any number starting with 999. • -: Use to specify a range of numbers. For example, 1–3, numbers from 1 to 3. • ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with 9. • []; Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1. POM provides a list of countries and the predefined reject patterns. For information about the reject patterns associated with countries, see Default phone number reject patterns for countries on page 156. For examples, see Examples on page 153.
Description	Use to provide a brief description for the pattern.
Save	The button to save the changes.

Editing the phone number reject pattern

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.

3. On the Manage Country Specific Setting page, click .
4. On the Manage Phone Number Reject Patterns page, select the phone reject pattern to edit
5. Specify the value for the **Pattern matching criteria**.
6. Click **Save**.

Edit Phone Number Reject Pattern page field descriptions

Use to change the phone number reject pattern.

Note:

If you change a reject pattern after uploading contacts, then the changed reject pattern is not applicable to the existing contact records. The new reject pattern takes effect only for uploads you run after the new reject pattern is saved.

Field or Button	Description
Pattern matching criteria	Use to specify the phone number pattern which must be rejected. POM rejects all phone numbers which match the reject pattern. Reject patterns can be: • digits • *: Use as a wild card character. For example, 999* means any number starting with 999. • -: Use to specify a range of numbers. For example, 1–3, numbers from 1 to 3. • ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with 9. • []; Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1. POM provides a list of countries and the predefined reject patterns. For information about the reject patterns associated with countries, see Default phone number reject patterns for countries on page 156. For examples, see Examples on page 153.
Description	Use to specify a brief description for the reject pattern.
Save	The button to save the changes.

Adding a time zone

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. From the Manage Country Specific Setting page, click to open the Manage Time Zone Area Code Mapping page.
4. Click **Add Time Zone**.
5. Specify the **Time Zone** and **Description** for the selected country.
6. Click **Save**.

Time Zone Area code Mapping page field descriptions

Use this page to map to specify phone number area code with time zone. POM uses this mapping while importing contacts to determine the time zones for phone numbers.

Note:

While importing the phone numbers, if the contact records already have time zone values then POM does not determine the time zone using this mapping. POM uploads the contact with user specified time zone value.

For examples on how POM determines the mapping, see Examples on page 153.

Field or Button	Description
Country code	Displays the country code.
Country name	Displays the country name.
Default Time zone	Use the drop-down list to select the default time zone.
Save	The button to save the changes.
Time zone	Use the drop-down list to search for area codes for the selected time zone
Search for area code	Use to specify an area code for which to search the standard phone number.
Search	Use to start the search.
Time Zone	Displays the time zone you select for the corresponding area code.
Area Code	Displays the area codes for the corresponding time zone.
Guard Times	Displays the guard times you have selected for specific time zone.
Description	Use to specify a brief description for the mapping.

Table continues…

Field or Button	Description
Actions	Use to edit the time zone area code mapping. Use to delete or remove the mapping.
Add Time Zone	Use to add a time zone for a country.

The table lists the Time Zone ids POM uses, internally for display names. These time zone Ids are used to calculate time zone offset and the daylight saving time for the time zone.

Display Name	Time Zone Id
Newfoundland Standard Time	Canada/Newfoundland
Atlantic Standard Time (Daylight)	Canada/Atlantic
Atlantic Standard Time	SystemV/AST4
EST (Daylight)	EST5EDT
EST	EST
CST (Daylight)	CST6CDT
CST	SystemV/CST6
MST (Daylight)	MST7MDT
MST	MST
PST (Daylight)	PST8PDT
PST	SystemV/PST8
Alaska Standard Time	AST
Hawaii-Aleutian Standard Time (Daylight)	US/Aleutian
Hawaii-Aleutian Standard Time	HST
South Australia	Australia/South
North Australia	Australia/North

Add Time Zone page field descriptions

Use this page to add a time zone to a country and a guard time.

When you specify a guard time, you can ensure that POM places the call only during the specific guard times. You can enable the guard times from the campaign strategy.

Guard times for any contact work only if you configure the guard times for a specific time zone. If you do not configure the guard time for mapped time zone, or do not map the time zone to any area code, POM dials the numbers according to the Global Configurations check box **Block attempt on insufficient Guard Time Information**. If you select the check box, then POM blocks the contact attempt if the time zone mapped to area code of the contact does not have a guard time defined or there is no mapping of area code of the contact to time zone. If you clear the check

box, then POM blocks the contact attempt only if the current dialing time is not within the guard time defined for the time zone mapped to area code of dialing number.

For examples on guard times, see Examples on page 153.

Field or Button	Description
Country code	Use to specify country code for the mapping.
Country name	Displays the country name.
Time zone	Use the drop-down list to select the time zone.
Description	Use to specify brief description for the time zone.
Area Code and Phone Starting Digits	
Area code	Use to specify an area code for the mapping.
Phone Starting Digits	Use to specify starting digits of a phone number. A standard phone number is of format <area-code> <phone number>. You can add multiple digits that are separated by commas and can also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
Actions	Use to delete the mapping.
Add	Use to add more rows.
Guard Times	
Start day	Displays the start day for the guard time.
End day	Displays the end day for the guard time. For example, you can specify a guard time with start day as Monday and end day as Wednesday.
Start Hour	Displays the start time for the guard time.
Start Minute	Displays the start minute for the guard time.
End Hour	Displays the end time for the guard time. For example, you can specify the start time as 9:00 am in any time zone that you want and the end time as 5:00 pm in the same time zone.
End Minute	Displays the end minute for the guard time.
Actions	Use to delete the guard time.
Add	Use to add more rows.
Save	The button to save the changes.

Editing time zone area code mapping

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.

3. From the Manage Country Specific Setting page, click to open the Manage Time Zone Area Code Mapping page.
4. Click to edit the mapping.
5. Specify the new **Area Code**, **Phone Starting Digits**.
6. Click **Save**.

Edit Time Zone Area Code Mapping page field descriptions

Use this page to edit the time zone area code mapping for a selected country.

When you specify a guard time, you can restrict the contact calling time based on the contact's time zone. You can then enable the guard time from the campaign strategy. You can specify more than one guard times, provided the guard times do not overlap.

Field or Button	Description
Country code	This field cannot be edited. Displays the country code you select for which to edit the mapping.
Country name	This field cannot be edited. Displays the country name you select for which to edit the mapping.
Time zone	This field cannot be edited. Displays the time zone for which to edit the mapping.
Description	Use to specify a brief description.
Area Code And Phone Starting Digits	
Area code	Use to specify an area code for the mapping.
Phone Starting Digits	Use to specify starting digits of a phone number. A standard phone number is of format <area-code> <phone number>. You can add multiple digits separated by commas and also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
Actions	Use to delete the mapping.
Add	Use to add more rows.
Guard Times	
Start day	Displays the start day for the guard time.
End day	Displays the end day for the guard time. For example, you can specify a guard time with start day as Monday and end day as Wednesday.
Start Hour	Displays the start time for the guard time.
Start Minute	Displays the start minute for the guard time.

Table continues…

Field or Button	Description
End Hour	Displays the end time for the guard time. For example, you can specify the start time as 9:00 am in any time zone you want and the end time as 5:00 pm in the same time zone.
End Minute	Displays the end minute for the guard time.
Actions	Use to delete the guard time.
Add	Use to add more rows.
Save	The button to save the changes.

Editing the phone starting digits for time zone

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Setting page , click
4. On the Time Zone Area Code Mapping page, click the area code from the list of time zones for which to edit the phone starting digits.
5. On the Phone Starting Digits window add or edit the phone starting digits in the text box.
6. Click **Save**.

Phone Starting Digits page field descriptions

Use this page to edit the phone starting digits for a specific time zone. You can add multiple phone starting digits with a single click.

Field or Button	Description
Area Code	Displays the area code you select.
Phone Starting Digits	Use to specify starting digits of a phone number. A standard phone number is of format <area code> <phone-number>. You can add multiple digits separated by commas and can also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
Save	The button to save the changes.

Manage Area Codes and Guard Times

POM provides advanced area code configurations using which you can add more granular rules related to guard time configuration. The Manage Area Codes and Guard Times page allows you to do the following for a selected country:

- Import area code mappings
- Export area code mappings
- Download exported area code mappings
- Manage area code mappings
- Configure guard times for time zones
- Configure guard times for states

POM 3.1.1 supports advanced guard time configuration. For POM 3.1.1, advanced area code mapping for **USA and Canada** is available.

After you enable advanced guard time, the existing time zone area code mappings are not available. However, the system provides time zone area code mapping only for **USA and Canada**.

Importing area code mapping data

About this task

Use this procedure to import the area code mapping data.

Before you begin

Ensure there is no campaign or contact import in progress when you begin.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop-down menu, click **Configurations** > **Phone Formats**.
3. On the Manage Country Specific Settings page, click the icon of the country for which you want to configure the mapping.

   The system displays the Import Area Code Mapping tab.
4. In the **Import File** section, click one of the following :
   - **Upload CSV File to import area code mappings**
   - **Local File to import area code mappings**

     If you click **Local File to import area code mappings**, then enter the local path of the server.

5. In the **Delete Preference for Import** section, click one of the following :
   - **Do not delete previous mappings**
   - **Delete unlocked mappings**
   - **Delete all mappings**
6. Click **Import**.

   When the import starts, the system displays the Manage Country Specific Settings page where you can view the import status for the selected country.

Related links

Import Area Code mapping tab field descriptions on page 140

Import Area Code mapping tab field descriptions

Use this tab to import the area code mapping data for the selected country.

Note:

If area code import is in progress, then ensure that campaign or contact import is not in progress.

Name	Description
Selected Country	The country that you selected for guard time configuration.
Import File	
Upload CSV File to import area code mappings	To perform bulk import of area code mappings for the selected country. Use this option to upload a CSV file up to 5 MB. The CSV file must be a comma separated file with the following format: `Area Code, Starting Phone Digits, State, Time Zone, Daylight Saving Time, Wireless`
Local File to import area code mappings	To import a CSV file stored on a server. Use this field to import a file of more than 5 MB. When you click this option, POM displays the **Local Path** field to enter the path of the CSV file that you want to import. The CSV file must have a single line item for the combination of each area code and starting digits or it's range. The CSV file must be a comma separated file with the following format: `Area Code, Starting Phone Digits, State, Time Zone, Daylight Saving Time, Wireless`
Delete preference for Import	
Do not delete previous mappings	To overwrite the previous "unlocked" mappings.

Table continues…

Name	Description
Delete unlocked mappings	To delete the mappings that are marked as “Unlocked” for the selected country.
Delete all mappings	To delete all mappings for the selected country. **Note:** If you select this option, POM deletes both, “Locked” and “Unlocked” mappings.

Button	Description
Choose File	To browse to the file to upload.
Import	To import the CSV file.

Exporting area code mapping data

About this task

Use this procedure to export the area code mapping data.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop-down menu, click **Configurations** > **Phone Formats**.
3. On the Manage Country Specific Settings page, click the icon of the country for which you want to configure the mapping.

   The system displays the Import Area Code Mapping tab.
4. Click the Export Area Code Mapping tab.
5. In the **Export File** section, click **Export**.

   The system displays the Manage Country Specific Settings page.
6. Navigate back to Export Area Code Mapping tab.
7. In the **Download exported Area Code Mapping** section, select the exported .csv file from the **Select exported file to download** drop-down list.
8. Click **Download** to save the .csv file in the required location.

   The .csv file is saved in the following format:

   POM_AC_EXPORT_*<country code>*_*<YYMMDD>*_*<HHMM>*.csv

   For example, POM_AC_EXPORT_1_180724_1259.csv.

Export Area Code Mapping tab field descriptions

Use this tab to export the area code mapping data for the selected country.

Name	Description
Selected Country	The country that you selected for guard time configuration.
Download exported Area Code Mapping	
Select exported file to download	To select the exported file to download.

Button	Description
Export	To export the CSV file.
Download	To download the exported file.

Configuring default time zone and guard time

Procedure

1. In the navigation pane, select **POM** > **POM Home**.
2. In the drop-down menu, select **Configurations** > **Phone Formats**.
3. On the Manage Country Specific Settings page, click the icon of the country for which you want to configure the mapping.

   The system displays the Manage Area Codes and Guard Times page.
4. Click the Guard Time Configuration tab.
5. Click the following values:
   - **Default Time Zone**
   - **Default Guard Time**
6. Click **Save** to save the default values. To clear the default values, click **Clear**.

Guard Time Configuration tab field descriptions

Use this tab to configure guard time for a time zone and state for the selected country.

Name	Description
Default Time Zone	Select the default time zone of the selected country.

Table continues…

Name	Description
Default Guard Time	Displays the default guard time configured for the time zone.
Time Zone to Guard Time Mapping	
Time Zone	Displays the time zone(s) configured for the selected country.
Guard Time	Displays the guard time(s) configured for the time zone(s).
State to Guard Time Mapping	
State	Displays the state(s) configured for the selected country.
Guard Time	Displays the guard time(s) configured for the state(s).

Adding Time Zone to Guard Time mapping

About this task

Use this procedure to perform the following actions:

- Adding a new time zone to guard time mapping.
- Editing a time zone to guard time mapping.
- Deleting a time zone to guard time mapping.

Procedure

1. In the left navigation pane, select **POM** > **POM Home**.
2. From the drop-down menu, select **Configurations** > **Phone Formats**.
3. On the Manage Country Specific Settings page, click the icon of the country for which you want to configure the mapping.
4. Click the Guard Time Configuration tab.
5. To add a new time zone to guard time mapping, in the Time Zone to Guard Time Mapping section, click **Add**.
6. Enter the following values and click **Save**:
   - **Time Zone**
   - **Description**
   - **Set Guard Time**

You can configure multiple guard times for a time zone by clicking the + icon. You can also delete a particular time zone entry by clicking the - icon.

7. To edit a time zone to guard time mapping entry, do the following:
   a. In the Time Zone to Guard Time Mapping section, go to the entry that you want to edit and click the icon.
   b. On Edit Time Zone to Guard Time Mapping page, edit the entries that you want to change and click **Save**.
8. To delete a time zone to guard time mapping entry, do the following:
   a. In the Time Zone to Guard Time Mapping section, go to the entry that you want to delete and click the icon.
   b. On the Confirm Delete dialog box, click **Yes**.

Add or edit Time Zone to Guard Time mapping page field descriptions

Use this tab to configure time zone to guard time mapping for the selected country.

Name	Description
Time Zone	Select the time zone to which you want to map the guard time.
Description	Specify the description of the mapping provided.
Set Guard Time: Configure the values to map the guard time for the selected time zone.	
Start Day	Select the day when you want to start the guard time.
End Day	Select the day when you want to end the guard time.
Start Hour	Select the time in hours when you want to start the guard time.
End Hour	Select the time in hours when you want to end the guard time.
Start Minute	Select the time in minutes when you want to start the guard time.
End Minute	Select the time in minutes when you want to end the guard time.

Icon Name	Description
-	Click to delete a time zone to guard time mapping.
+	Click to add a time zone to guard time mapping.

Adding State to Guard Time mapping

About this task

Use this procedure to perform the following actions:

- Add a new state to guard time mapping.
- Edit a state to guard time mapping.
- Delete a state to guard time mapping.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop-down menu, click **Configurations** > **Phone Formats**.
3. On the Manage Country Specific Settings page, click the icon of the country for which you want to configure the mapping.
4. Click the Guard Time Configuration tab.
5. To add a new state to guard time mapping, in the State to Guard Time Mapping section, click **Add**.
6. On the Add State to Guard Time Mapping page, enter the following values and click **Save**:
   - **State**
   - **Description**
   - **Guard Time**

   You can configure multiple guard times for a state by clicking the + icon. You can also delete a particular entry by clicking the - icon.
7. To edit a state to guard time mapping entry, do the following:
   a. In the State to Guard Time Mapping section, go to the entry that you want to edit and click the icon.
   b. On Edit State to Guard Time Mapping page, edit the entries that you want to change and click **Save**.

8. To delete a state to guard time mapping entry, do the following:
   a. In the State to Guard Time Mapping section, go to the entry that you want to delete and click the icon.
   b. On the Confirm Delete dialog box, click **Yes**.

Add or edit State to Guard Time mapping page field descriptions

Use this tab to configure state to guard time mapping for the selected country.

Name	Description
State	Enter the state to which you want to map the guard time.
Description	Specify the description of the mapping provided.
Set Guard Time: Configure the values to map the guard time for the specified state.	
Start Day	Select the day when you want to start the guard time.
End Day	Select the day when you want to end the guard time.
Start Hour	Select the time in hours when you want to start the guard time.
End Hour	Select the time in hours when you want to end the guard time.
Start Minute	Select the time in minutes when you want to start the guard time.
End Minute	Select the time in minutes when you want to end the guard time.

Icon Name	Description
-	Click to delete a state to guard time mapping.
+	Click to add a state to guard time mapping.

Set Default Guard Time dialog field descriptions

Use this dialog to set the default Guard Time.

Name	Description
Start Day	Select the day when you want to start the guard time.
End Day	Select the day when you want to end the guard time.
Start Hour	Select the time in hours when you want to start the guard time.
End Hour	Select the time in hours when you want to end the guard time.
Start Minute	Select the time in minutes when you want to start the guard time.
End Minute	Select the time in minutes when you want to end the guard time.

Adding area code to state to time zone mapping

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop-down menu, click **Configurations** > **Phone Formats**.
3. On the Manage Country Specific Settings page, click the icon of the country for which you want to configure the mapping.
4. On the Area Code Configuration tab, click **Add**.
5. On the Add Area Code to State to Time Zone Mapping page, enter the following values:
   - **Area code**
   - **State**
   - **Time Zone**
   - **DST Enabled**
   - **Description**
   - **Locked/Unlocked**
   - **Phone Start Digits**
   - **Wired Phone Start Digits**
   - **Wireless Phone Start Digits**
6. Click **Save**.

Add or edit Area Code to State to Time Zone mapping field descriptions

Use this tab to configure area code to state to time zone mapping for the selected country.

Name	Description
Area Code	Specify the area code of the selected country.
State	Select the state that you want map to the area code from the **State** drop down. This is an optional field.
Time Zone	Select the time zone that you want to map to the area code and state from the **Time Zone** drop down.
DST Enabled	Specify whether Daylight Savings time (DST) is enabled for the selected time zone. The **DST Enabled** field has the following possible values: • **Yes**: Indicates that DST is enabled. • **No**: Indicates that DST is not enabled. The default value is **No**.
Description	Specify the description of the mapping provided.
Locked/Unlocked	Specify whether the mapping data is “Locked” or “Unlocked”. • Locked: Indicates that POM does not overwrite the data during upgrade or import. • Unlocked: Indicates that POM overwrites the data during upgrade or import.
Phone Start Digits	Specify the starting phone digits for mapping. The value of **Phone Start Digits** is a single phone number or a range of phone numbers like 205 - 209.
Wired Phone Start Digits	Specify the starting phone digits of a wired phone for mapping. You can specify a single phone number or a range of phone numbers like 200, 205 - 209. This is an optional field.
Wireless Phone Start Digits	Specify the starting phone digits of a wireless phone for mapping. You can specify a single phone number or a range of phone numbers like 200, 205 - 209. This is an optional field.

Area Code Configuration tab field descriptions

This tab displays the area code to state to time zone mappings configured for the selected country.

Name	Description
Area Code	Displays the area code that is mapped to the state and time zone.
State	Displays the state that is mapped to the area code and time zone.
Time Zone	Displays the time zone that is mapped to the area code and state.
DST Enabled	Displays whether DST is enabled for the selected time zone. The **DST Enabled** field has the following possible values: • **Yes**: Indicates that DST is enabled. • **No**: Indicates that DST is not enabled. The default value is **No**.
Description	Displays the description of the mapping provided. This is an optional field.
Type	Displays the following type of the time zone mapping data: • System: All the mappings which POM provides during installation or upgrade, by default. • Custom: All the mappings which the user adds from the POM User Interface or area code import.
Locked/Unlocked	Displays if the mapping data is locked or unlocked. • Locked: Indicates that POM does not overwrite the data during upgrade or import. • Unlocked: Indicates that POM overwrites the data during upgrade or import.
Phone Start Digits	Displays the starting phone digits for mapping. The value of **Phone Start Digits** is a single phone number or a range of phone numbers like 205 - 209.

Adding a dialing rule

Procedure

1. In the left pane, select **POM > POM Home**.

2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Settings page, click .
4. On the Dialing Rules page, click **Add**.
5. Specify appropriate values the fields.
6. Click **Save**.

Add Dialing Rule page field descriptions

Use this page to add a new dialing rule.

Field or Button	Description
Country code	Displays the country code.
Country name	Displays the country name.
Strip	Use to specify the number of digits to remove from the start of the standard phone number before you apply the prefix.
Prefix	Use to specify special characters/digits that are prefixed to the standard phone number before dialing. You can specify special characters such as #, *,-. For example, you can have prefixes like *9, or #9
Description	Use to specify a brief description for the dialing rule.
Area Code	Use to specify area code for which the specified dialing rule is applicable. Dialing rule with no area code acts as default dialing rule for that country. There can be only one default dialing rule for a country.
Phone Starting Digits	Use to specify starting digits of a phone number. A standard phone number is of format <area-code> <phone-number>. You can add multiple digits that are separated by commas and also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
Actions	Use to delete the dialing rule.
Add more rows	You can add more than 1 record at a single click. You can specify a dialing rule for different area codes at one time.
Add	Use to add more rows.
Save	The button to save the changes.

Dialing Rules page field descriptions

The dialing rule takes the standard phone number and country code as input and applies the appropriate rule to form a dial format number. These rules are applied only for dialing, and the standard phone numbers in the POM system are not changed.

Field or Button	Description
Country code	Displays the country code.
Country name	Displays the country name.
Strip	Use to specify the number of digits to remove from the start of the standard phone number, before you apply a prefix.
Prefix	Use to specify special characters/digits that are prefixed to the standard phone number before dialing. You can specify special characters such as #, *,-. For example, you can have prefixes like *9, or #9.
Area Code	Use to specify an area code for the selected country.
Description	Use to specify a brief description about the dialing rule.
Actions	Use to edit the dialing rule. Use to delete the dialing rule.
Add	Use to add a new dialing rule.

Editing dialing rule

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Settings page , click
4. On the Dialing Rules page, click the dialing rule to edit.
5. Specify appropriate values in the fields.
6. Click **Save**.

Edit Dialing Rule page field descriptions

Use this page to edit the dialing rule.

Field or Button	Description
Country code	Displays the country code.
Country name	Displays the country name.
Strip	Use to specify the number of digits to remove from the start of the standard phone number before you apply the prefix.
Prefix	Use to specify special characters/digits that are prefixed to the standard phone number before dialing. You can specify special characters such as #, *,-. For example, you can have prefixes like *9, or #9.
Description	Use to specify a brief description for the dialing rule.
Area Code	Use to specify area code for which the specified dialing rule is applicable. Dialing rule with no area code acts as default dialing rule for that country. There can be only one default dialing rule for a country.
Phone Starting Digits	Use to specify starting digits of a phone number. A standard phone number is of format <area-code> <phone-number>. You can add multiple digits that are separated by commas and also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
Actions	Use to delete the dialing rule.
Add more rows	You can add more than 1 record at a single click. You can specify a dialing rule for different area codes at one time.
Add	Use to add more rows.
Save	The button to save the changes.

Editing phone starting digits for dialing rule

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Settings page , click
4. On the Dialing Rules page, click the area code for which to edit the phone starting digits.
5. In the Phone Starting Digits window, add or edit the phone starting digits in the text box.
6. Click **Save**.

Phone Starting Digits page field descriptions

Use this page to edit the phone starting digits for a specific dialing rule.

Field or Button	Description
Area Code	Displays the area code you select.
Phone Starting Digits	Use the text box to edit the phone starting digits for the selected dialing rule. Use to specify starting digits of a phone number. A standard phone number is of format <area-code> <phone-number> . You can add multiple digits that are separated by commas and also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
Save	The button to save the changes.

Examples

This topic provides a list of examples for phone formats, dialing rules, reject patterns, and time zone area code mapping.

Examples for phone formats

POM provides a list of G13 and other countries with the country codes and the phone formats. You can add a new country with the phone formats to the POM database. Once you add a new country with the phone formats, you can then apply the other features such as the dialing rules, reject patterns, and time zone area code mapping to the phone numbers belonging to specific country. You must provide the country name, country code, standard phone length, and the prefix while adding a new country.

Examples for reject patterns

You can specify a reject pattern for the phone number at a global level or a country specific pattern.

Original number	After applying reject pattern
For USA [0–1]*	POM rejects all numbers starting with 0 or For example, 189–730– (5687)
288–888–8889	Apply a global reject pattern — *8888888* which means any number which includes 7 eights. So POM does not import the phone number.
998–456–4536	Apply a user defined pattern — 99* which means any number starting with 99. So POM does not import the phone number.

Examples for time zone and the area code mapping

In the Global Configuration, add the Home Country as India, and the country code separator as #. Assume that the time zone of the zone for the contact list import is GMT+05:30.

Original number	Description
1#520–555–4567	The country code for this number is 1 and the area code is 520, This area is mapped to MST. in the POM database. So POM determines the time zone for the number as MST.
52#051–2345	The country code for this number is 52, but the number does not match with any of the area code time zone mapping defined for this country in the POM database and country 52 does not have a default time zone specified and hence the time zone of the zone for which contact is going to import, is used, which is GMT+5:30.
520–123–4567	The number does not contain a country code separator so POM uses the default country code of the country defined as Home country — in this case India. There is only one time zone defined (GMT+5:30) for India in the POM database, so POM uses (GMT+5:30) as the time-zone.

Examples for time zone and the area code mapping with guard times

You can specify a guard time for the phone number or time zone at a global level.

Time zone	Area code	Phone starting digits	Guard times
EST	521	622 ,623 ,631-634, 637, 638, 641-645, 647, 653, 662	Sun-Sat 8:00 20:45
EST (Daylight)	215	Not defined	Mon-Sat 8:00 20:45 Sun 13:30 20:45
EST	Not defined	Not defined	Sun-Sat 9:00 19:45
PST	250	237, 239	Sun-Sat 8:00 20:45

Original number	Time zone	Description
521–631–6756	EST	The area code and the phone starting digits matches with the EST time zone. POM dials the number in the specified guard times between Sunday to Saturday from 8 am in the morning to 8:45 pm in the evening.
215–234–4345	EST (Daylight)	The area code matches with the EST5EDT (EST Daylight). POM dials the number in the specified guard times between Monday to Saturday from 8 am in the morning to 8:45 pm in the evening and on Sunday from 1:30 pm in the noon to 8:45 pm in the evening.
543–243–8974	EST	There is no area code mapping for the EST time zone, but there is EST time zone entry without any area code and the phone start digits so POM considers the phone number as default entry for EST. POM dials the number in the specified guard time between Sunday to Saturday from 7 am in the morning to 19:45 pm.
250–234–1236	PST	POM does not find a match for 250 area code with phone start digits in PST time zone. POM applies no guard times and dials the number without any restriction.
523–631–1289	AST	There is no such time zone configured. POM applies no guard time and dials the number without any restriction.

Examples for state to guard time mapping

You can specify state to guard time mapping.

State	Guard Time
YT	Sun-Mon 00:00 09:00 Tue-Wed 07:00 10:00
WV	Sun-Mon 00:00 05:00 Sun 13:30 20:45
WI	Sun-Sat 9:00 19:45
NU	Sun-Sat 8:00 20:45

Examples for area code to state to time zone mapping

You can specify state to guard time mapping.

Area Code	State	Time Zone	Phone starting digits
709	NL	America/St. Johns	209-218 221-900
236	BC	America/Edmonton	302,303,363,367,368,375, 523-541
250	BC	Canada/Mountain	219,223-227 782-795, 806,827,854,866,874,875,903,977
782	PE	America/Moncton	353,355,360,377,437,462,823,829,843,844,846,975,979

Examples for dialing rule

Consider the dialing rule for US as:

Strip	Prefix	Area code	Phone Starting Digits
0	1	-	-
3	1	408	-
2	#9	408	222

Note:

The prefix settings specified in the campaign creation wizard over writes the rules specified in the dialing rules.

POM uses the dialing rule for US for the following numbers:

Original number	Description
308–1236–751	The area code 308 does not match any area code in the dialing rules, so POM applies the default dialing rule. POM dials the number as 1–308–123–6751.

Table continues…

Original number	Description
408–123–6751	The area code 408 matches with area code present in the dialing rules, so POM applies the second dialing rule. POM dials the number as 1–123–6751.
408-222-3456	The area code - phone starting digit (408-222) matches with the third dialing rule. POM dials the number as #982223456.

Default phone number reject patterns for countries

This page provides a list of default phone number reject patterns for specified countries. You can edit the existing or add new reject patterns depending on your requirement.

Reject Pattern	Description
United Kingdom	
999*	United Kingdom emergency number
USA and Canada	
[0-1]*	USA area code must be >= 200
???911*	USA emergency number
South Africa	
10111	South Africa emergency number
Mexico	
06	Mexico Police
08	Mexico Police
South Korea	
101*	South Korean request for long distance call
107*	South Korean application for long distance call
110*	South Korean report phone service trouble Confirming
112*	South Korean report a crime or criminal Confirming
113*	South Korean report public safety Confirming
114*	South Korean phone number information (directory assistance ?)
115*	South Korean application for domestic telegraph
116*	South Korean time-of-day information Confirming
119*	South Korean report fire Confirming
120*	South Korean civil affairs information
123*	South Korean report water service trouble
127*	South Korean report power service trouble
129*	South Korean report illegal drug

Table continues…

Reject Pattern	Description
131*	South Korean weather forecast
134*	South Korean travel information
141*	South Korean voice mailing service
151*	South Korean voice mailing service
152*	South Korean voice mailing service
182*	South Korean detective service
188*	South Korean report to the Board of Audit and Inspection
0074*	South Korean request for international call Confirming
0075*	South Korean application for international telegraph
0077*	South Korean application for international call
321166*	South Korean (Inchon) automatic report of phone trouble
511166*	South Korean (Pusan) automatic report of phone trouble
531166*	South Korean (Taegu) automatic report of phone trouble
621166*	South Korean (Kwangju) automatic report of phone trouble
21166*	South Korean (Seoul) automatic report of phone trouble
421166*	South Korean (Taejon) automatic report of phone trouble
Japan	
[1-9]*	Japan area code must begin with 0
0990*	Japan 1-900 type number
Ireland	
999	Ireland emergency number
China	
110*	China Emergency number
119*	China Fire Emergency number
Chile	
131	Chile Ambulance
132	Chile Fire
133	Chile Police
700*	Chile uncallable
800*	Chile uncallable
900*	Chile uncallable
Australia	
000*	Australia emergency number
0055*	Australia 1-900 type number
1144*	Australia emergency number

Table continues…

Reject Pattern	Description
Russia and Kazakhstan	
0*	Russia reserved
1*	Russia reserved
2*	Russia reserved
5*	Russia reserved
6*	Russia reserved
7*	Russia reserved

Phone Start Digits dialog field descriptions

This dialog displays the Phone start digits for a selected Area code.

Name	Description
Area Code	The area code for which the Phone start digits are displayed.
Phone Start Digits	Displays the starting phone digits for mapping. The value of **Phone Start Digits** is a single phone number or a range of phone numbers like 205 - 209.
Wired Phone Start Digits	Displays the starting phone digits of a wired phone for mapping. The value of **Wired Phone Start Digits** is a single phone number or a range of phone numbers like 205 - 209.
Wireless Phone Start Digits	Displays the starting phone digits of a wireless phone for mapping. The value of **Wireless Phone Start Digits** is a single phone number or a range of phone numbers like 205 - 209.

Chapter 18: Attributes

Attributes overview

Attributes are the properties of contact data. You can filter the contact data based on attributes.

There are two types of attributes:

- Predefined attributes: Predefined attributes are the built-in attributes. These attributes are most commonly used attributes and are grouped together. The predefined attributes are:

Attribute name	Description	Attribute name to be used in import file header
System Contact Id	This unique identification number is autogenerated by POM.	N.A.
Id	The unique identification for the contact. Id is a mandatory attribute. **Note:** Id must be the first attribute to be mentioned in the .csv file.	Id
Title Predefined	The salutation that is used before the first name of the contact. For example, Mr, Mrs., Dr.	titlepredefined
First Name	The first name of the contact.	firstname
Last Name	The last name of the contact.	lastname
Address Line 1 Predefined	The address of the contact.	addrline1predefined
Address Line 2 Predefined	The address of the contact.	addrline2predefined
Address Line 3 Predefined	The address of the contact.	addrline3predefined
Address Line 4 Predefined	The address of the contact.	addrline4predefined
Address Line 5 Predefined	The address of the contact.	addrline5predefined
Phone 1	The primary phone number of the contact.	phonenumber1

Table continues…

Attribute name	Description	Attribute name to be used in import file header
Phone 1 Country Code	The country code associated with the primary phone number.	phonenumber1ctrycode
Time Zone	The time zone associated with the primary phone number.	timezone
Phone 2	The secondary phone number of the contact.	phonenumber2
Phone 2 Country Code	The country code associated with the secondary phone number.	phonenumber2ctrycode
Phone 2 Time Zone	The time zone associated with the secondary phone number.	phonenumber2tz
E-mail	The email address of the contact.	email
Language	The default language associated with the contact record.	language
Last Attempt Time	The date and time when the contact was attempted.	N.A.
Last Successful Attempt Time	The date and time when the contact was contacted successfully.	N.A.
Last Completion Code	The last completion code retrieved for the contact.	N.A.
Country Predefined	The country of residence associated with the contact record.	countrypredefined
Zip Code Predefined	The zip code associated with the contact record.	zipcodepredefined
Phone 1 State	The state associated with the primary phone number.	phonenumber1state
Phone 1 Wireless	Indicates whether the primary phone number is of a wireless phone.	phonenumber1wireless
Phone 2 State	The state associated with the secondary phone number.	phonenumber2state
Phone 2 Wireless	Indicates whether the secondary phone number is of a wireless phone.	phonenumber2wireless

Note:

Predefined attributes are not mandatory attributes while importing. Only the Id attribute is mandatory. The system internally updates the Last Successful Attempt Time, Last Attempt Time, and Last Completion Code attributes, and these attributes are not visible from the contact browser.

- Custom Attributes: Apart from the most commonly used ones, you can set up your own attributes for any campaign.

To specify the values for the language attribute, refer Supported languages on page 178 for the allowed values.

To specify values for the time zone attributes, refer Supported time zones on page 178.

You can limit the access to attributes by marking the attributes as private or public. For example, you can mark the salary attribute as a private attribute.

The attributes created by an Org user are associated only with creator's organization. For example, a user Joe belonging to the Sales organization (Sales/Joe) creates a custom attribute CustomerType. This custom attribute is visible only to Sales organization.

A global user can create custom attributes and can mark them as private. The global user can associate such private attributes with one or more organizations. The global administrator can create a private custom attribute salary and give explicit permission to HR, and Finance organization to access this attribute.

Predefined attributes of a contact such as Phone 1, Last Name, are global, and accessible to all organization users. The global user has access to all attributes. For an organization user, the private contact attributes associated to the user's organization, and all public attributes, are accessible while creating campaigns, creating campaign strategies, and creating data sources.

Note:

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Voice Portal or Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.

Attribute page field descriptions

This page displays the list of attributes. Depending on your user role, you can add, change, and delete the attributes. You can generate a `.csv` template. If multi-tenancy is enabled, you can associate the attributes with specific organizations.

Field or Button	Description
Textbox	Use to enter the name of the attribute to search.
	Use to start the search. Attribute search criteria is not case sensitive and does not support any regular expressions.
	Use to clear or cancel the search.
You see the following fields when you click **Advanced**	

Table continues…

Field or Button	Description
Select	Use the drop down list to choose the search criteria. You can specify the search criteria using any one option: • Name • Data Type • Private • Read Only for agents • Masked for agents
Select	Use the drop down list to specify the operator you can use to specify the search criteria. You can use only the equal to (=) operator for datatype, private, read-only for agents, and masked for agents. If you select name, then you can use: • Equal to (=) • Not Equal to (!=) • in • like For example, you can search for a name attribute where name is not equal to currency. Also, you can search for a private attribute = Yes. The system returns all attributes marked Private.
Select	Use this to specify either Yes or No only for private, read-only for agents, and masked for agents. This drop down list is unavailable if you select name. If you select datatype, you van use: • Integer • Long • Float • Short • Character • Boolean • String • Phone • Email • Date • Time • Timestamp
	Use to go to the first page.

Table continues…

Field or Button	Description
	Use to go to the previous page.
Records Per Page	Use to specify the number of records to be displayed per page.
Go To Page	Use the text box to specify a particular page to navigate.
Go	Use to navigate to the specified page number.
	Use to go to the next page.
	Use to go to the last page.
Page Number	Displays the current page number.
Total Pages	Displays the total number of pages required to list all attributes.
Selection check box	Use the selection check box to select the attributes for exporting the attributes in the csv template.
Name	Displays the names of existing attributes, both the predefined, and custom attributes. **Note:** If you are using a non-english language, the attribute name is displayed in the specified language, but while importing, you must specify the value in English. For example, if you use Chinese for First Name attribute, you can see the attribute name in Chinese, but when you specify the attribute in a file, you must specify the attribute names as firstname in English.
Type	Displays the attribute type as predefined or custom.

Table continues…

Field or Button	Description
Data Type	Displays the data type of the attribute. The minimum and the maximum values for each data type are: • INTEGER: The minimum value is -2,147,483,648, and the maximum value is 2,147,483,647 (both values inclusive). • LONG: The minimum value is -9,223,372,036,854,775,808, and the maximum value is 9,223,372,036,854,775,807 (both values inclusive). • SHORT: The minimum value is -32,768, and the maximum value is 32,767 (both values inclusive). • CHARACTER: A single character is allowed. • FLOAT: 28 precision and 10 scale. This means 28 characters before the decimal and 10 characters after the decimal point. **Note:** You cannot enter a float value as a combination on numbers and alphabets. For example, 123.4f is not a valid float value. • BOOLEAN: The allowed values are TRUE and FALSE, or YES and NO, or T and F, or Y and N, or 0 and 1. • STRING: Any string up to 3990 characters. • PHONE: Valid phone number up to 80 characters. The system has two predefined attributes; Phone 1 and Phone 2, for specifying the phone number. Use this to specify an alternate phone number. When you add a phone attribute, POM adds 2 child attributes, xxx_ctry_code and xxx_tz, where xxx is name of the phone attribute. • EMAIL: Any string up to 80 characters. • DATE: Date in the valid format. **Note:** The date format must match the date part specified in the **Global Date Format** field on the Manage Global Configuration page under **POM Home > Configurations > Global Configurations**. For example, to specify a custom attribute, Date_Of_Birth, then use the Date data type. • TIME: Time in the valid format. **Note:** The time format must match the time part specified in the **Global Date Format** field on the Manage Global Configuration page under **POM Home > Configurations > Global Configurations**. For example, to specify a custom attribute, Delivery_Time, then use the Time data type. • TIMESTAMP: Timestamp in the valid format.

Table continues…

Field or Button	Description
	Note: The timestamp must match with the timestamp part specified in the **Global Date Format** field on the Manage Global Configuration page under **POM Home > Configurations > Global Configurations**. For example, to specify a custom attribute, Schedule, then use the Timestamp field. If you specify the Global Date Format as DD-MM-YYYY hh:mm:ss, then the valid date format considers DD-MM-YYYY, the valid time format considers hh:mm:ss, and the valid timestamp considers DD:MM:YYYY hh:mm:ss.
Private	Displays whether the attribute is private. You can use this to restrict access to attributes such as salary. For example, if HR/Joe creates a salary attribute, then the attribute is Private to the HR organization by default. If a global user creates a salary attribute, then the global user can mark the attribute as Private. If marked as Private, no organization can use this attribute, until you associate the attribute with some organization. The global user can associate the salary attribute with one or more than one organizations, and only the associated organizations can use the attribute. If the attribute is not marked as private, all organization users can use it. The global user can access all attributes regardless of the privacy setting.
Read only for Agents	Displays if the attribute is read-only or editable for the logged in agents.
Masked for agents	Displays if the attribute is masked. If the attribute is masked, the logged in agents cannot see the attribute. **Note:** If you mark any attribute as masked for a running campaign, pause and resume the campaign so that the attribute displays as masked on the desktop.
Note: If you turn multi-tenancy on, you see the **Allowed Organizations** field. For more information about multi-tenancy, see the *Administering Avaya Aura® Experience Portal* guide.	
Allowed Organizations	Lists the different organizations to which the attributes are associated.

Table continues…

Field or Button	Description
Actions	You can perform the following actions only for the custom attributes: • Click to get the details for the attribute. • Click to associate the attribute with existing organization. **Note:** The is greyed out if you have not marked the attribute as private. • Click to delete the attribute. **Note:** You cannot delete the attribute, if the attribute is associated with any of the filtering criteria of the campaign, or if the attribute is used in database based import, if the attribute is used in a campaign strategy or used in a campaign restriction. If the attribute is marked as Private, then users belonging to that organization can delete the attribute only when no other organization uses it.
Add	Use this to add a new attribute. POM supports maximum 900 attributes The total count of attributes is calculated including pre-defined and the custom attributes on the system. **Note:** For every phone type attribute, POM creates three additional attributes. Out of the three attributes, two attributes are created for timezone and one attribute for country code. One of the timezone attribute is for internal use and the system does not display this attribute on the POM User Interface. POM takes into account this attribute while calculating the total attributes on POM system.
Add Multiple	Use this to add more than one attribute at a time. You can add up to 50 attributes at once.
Generate CSV Template	Use this to generate a `.csv` template. The file opens in MS Excel and has to be saved as a `.csv`. You can create this template by selecting the listed attributes. You can view the predefined attributes and choose to add the predefined or the custom attributes. You can choose to either open the file or save the file. You can use this `.csv` file during the data import and upload the contacts using **Upload Contacts** option. You can import files having either ANSI or UTF-8 w/o BOM format.

Detail attribute page field descriptions

Use this page to view the details of the attributes. This is a summary information based on the values you select, while adding or editing an attribute.

Field or Button	Description
Attribute Name	Displays the attribute name.

Table continues…

Field or Button	Description
Attribute Data Type	Displays the attribute data type.
Private	Displays the attribute is private or public. If the value is no, then the attribute is public.
Read Only for agents	Displays if the attribute is a read-only attribute. The agents cannot change the value of the attributes which are marked as Read Only for agents from the agent desktop. **Note:** If you mark any attribute as read only for a running campaign then it appears as read only on the desktop from the next contact record.
Masked for agents	Displays if the attribute is masked for agents. The agents cannot see the attribute value on the desktop for masked for agents attributes.
Attribute Organizations	Displays the organizations associated with the attribute.
Attribute used in contact data source	Displays the database data sources associated with the attribute. **Note:** Only if you import the attribute using database, this field shows the data source name from where it is imported. In all other cases, the system displays the message `No Contact Data Source is associated with this attribute.`
Attribute used in campaign	Displays the campaign name associated with the attribute.
Attribute used in campaign strategy	Displays the campaign strategy associated with the attribute.
Attribute used in campaign restrictions	Displays whether the attribute is used in campaign restrictions.
Attribute used in agent scripts	Displays whether the attribute is used in agent scripts.

Edit attribute page field descriptions

Use this page to edit the custom attributes. You cannot change the name or the data type, but you can mark the attribute as private. You cannot edit the system predefined attributes.

Note:

If have multitenancy turned on, only then you can mark any attribute as private. If you do not have multitenancy on, you can mark the attribute as Read Only for agents and Masked for agents. For more information about multitenancy, see the *Administering Avaya Aura® Experience Portal* guide.

Field or Button	Description
Attribute Name	Displays the attribute name. This field cannot be edited.
Attribute Data Type	Displays the attribute data type. This field cannot be edited.
Private	Use this selection box to mark the attribute as private.
Read Only for agents	Use this selection box to mark the attribute as read only for agents. The agents cannot change the value of the attributes which are marked as Read Only for agents from the agent desktop. **Note:** If you mark any attribute as read only for a running campaign then it appears as read only on the desktop from the next contact record.
Masked for agents	Use this selection box to mark the attribute as masked for agents. The agents cannot see the Masked for agents attribute value from the desktop. **Note:** If you mark any attribute as masked for a running campaign, then the attribute appears as masked on the desktop from the next contact record.
Save	The button to save the changes.

Add new attribute page field descriptions

Use this to add a new attribute. POM supports maximum 900 attributes The total count of attributes is calculated including pre-defined and the custom attributes on the system.

Field or Button	Description
Attribute Name	A unique identifier for the attribute. The following special characters are not allowed while specifying the attribute name: 1. Space 2. ^ 3. @ 4. ~ 5. ` 6. ! 7. ‘ 8. “ 9. ; 10. , 11. # 12. \ 13. $ 14. % 15. & 16. (17.) 18. ? 19. < 20. > 21. [22.] 23. : 24. * 25. + 26. = 27. - **Note:** Ensure that the attribute name does not start with a numeric character. For example, you cannot have an attribute name as "1firstName".

Table continues…

Field or Button	Description
Select Attribute Data Type	Use the drop-down list to assign the attribute type. In attribute fields having String data type, special characters are allowed except single quote (‘) in the data source. POM rejects the record if there is any special characters in attribute having data type other than String and Character. If double quotes is a part of data, then you must use (") as an escape character and if the character is used as field separator as a part of data, then you must enclose it in double quotes. For example: Avaya, Tower "XI", Pune, India must be written as "Avaya, Tower ""XI"", Pune, India".
Private	Use selection box to make the attribute private. **Note:** You see the selection check box only if you have multitenancy turned on. For more information about multitenancy, see the *Administering Avaya Aura® Experience Portal* guide.
Read Only for agents	Use this selection box to mark the attribute as read only for agents. The agents cannot change the value of the attributes which are marked as Read Only for agents from the agent desktop. **Note:** If you mark any attribute as read only for a running campaign, then it appears as read only on the desktop from the next contact record.
Masked for agents	Use this selection box to mark the attribute as masked for agents. The agents cannot see the Masked for agents attribute value from the desktop. **Note:** If you mark any attribute as masked for a running campaign, then the attribute appears as masked on the desktop from the next contact record.
Save	Use to add the attribute.

The following table shows the predefined attributes that are case-sensitive and must be mapped:

Attribute Name	Name to be used in the method
Id	UserContactId
First Name	FirstName
Last Name	LastName
Phone Number1	PhoneNumber1
Phone Number1 Country Code	PhoneNumber1CtryCode
Phone Number1 Time Zone	TimeZone
Phone Number2	PhoneNumber2
Phone Number2 Country Code	PhoneNumber2CtryCode
Phone Number2 Time Zone	PhoneNumber2Tz
Email	Email

Table continues…

Attribute Name	Name to be used in the method
Language	Language
Title	TitlePredefined
Address Line1	AddrLine1Predefined
Address Line2	AddrLine2Predefined
Address Line3	AddrLine3Predefined
Address Line4	AddrLine4Predefined
Address Line5	AddrLine5Predefined
Country	CountryPredefined
Zip Code	ZipcodePredefined

Attribute organization association page field descriptions

Use this page to associate attributes with any organizations.

Field or Button	Description
Change Organizations for Attribute	Displays the attribute to associate the organization.
Select Organization(s)	Displays the list of organizations.
Save	Use to save the changes.

Add multiple attributes page field descriptions

Use this page to add multiple attributes on a single click. The total number of attributes cannot exceed 900. The total numbers of attributes are calculated including pre-defined and the custom attributes on the system.

Field or Button	Description
Attribute Name	A unique identifier for the attribute. The following special characters are not allowed while specifying the attribute name: 1. Space 2. ^ 3. @ 4. ~ 5. ` 6. ! 7. ‘ 8. “ 9. ; 10. , 11. # 12. \ 13. $ 14. % 15. & 16. (17.) 18. ? 19. < 20. > 21. [22.] 23. : 24. * **Note:** Ensure the attribute name does not start with a numeric character. For example, you cannot have an attribute name as "1firstName".

Table continues…

Field or Button	Description
Attribute Data Type	Use the drop-down list to assign the attribute type. In attribute fields having String data type, special characters are allowed except single quote (‘) in the data source. POM rejects the record if there is any special characters in attribute having data type other than String and Character. If double quotes is a part of data, then you must use (") as an escape character and if the character is used as field separator as a part of data, then you must enclose it in double quotes. For example: Avaya, Tower "XI", Pune, India must be written as "Avaya, Tower ""XI"", Pune, India".
Private	Use this selection box to mark the attribute as private.
Read Only for agents	Use this selection box to mark the attribute as read only for agents. The agents cannot change the value of the attributes which are marked as Read Only for agents from the agent desktop. **Note:** If you mark any attribute as read only for a running campaign then it appears as read only on the desktop from the next contact record.
Masked for agents	Use this selection box to mark the attribute as masked for agents. The agents cannot see the Masked for agents attribute value from the agent desktop. **Note:** If you mark any attribute as masked for a running campaign, pause and resume the campaign so that the attribute displays as masked on the desktop.
Actions	Use to delete the row.
Add more rows	By default you can view and add 10 attributes. You can add more row using the **Add more** rows text field. At any time, you cannot add more than 50 attributes together.
Add	Use to add more rows.
Save	Use to add attributes to POM.

The following table shows the predefined attributes that are case-sensitive and must be mapped:

Attribute Name	Name to be used in the method
Id	UserContactId
First Name	FirstName
Last Name	LastName
Phone Number1	PhoneNumber1
Phone Number1 Country Code	PhoneNumber1CtryCode
Phone Number1 Time Zone	TimeZone

Table continues…

Attribute Name	Name to be used in the method
Phone Number2	PhoneNumber2
Phone Number2 Country Code	PhoneNumber2CtryCode
Phone Number2 Time Zone	PhoneNumber2Tz
Email	Email
Language	Language
Title	TitlePredefined
Address Line1	AddrLine1Predefined
Address Line2	AddrLine2Predefined
Address Line3	AddrLine3Predefined
Address Line4	AddrLine4Predefined
Address Line5	AddrLine5Predefined
Country	CountryPredefined
Zip Code	ZipcodePredefined
Phone 1 State	Phonenumber1state
Phone 2 State	Phonenumber2state
Phone 1 Wireless	Phonenumber1wireless
Phone 2 Wireless	Phonenumber2wireless

Generate CSV template description

You can use the csv template to store contact records. You can use the template to import records in the POM database from an external source.

Adding attributes

Procedure

1. Log on to Avaya Aura® Experience Portal.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Contacts** > **Attributes**.
4. On the Attributes page, click **Add**.

   POM displays the Add New Attribute page.
5. In the **Attribute name** field, type the attribute name.
6. In the **Select Attribute data type** field, select the data type of the attribute.

7. **(Optional)** Select the **Private** check box to make the attribute privately accessible.

   For example, if the HR creates a salary attribute, this attribute is private to the HR organization, by default. If a global user creates a salary attribute, the global user can set this attribute as private. If you set the attribute to private, no organization can use this attribute. The global user can then associate the salary attribute with one or more than one organizations, and only the associated organizations can use the attribute. If the attribute is not private, all organization users can use it. The global user can get access to all attributes, regardless of the privacy setting.

   Note:

   While adding attributes, you might get an internal server error indicating that POM cannot complete the request before the page times out. To avoid the error, change the page timeout value in the `/etc/httpd/conf/httpd.conf` file, and restart the **`httpd`** and Tomcat services.

8. **(Optional)** Select the **Read Only for Agents** check box so that agents cannot edit the attribute.

   You can use this check box to restrict the agent from updating the attribute value. For example, if you configure an attribute as read-only, the agent can only see the attribute but cannot change its value from the agent desktop.

9. **(Optional)** Select the **Masked for Agents** check box so that agent cannot see the value of the attribute.

   You can use this check box to restrict the agent from seeing the attribute value. For example, you can use it to mask the salary details.

10. Click **Save**.

    You can add maximum 900 attributes.

Adding multiple attributes

Procedure

1. Log on to Avaya Aura® Experience Portal.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Contacts** > **Attributes**.
4. On the Attributes page, click **Add Multiple**.

   POM displays Add Multiple Attributes page.

5. In the **Attribute name** field, type the attribute name.
6. In the **Select Attribute data type** field, select the data type of the attribute.

Note:

While adding attributes, you might get an internal server error indicating that POM cannot complete the request before the page times out. To avoid the error, change the page timeout value in the `/etc/httpd/conf/httpd.conf` file, and restart the **`httpd`** and Tomcat services.

7. Select the **Private** check box to make the attribute privately accessible.
8. Select the **Read Only for Agents** check box so that agents cannot edit the attribute.
9. Select the **Masked for Agents** check box so that agent cannot see the value of the attribute.
10. In the **Add more rows** text box, type the required number of rows for adding more attributes. You cannot add more than 50 attributes at a time.
11. Click **Save**.

    You can add maximum 900 attributes.

Editing attributes

About this task

Use this page to change the sensitivity of the attribute. You can edit the attributes or mark the attribute as private only when multi-tenancy is enabled on Avaya Aura® Experience Portal. For more information about multitenancy, see *Administering Avaya Aura® Experience Portal* guide.

Procedure

1. Log on to Avaya Aura® Experience Portal.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Contacts** > **Attributes**.
4. Click the attribute you want to edit.

   Note:

   You cannot edit the **Attribute Name** and **Attribute Data Type** fields..

5. **(Optional)** Select the **Private** check box to make the attribute privately accessible.

   For example, if the HR creates a salary attribute, this attribute is private to the HR organization, by default. If a global user creates a salary attribute, the global user can set this attribute as private. If set as private, no organization can use this attribute. The global user can then associate the salary attribute with the one or more than one organizations, and only the associated organizations can use the attribute. If the attribute is not private, all organization users can use it. The global user can gain access to all attributes, regardless of the privacy setting.

Note:

While adding attributes, you might get an internal server error indicating that POM cannot complete the request before the page times out. To avoid the error, change the page timeout value in the `/etc/httpd/conf/httpd.conf` file, and restart the **`httpd`** and Tomcat services.

6. **(Optional)** Select the **Read Only for Agents** check box so that agents cannot edit the attribute.

   You can use this check box to restrict the agent from updating the attribute value. For example, if you configure an attribute as read-only, the agent can only see the attribute but cannot change its value from the agent desktop.

7. **(Optional)** Select the **Masked for Agents** check box so that agent cannot see the value of the attribute.

   You can use this check box to restrict the agent from seeing the attribute value. For example, you can use it to mask the salary details.

8. Click **Save** to update the attribute.

Deleting attributes

Procedure

1. Log on to Avaya Aura® Experience Portal.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Contacts** > **Attributes**.
4. To delete an attribute, click the Delete icon for the attribute in the Actions column.

   Note:

   You cannot delete the predefined attributes. For custom attributes, you cannot delete the attribute if the attribute is associated with any of the filtering criteria of the campaign, or if the attribute is used in database import, if the attribute is used in a campaign strategy or used in a campaign restriction. If the attribute is set as private, then users belonging to that organization can delete the attribute only if it is not used by any other organization. A global user can delete the custom attributes belonging to any organization if the attribute is not used in any filtering criteria or associated with the database import. You cannot delete an attribute if the attribute is a part of a running import.

5. On the confirmation dialog box, click **Yes** to delete, or **No** to cancel.

Supported languages

These codes are the values for the language attribute during contact import, or while adding or editing contact information through the contact browser.

Language	Allowed string value
Czech	cs-cz
German	de-de
Australian English	en-au
UK English	en-gb
US English	en-us
Castilian Spanish	es-es
Latin American Spanish	es-la
Canadian French	fr-ca
French	fr-fr
Hebrew	he-il
Hindi	hi-in
Hungarian	hu-hu
Italian	it-it
Japanese	ja-jp
Korean	ko-kr
Malay	ms-my
Dutch	nl-nl
Polish	pl-pl
Brazilian Portuguese	pt-br
Russian	ru-ru
Slovak	sk-sk
TDD	td-us
Thai	th-th
Mandarin Chinese	zh-cn
Cantonese Chinese	zh-hk

Supported time zones

POM supports all Java 1.6 supported time zones. The following are some of the commonly referenced time zones:

Note:

To edit or import the time zone value for a contact, you must specify the time zone using the values mentioned in the ID column.

Offset	DST	ID	Time Zone
-12	-12	Etc/GMT+12	GMT-12:00
-11	-11	Etc/GMT+11	GMT-11:00
-11	-11	MIT	West Samoa Time
-11	-11	Pacific/Apia	West Samoa Time
-11	-11	Pacific/Midway	Samoa Standard Time
-11	-11	Pacific/Niue	Niue Time
-11	-11	Pacific/Pago_Pago	Samoa Standard Time
-11	-11	Pacific/Samoa	Samoa Standard Time
-11	-11	US/Samoa	Samoa Standard Time
-10	-11	America/Adak	Hawaii-Aleutian Standard Time
-10	-9	America/Atka	Hawaii-Aleutian Standard Time
-10	-9	Etc/GMT+10	GMT-10:00
-10	-10	HST	Hawaii Standard Time
-10	-10	Pacific/Fakaofo	Tokelau Time
-10	-10	Pacific/Honolulu	Hawaii Standard Time
-10	-10	Pacific/Johnston	Hawaii Standard Time
-10	-10	Pacific/Rarotonga	Cook Is. Time
-10	-10	Pacific/Tahiti	Tahiti Time
-10	-10	SystemV/HST10	Hawaii Standard Time
-10	-9	US/Aleutian	Hawaii-Aleutian Standard Time
-10	-10	US/Hawaii	Hawaii Standard Time
-9.5	-9.5	Pacific/Marquesas	Marquesas Time
-9	-8	AST	Alaska Standard Time
-9	-8	America/Anchorage	Alaska Standard Time
-9	-8	America/Juneau	Alaska Standard Time
-9	-8	America/Nome	Alaska Standard Time
-9	-8	America/Yakutat	Alaska Standard Time
-9	-9	Etc/GMT+9	GMT-09:00
-9	-9	Pacific/Gambier	Gambier Time
-9	-9	SystemV/YST9	Alaska Standard Time
-9	-8	SystemV/YST9YDT	Alaska Standard Time
-9	-8	US/Alaska	Alaska Standard Time

Table continues…

Offset	DST	ID	Time Zone
-8	-7	America/Dawson	Pacific Standard Time
-8	-7	America/Ensenada	Pacific Standard Time
-8	-7	America/Los_Angeles	Pacific Standard Time
-8	-7	America/Santa_Isabel	Pacific Standard Time
-8	-7	America/Tijuana	Pacific Standard Time
-8	-7	America/Vancouver	Pacific Standard Time
-8	-7	America/Whitehorse	Pacific Standard Time
-8	-7	Canada/Pacific	Pacific Standard Time
-8	-7	Canada/Yukon	Pacific Standard Time
-8	–8	Etc/GMT+8	GMT-08:00
-8	-7	Mexico/BajaNorte	Pacific Standard Time
-8	-7	PST	Pacific Standard Time
-8	-7	PST8PDT	Pacific Standard Time
-8	-8	Pacific/Pitcairn	Pitcairn Standard Time
-8	-8	SystemV/PST8	Pacific Standard Time
-8	-7	SystemV/PST8PDT	Pacific Standard Time
-8	-7	US/Pacific	Pacific Standard Time
-8	-7	US/Pacific-New	Pacific Standard Time
-7	-6	America/Boise	Mountain Standard Time
-7	-6	America/Cambridge_Bay	Mountain Standard Time
-7	-6	America/Chihuahua	Mountain Standard Time
-7	-7	America/Dawson_Creek	Mountain Standard Time
-7	-6	America/Denver	Mountain Standard Time
-7	-6	America/Edmonton	Mountain Standard Time
-7	-7	America/Hermosillo	Mountain Standard Time
-7	-6	America/Inuvik	Mountain Standard Time
-7	-6	America/Mazatlan	Mountain Standard Time
-7	-6	America/Ojinaga	Mountain Standard Time
-7	-7	America/Phoenix	Mountain Standard Time
-7	-6	America/Shiprock	Mountain Standard Time
-7	-6	America/Yellowknife	Mountain Standard Time
-7	-6	Canada/Mountain	Mountain Standard Time
-7	-7	Etc/GMT+7	GMT-07:00
-7	-7	MST	Mountain Standard Time
-7	-6	MST7MDT	Mountain Standard Time

Table continues…

Offset	DST	ID	Time Zone
-7	-6	Mexico/BajaSur	Mountain Standard Time
-7	-6	Navajo	Mountain Standard Time
-7	-7	PNT	Mountain Standard Time
-7	-7	SystemV/MST7	Mountain Standard Time
-7	-6	SystemV/MST7MDT	Mountain Standard Time
-7	-7	US/Arizona	Mountain Standard Time
-7	-6	US/Mountain	Mountain Standard Time
-6	-6	America/Belize	Central Standard Time
-6	-5	America/Cancun	Central Standard Time
-6	-5	America/Chicago	Central Standard Time
-6	-6	America/Costa_Rica	Central Standard Time
-6	-6	America/El_Salvador	Central Standard Time
-6	-6	America/Guatemala	Central Standard Time
-6	-5	America/Indiana/Knox	Central Standard Time
-6	-5	America/Indiana/Tell_City	Central Standard Time
-6	-5	America/Knox_IN	Central Standard Time
-6	-6	America/Managua	Central Standard Time
-6	-5	America/Matamoros	Central Standard Time
-6	-5	America/Menominee	Central Standard Time
-6	-5	America/Merida	Central Standard Time
-6	-5	America/Mexico_City	Central Standard Time
-6	-5	America/Monterrey	Central Standard Time
-6	-5	America/North_Dakota/Center	Central Standard Time
-6	-5	America/North_Dakota/ New_Salem	Central Standard Time
-6	-5	America/Rainy_River	Central Standard Time
-6	-5	America/Rankin_Inlet	Central Standard Time
-6	-6	America/Regina	Central Standard Time
-6	-6	America/Swift_Current	Central Standard Time
-6	-6	America/Tegucigalpa	Central Standard Time
-6	-5	America/Winnipeg	Central Standard Time
-6	-5	CST	Central Standard Time
-6	-5	CST6CDT	Central Standard Time
-6	-5	Canada/Central	Central Standard Time
-6	-6	Canada/East-Saskatchewan	Central Standard Time

Table continues…

Offset	DST	ID	Time Zone
-6	-6	Canada/Saskatchewan	Central Standard Time
-6	-5	Chile/EasterIsland	Easter Is. Time
-6	-6	Etc/GMT+6	GMT-06:00
-6	-5	Mexico/General	Central Standard Time
-6	-5	Pacific/Easter	Easter Is. Time
-6	-6	Pacific/Galapagos	Galapagos Time
-6	-6	SystemV/CST6	Central Standard Time
-6	-5	SystemV/CST6CDT	Central Standard Time
-6	-5	US/Central	Central Standard Time
-6	-5	US/Indiana-Starke	Central Standard Time
-6	-5	America/Atikokan	Eastern Standard Time
-5	-5	America/Bogota	Colombia Time
-5	-5	America/Cayman	Eastern Standard Time
-5	-5	America/Coral_Harbour	Eastern Standard Time
-5	-4	America/Detroit	Eastern Standard Time
-5	-4	America/Fort_Wayne	Eastern Standard Time
-5	-4	America/Grand_Turk	Eastern Standard Time
-5	-5	America/Guayaquil	Ecuador Time
-5	-4	America/Havana	Cuba Standard Time
-5	-4	America/Indiana/Indianapolis	Eastern Standard Time
-5	-4	America/Indiana/Marengo	Eastern Standard Time
-5	-5	America/Indiana/Petersburg	Eastern Standard Time
-5	-4	America/Indiana/Vevay	Eastern Standard Time
-5	-5	America/Indiana/Vincennes	Eastern Standard Time
-5	-4	America/Indiana/Winamac	Eastern Standard Time
-5	-4	America/Indianapolis	Eastern Standard Time
-5	-4	America/Iqaluit	Eastern Standard Time
-5	-5	America/Jamaica	Eastern Standard Time
-5	-4	America/Kentucky/Louisville	Eastern Standard Time
-5	-4	America/Kentucky/Monticello	Eastern Standard Time
-5	-5	America/Lima	Peru Time
-5	-4	America/Louisville	Eastern Standard Time
-5	-4	America/Montreal	Eastern Standard Time
-5	-4	America/Nassau	Eastern Standard Time
-5	-4	America/New_York	Eastern Standard Time

Table continues…

Offset	DST	ID	Time Zone
-5	-4	America/Nipigon	Eastern Standard Time
-5	-5	America/Panama	Eastern Standard Time
-5	-4	America/Pangnirtung	Eastern Standard Time
-5	-5	America/Port-au-Prince	Eastern Standard Time
-5	-5	America/Resolute	Eastern Standard Time
-5	-4	America/Thunder_Bay	Eastern Standard Time
-5	-4	America/Toronto	Eastern Standard Time
-5	-4	Canada/Eastern	Eastern Standard Time
-5	-4	Cuba	Cuba Standard Time
-5	-5	EST	Eastern Standard Time
-5	-4	EST5EDT	Eastern Standard Time
-5	-5	Etc/GMT+5	GMT-05:00
-5	-4	IET	Eastern Standard Time
-5	-5	Jamaica	Eastern Standard Time
-5	-5	SystemV/EST5	Eastern Standard Time
-5	-4	SystemV/EST5EDT	Eastern Standard Time
-5	-4	US/East-Indiana	Eastern Standard Time
-5	-4	US/Eastern	Eastern Standard Time
-5	-4	US/Michigan	Eastern Standard Time
-4.5	-4	America/Caracas	Venezuela Time
-4	-4	America/Anguilla	Atlantic Standard Time
-4	-4	America/Antigua	Atlantic Standard Time
-4	-3	America/Argentina/San_Luis	Western Argentine Time
-4	-4	America/Aruba	Atlantic Standard Time
-4	-3	America/Asuncion	Paraguay Time
-4	-4	America/Barbados	Atlantic Standard Time
-4	-4	America/Blanc-Sablon	Atlantic Standard Time
-4	-4	America/Boa_Vista	Amazon Time
-4	-3	America/Campo_Grande	Amazon Time
-4	-3	America/Cuiaba	Amazon Time
-4	-4	America/Curacao	Atlantic Standard Time
-4	-4	America/Dominica	Atlantic Standard Time
-4	-5	America/Eirunepe	Amazon Time
-4	-3	America/Glace_Bay	Atlantic Standard Time
-4	-3	America/Goose_Bay	Atlantic Standard Time

Table continues…

Offset	DST	ID	Time Zone
-4	-4	America/Grenada	Atlantic Standard Time
-4	-4	America/Guadeloupe	Atlantic Standard Time
-4	-4	America/Guyana	Guyana Time
-4	-3	America/Halifax	Atlantic Standard Time
-4	-4	America/La_Paz	Bolivia Time
-4	-4	America/Manaus	Amazon Time
-4	-4	America/Marigot	Atlantic Standard Time
-4	-4	America/Martinique	Atlantic Standard Time
-4	-3	America/Moncton	Atlantic Standard Time
-4	-4	America/Montserrat	Atlantic Standard Time
-4	-4	America/Port_of_Spain	Atlantic Standard Time
-4	-5	America/Porto_Acre	Amazon Time
-4	-4	America/Porto_Velho	Amazon Time
-4	-4	America/Puerto_Rico	Atlantic Standard Time
-4	-5	America/Rio_Branco	Amazon Time
-4	-3	America/Santiago	Chile Time
-4	-4	America/Santo_Domingo	Atlantic Standard Time
-4	-4	America/St_Barthelemy	Atlantic Standard Time
-4	-4	America/St_Kitts	Atlantic Standard Time
-4	-4	America/St_Lucia	Atlantic Standard Time
-4	-4	America/St_Thomas	Atlantic Standard Time
-4	-4	America/St_Vincent	Atlantic Standard Time
-4	-3	America/Thule	Atlantic Standard Time
-4	-4	America/Tortola	Atlantic Standard Time
-4	-4	America/Virgin	Atlantic Standard Time
-4	-3	Antarctica/Palmer	Chile Time
-4	-3	Atlantic/Bermuda	Atlantic Standard Time
-4	-3	Atlantic/Stanley	Falkland Is. Time
-4	-5	Brazil/Acre	Amazon Time
-4	-4	Brazil/West	Amazon Time
-4	-3	Canada/Atlantic	Atlantic Standard Time
-4	-3	Chile/Continental	Chile Time
-4	-4	Etc/GMT+4	GMT-04:00
-4	-4	PRT	Atlantic Standard Time
-4	-4	SystemV/AST4	Atlantic Standard Time

Table continues…

Offset	DST	ID	Time Zone
-4	-3	SystemV/AST4ADT	Atlantic Standard Time
-3.5	-2.5	America/St_Johns	Newfoundland Standard Time
-3.5	-2.5	CNT	Newfoundland Standard Time
-3.5	-2.5	Canada/Newfoundland	Newfoundland Standard Time
-3	-3	AGT	Argentine Time
-3	-3	America/Araguaina	Brasilia Time
-3	-3	America/Argentina/ Buenos_Aires	Argentine Time
-3	-3	America/Argentina/Catamarca	Argentine Time
-3	-3	America/Argentina/ ComodRivadavia	Argentine Time
-3	-3	America/Argentina/Cordoba	Argentine Time
-3	-3	America/Argentina/Jujuy	Argentine Time
-3	-3	America/Argentina/La_Rioja	Argentine Time
-3	-3	America/Argentina/Mendoza	Argentine Time
-3	-3	America/Argentina/ Rio_Gallegos	Argentine Time
-3	-3	America/Argentina/Salta	Argentine Time
-3	-3	America/Argentina/San_Juan	Argentine Time
-3	-3	America/Argentina/Tucuman	Argentine Time
-3	-3	America/Argentina/Ushuaia	Argentine Time
-3	-3	America/Bahia	Brasilia Time
-3	-3	America/Belem	Brasilia Time
-3	-3	America/Buenos_Aires	Argentine Time
-3	-3	America/Catamarca	Argentine Time
-3	-3	America/Cayenne	French Guiana Time
-3	-3	America/Cordoba	Argentine Time
-3	-3	America/Fortaleza	Brasilia Time
-3	-2	America/Godthab	Western Greenland Time
-3	-3	America/Jujuy	Argentine Time
-3	-3	America/Maceio	Brasilia Time
-3	-3	America/Mendoza	Argentine Time
-3	-2	America/Miquelon	Pierre & Miquelon Standard Time
-3	-2	America/Montevideo	Uruguay Time
-3	-3	America/Paramaribo	Suriname Time
-3	-3	America/Recife	Brasilia Time

Table continues…

Offset	DST	ID	Time Zone
-3	-3	America/Rosario	Argentine Time
-3	-4	America/Santarem	Brasilia Time
-3	-2	America/Sao_Paulo	Brasilia Time
-3	-3	Antarctica/Rothera	Rothera Time
-3	-2	BET	Brasilia Time
-3	-2	Brazil/East	Brasilia Time
-3	-3	Etc/GMT+3	GMT-03:00
-2	-2	America/Noronha	Fernando de Noronha Time
-2	-2	Atlantic/South_Georgia	South Georgia Standard Time
-2	-2	Brazil/DeNoronha	Fernando de Noronha Time
-2	-2	Etc/GMT+2	GMT-02:00
-1	0	America/Scoresbysund	Eastern Greenland Time
-1	0	Atlantic/Azores	Azores Time
-1	-1	Atlantic/Cape_Verde	Cape Verde Time
-1	-1	Etc/GMT+1	GMT-01:00
0	0	Africa/Abidjan	Greenwich Mean Time
0	0	Africa/Accra	Ghana Mean Time
0	0	Africa/Bamako	Greenwich Mean Time
0	0	Africa/Banjul	Greenwich Mean Time
0	0	Africa/Bissau	Greenwich Mean Time
0	0	Africa/Casablanca	Western European Time
0	0	Africa/Conakry	Greenwich Mean Time
0	0	Africa/Dakar	Greenwich Mean Time
0	0	Africa/El_Aaiun	Western European Time
0	0	Africa/Freetown	Greenwich Mean Time
0	0	Africa/Lome	Greenwich Mean Time
0	0	Africa/Monrovia	Greenwich Mean Time
0	0	Africa/Nouakchott	Greenwich Mean Time
0	0	Africa/Ouagadougou	Greenwich Mean Time
0	0	Africa/Sao_Tome	Greenwich Mean Time
0	0	Africa/Timbuktu	Greenwich Mean Time
0	0	America/Danmarkshavn	Greenwich Mean Time
0	1	Atlantic/Canary	Western European Time
0	1	Atlantic/Faeroe	Western European Time
0	1	Atlantic/Faroe	Western European Time

Table continues…

Offset	DST	ID	Time Zone
0	1	Atlantic/Madeira	Western European Time
0	0	Atlantic/Reykjavik	Greenwich Mean Time
0	0	Atlantic/St_Helena	Greenwich Mean Time
0	1	Eire	Greenwich Mean Time
0	0	Etc/GMT	GMT+00:00
0	0	Etc/GMT+0	GMT+00:00
0	0	Etc/GMT-0	GMT+00:00
0	0	Etc/GMT0	GMT+00:00
0	0	Etc/Greenwich	Greenwich Mean Time
0	0	Etc/UCT	Coordinated Universal Time
0	0	Etc/UTC	Coordinated Universal Time
0	0	Etc/Universal	Coordinated Universal Time
0	0	Etc/Zulu	Coordinated Universal Time
0	1	Europe/Belfast	Greenwich Mean Time
0	1	Europe/Dublin	Greenwich Mean Time
0	1	Europe/Guernsey	Greenwich Mean Time
0	1	Europe/Isle_of_Man	Greenwich Mean Time
0	1	Europe/Jersey	Greenwich Mean Time
0	1	Europe/Lisbon	Western European Time
0	1	Europe/London	Greenwich Mean Time
0	1	GB	Greenwich Mean Time
0	1	GB-Eire	Greenwich Mean Time
0	0	GMT	Greenwich Mean Time
0	0	GMT0	GMT+00:00
0	0	Greenwich	Greenwich Mean Time
0	0	Iceland	Greenwich Mean Time
0	1	Portugal	Western European Time
0	0	UCT	Coordinated Universal Time
0	0	UTC	Coordinated Universal Time
0	0	Universal	Coordinated Universal Time
0	1	WET	Western European Time
0	0	Zulu	Coordinated Universal Time
1	1	Africa/Algiers	Central European Time
1	1	Africa/Bangui	Western African Time
1	1	Africa/Brazzaville	Western African Time

Table continues…

Offset	DST	ID	Time Zone
1	2	Africa/Ceuta	Central European Time
1	1	Africa/Douala	Western African Time
1	1	Africa/Kinshasa	Western African Time
1	1	Africa/Lagos	Western African Time
1	1	Africa/Libreville	Western African Time
1	1	Africa/Luanda	Western African Time
1	1	Africa/Malabo	Western African Time
1	1	Africa/Ndjamena	Western African Time
1	1	Africa/Niamey	Western African Time
1	1	Africa/Porto-Novo	Western African Time
1	2	Africa/Tunis	Central European Time
1	2	Africa/Windhoek	Western African Time
1	2	Arctic/Longyearbyen	Central European Time
1	2	Atlantic/Jan_Mayen	Central European Time
1	2	CET	Central European Time
1	2	ECT	Central European Time
1	1	Etc/GMT-1	GMT+01:00
1	2	Europe/Amsterdam	Central European Time
1	2	Europe/Andorra	Central European Time
1	2	Europe/Belgrade	Central European Time
1	2	Europe/Berlin	Central European Time
1	2	Europe/Bratislava	Central European Time
1	2	Europe/Brussels	Central European Time
1	2	Europe/Budapest	Central European Time
1	2	Europe/Copenhagen	Central European Time
1	2	Europe/Gibraltar	Central European Time
1	2	Europe/Ljubljana	Central European Time
1	2	Europe/Luxembourg	Central European Time
1	2	Europe/Madrid	Central European Time
1	2	Europe/Malta	Central European Time
1	2	Europe/Monaco	Central European Time
1	2	Europe/Oslo	Central European Time
1	2	Europe/Paris	Central European Time
1	2	Europe/Podgorica	Central European Time
1	2	Europe/Prague	Central European Time

Table continues…

Offset	DST	ID	Time Zone
1	2	Europe/Rome	Central European Time
1	2	Europe/San_Marino	Central European Time
1	2	Europe/Sarajevo	Central European Time
1	2	Europe/Skopje	Central European Time
1	2	Europe/Stockholm	Central European Time
1	2	Europe/Tirane	Central European Time
1	2	Europe/Vaduz	Central European Time
1	2	Europe/Vatican	Central European Time
1	2	Europe/Vienna	Central European Time
1	2	Europe/Warsaw	Central European Time
1	2	Europe/Zagreb	Central European Time
1	2	Europe/Zurich	Central European Time
1	2	MET	Middle Europe Time
1	2	Poland	Central European Time
2	3	ART	Eastern European Time
2	2	Africa/Blantyre	Central African Time
2	2	Africa/Bujumbura	Central African Time
2	3	Africa/Cairo	Eastern European Time
2	2	Africa/Gaborone	Central African Time
2	2	Africa/Harare	Central African Time
2	2	Africa/Johannesburg	South Africa Standard Time
2	2	Africa/Lubumbashi	Central African Time
2	2	Africa/Lusaka	Central African Time
2	2	Africa/Maputo	Central African Time
2	2	Africa/Maseru	South Africa Standard Time
2	2	Africa/Mbabane	South Africa Standard Time
2	2	Africa/Tripoli	Eastern European Time
2	3	Asia/Amman	Eastern European Time
2	3	Asia/Beirut	Eastern European Time
2	3	Asia/Damascus	Eastern European Time
2	3	Asia/Gaza	Eastern European Time
2	3	Asia/Istanbul	Eastern European Time
2	3	Asia/Jerusalem	Israel Standard Time
2	3	Asia/Nicosia	Eastern European Time
2	3	Asia/Tel_Aviv	Israel Standard Time

Table continues…

Offset	DST	ID	Time Zone
2	2	CAT	Central African Time
2	3	EET	Eastern European Time
2	3	Egypt	Eastern European Time
2	2	Etc/GMT-2	GMT+02:00
2	3	Europe/Athens	Eastern European Time
2	3	Europe/Bucharest	Eastern European Time
2	3	Europe/Chisinau	Eastern European Time
2	3	Europe/Helsinki	Eastern European Time
2	3	Europe/Istanbul	Eastern European Time
2	3	Europe/Kaliningrad	Eastern European Time
2	3	Europe/Kiev	Eastern European Time
2	3	Europe/Mariehamn	Eastern European Time
2	3	Europe/Minsk	Eastern European Time
2	3	Europe/Nicosia	Eastern European Time
2	3	Europe/Riga	Eastern European Time
2	3	Europe/Simferopol	Eastern European Time
2	3	Europe/Sofia	Eastern European Time
2	3	Europe/Tallinn	Eastern European Time
2	3	Europe/Tiraspol	Eastern European Time
2	3	Europe/Uzhgorod	Eastern European Time
2	3	Europe/Vilnius	Eastern European Time
2	3	Europe/Zaporozhye	Eastern European Time
2	3	Israel	Israel Standard Time
2	2	Libya	Eastern European Time
2	3	Turkey	Eastern European Time
3	3	Africa/Addis_Ababa	Eastern African Time
3	3	Africa/Asmara	Eastern African Time
3	3	Africa/Asmera	Eastern African Time
3	3	Africa/Dar_es_Salaam	Eastern African Time
3	3	Africa/Djibouti	Eastern African Time
3	3	Africa/Kampala	Eastern African Time
3	3	Africa/Khartoum	Eastern African Time
3	3	Africa/Mogadishu	Eastern African Time
3	3	Africa/Nairobi	Eastern African Time
3	3	Antarctica/Syowa	Syowa Time

Table continues…

Offset	DST	ID	Time Zone
3	3	Asia/Aden	Arabia Standard Time
3	4	Asia/Baghdad	Arabia Standard Time
3	3	Asia/Bahrain	Arabia Standard Time
3	3	Asia/Kuwait	Arabia Standard Time
3	3	Asia/Qatar	Arabia Standard Time
3	3	Asia/Riyadh	Arabia Standard Time
3	3	EAT	Eastern African Time
3	3	Etc/GMT-3	GMT+03:00
3	4	Europe/Moscow	Moscow Standard Time
3	5	Europe/Samara	Samara Time
3	4	Europe/Volgograd	Volgograd Time
3	3	Indian/Antananarivo	Eastern African Time
3	3	Indian/Comoro	Eastern African Time
3	3	Indian/Mayotte	Eastern African Time
3	4	W-SU	Moscow Standard Time
3.117777778	3.117777778	Asia/Riyadh87	GMT+03:07
3.117777778	3.117777778	Asia/Riyadh88	GMT+03:07
3.117777778	3.117777778	Asia/Riyadh89	GMT+03:07
3.117777778	3.117777778	Mideast/Riyadh87	GMT+03:07
3.117777778	3.117777778	Mideast/Riyadh88	GMT+03:07
3.117777778	3.117777778	Mideast/Riyadh89	GMT+03:07
3.5	3.5	Asia/Tehran	Iran Standard Time
3.5	3.5	Iran	Iran Standard Time
4	5	Asia/Baku	Azerbaijan Time
4	4	Asia/Dubai	Gulf Standard Time
4	4	Asia/Muscat	Gulf Standard Time
4	4	Asia/Tbilisi	Georgia Time
4	5	Asia/Yerevan	Armenia Time
4	4	Etc/GMT-4	GMT+04:00
4	4	Indian/Mahe	Seychelles Time
4	4	Indian/Mauritius	Mauritius Time
4	4	Indian/Reunion	Reunion Time
4	5	NET	Armenia Time
4.5	4.5	Asia/Kabul	Afghanistan Time
5	6	Antarctica/Mawson	Mawson Time

Table continues…

Offset	DST	ID	Time Zone
5	5	Asia/Aqtau	Aqtau Time
5	5	Asia/Aqtobe	Aqtobe Time
5	5	Asia/Ashgabat	Turkmenistan Time
5	5	Asia/Ashkhabad	Turkmenistan Time
5	5	Asia/Dushanbe	Tajikistan Time
5	5	Asia/Karachi	Pakistan Time
5	5	Asia/Oral	Oral Time
5	5	Asia/Samarkand	Uzbekistan Time
5	5	Asia/Tashkent	Uzbekistan Time
5	6	Asia/Yekaterinburg	Yekaterinburg Time
5	5	Etc/GMT-5	GMT+05:00
5	5	Indian/Kerguelen	French Southern & Antarctic Lands Time
5	5	Indian/Maldives	Maldives Time
5	5	PLT	Pakistan Time
5.5	5.5	Asia/Calcutta	India Standard Time
5.5	5.5	Asia/Colombo	India Standard Time
5.5	5.5	Asia/Kolkata	India Standard Time
5.5	5.5	IST	India Standard Time
5.75	5.75	Asia/Kathmandu	Nepal Time
5.75	5.75	Asia/Katmandu	Nepal Time
6	6	Antarctica/Vostok	Vostok Time
6	6	Asia/Almaty	Alma-Ata Time
6	6	Asia/Bishkek	Kirgizstan Time
6	6	Asia/Dacca	Bangladesh Time
6	6	Asia/Dhaka	Bangladesh Time
6	8	Asia/Novokuznetsk	Novosibirsk Time
6	7	Asia/Novosibirsk	Novosibirsk Time
6	7	Asia/Omsk	Omsk Time
6	6	Asia/Qyzylorda	Qyzylorda Time
6	6	Asia/Thimbu	Bhutan Time
6	6	Asia/Thimphu	Bhutan Time
6	6	BST	Bangladesh Time
6	6	Etc/GMT-6	GMT+06:00
6	6	Indian/Chagos	Indian Ocean Territory Time

Table continues…

Offset	DST	ID	Time Zone
6.5	6.5	Asia/Rangoon	Myanmar Time
6.5	6.5	Indian/Cocos	Cocos Islands Time
7	7	Antarctica/Davis	Davis Time
7	7	Asia/Bangkok	Indochina Time
7	7	Asia/Ho_Chi_Minh	Indochina Time
7	7	Asia/Hovd	Hovd Time
7	7	Asia/Jakarta	West Indonesia Time
7	8	Asia/Krasnoyarsk	Krasnoyarsk Time
7	7	Asia/Phnom_Penh	Indochina Time
7	7	Asia/Pontianak	West Indonesia Time
7	7	Asia/Saigon	Indochina Time
7	7	Asia/Vientiane	Indochina Time
7	7	Etc/GMT-7	GMT+07:00
7	7	Indian/Christmas	Christmas Island Time
7	7	VST	Indochina Time
8	8	Antarctica/Casey	Western Standard Time (Australia)
8	8	Asia/Brunei	Brunei Time
8	9	Asia/Choibalsan	Choibalsan Time
8	8	Asia/Chongqing	China Standard Time
8	8	Asia/Chungking	China Standard Time
8	8	Asia/Harbin	China Standard Time
8	8	Asia/Hong_Kong	Hong Kong Time
8	9	Asia/Irkutsk	Irkutsk Time
8	8	Asia/Kashgar	China Standard Time
8	8	Asia/Kuala_Lumpur	Malaysia Time
8	8	Asia/Kuching	Malaysia Time
8	8	Asia/Macao	China Standard Time
8	8	Asia/Macau	China Standard Time
8	8	Asia/Makassar	Central Indonesia Time
8	8	Asia/Manila	Philippines Time
8	8	Asia/Shanghai	China Standard Time
8	8	Asia/Singapore	Singapore Time
8	8	Asia/Taipei	China Standard Time
8	8	Asia/Ujung_Pandang	Central Indonesia Time

Table continues…

Offset	DST	ID	Time Zone
8	8	Asia/Ulaanbaatar	Ulaanbaatar Time
8	8	Asia/Ulan_Bator	Ulaanbaatar Time
8	8	Asia/Urumqi	China Standard Time
8	9	Australia/Perth	Western Standard Time (Australia)
8	9	Australia/West	Western Standard Time (Australia)
8	8	CTT	China Standard Time
8	8	Etc/GMT-8	GMT+08:00
8	8	Hongkong	Hong Kong Time
8	8	PRC	China Standard Time
8	8	Singapore	Singapore Time
8.75	9.75	Australia/Eucla	Central Western Standard Time (Australia)
9	9	Asia/Dili	Timor-Leste Time
9	9	Asia/Jayapura	East Indonesia Time
9	9	Asia/Pyongyang	Korea Standard Time
9	9	Asia/Seoul	Korea Standard Time
9	9	Asia/Tokyo	Japan Standard Time
9	10	Asia/Yakutsk	Yakutsk Time
9	9	Etc/GMT-9	GMT+09:00
9	9	JST	Japan Standard Time
9	9	Japan	Japan Standard Time
9	9	Pacific/Palau	Palau Time
9	9	ROK	Korea Standard Time
9.5	9.5	ACT	Central Standard Time (Northern Territory)
9.5	10.5	Australia/Adelaide	Central Standard Time (South Australia)
9.5	10.5	Australia/Broken_Hill	Central Standard Time (South Australia/New South Wales)
9.5	9.5	Australia/Darwin	Central Standard Time (Northern Territory)
9.5	9.5	Australia/North	Central Standard Time (Northern Territory)
9.5	10.5	Australia/South	Central Standard Time (South Australia)

Table continues…

Offset	DST	ID	Time Zone
9.5	10.5	Australia/Yancowinna	Central Standard Time (South Australia/New South Wales)
10	11	AET	Eastern Standard Time (New South Wales)
10	10	Antarctica/DumontDUrville	Dumont-d'Urville Time
10	11	Asia/Sakhalin	Sakhalin Time
10	11	Asia/Vladivostok	Vladivostok Time
10	11	Australia/ACT	Eastern Standard Time (New South Wales)
10	10	Australia/Brisbane	Eastern Standard Time (Queensland)
10	11	Australia/Canberra	Eastern Standard Time (New South Wales)
10	11	Australia/Currie	Eastern Standard Time (New South Wales)
10	11	Australia/Hobart	Eastern Standard Time (Tasmania)
10	10	Australia/Lindeman	Eastern Standard Time (Queensland)
10	11	Australia/Melbourne	Eastern Standard Time (Victoria)
10	11	Australia/NSW	Eastern Standard Time (New South Wales)
10	10	Australia/Queensland	Eastern Standard Time (Queensland)
10	11	Australia/Sydney	Eastern Standard Time (New South Wales)
10	11	Australia/Tasmania	Eastern Standard Time (Tasmania)
10	11	Australia/Victoria	Eastern Standard Time (Victoria)
10	10	Etc/GMT-10	GMT+10:00
10	10	Pacific/Guam	Chamorro Standard Time
10	10	Pacific/Port_Moresby	Papua New Guinea Time
10	10	Pacific/Saipan	Chamorro Standard Time
10	10	Pacific/Truk	Truk Time
10	10	Pacific/Yap	Truk Time
10.5	11	Australia/LHI	Lord Howe Standard Time
10.5	11	Australia/Lord_Howe	Lord Howe Standard Time
11	10	Antarctica/Macquarie	Macquarie Island Time

Table continues…

Offset	DST	ID	Time Zone
11	13	Asia/Anadyr	Anadyr Time
11	13	Asia/Kamchatka	Petropavlovsk-Kamchatski Time
11	12	Asia/Magadan	Magadan Time
11	11	Etc/GMT-11	GMT+11:00
11	11	Pacific/Efate	Vanuatu Time
11	11	Pacific/Guadalcanal	Solomon Is. Time
11	11	Pacific/Kosrae	Kosrae Time
11	11	Pacific/Noumea	New Caledonia Time
11	11	Pacific/Ponape	Ponape Time
11	11	SST	Solomon Is. Time
11.5	11.5	Pacific/Norfolk	Norfolk Time
12	13	Antarctica/McMurdo	New Zealand Standard Time
12	13	Antarctica/South_Pole	New Zealand Standard Time
12	12	Etc/GMT-12	GMT+12:00
12	12	Kwajalein	Marshall Islands Time
12	13	NST	New Zealand Standard Time
12	13	NZ	New Zealand Standard Time
12	13	Pacific/Auckland	New Zealand Standard Time
12	12	Pacific/Fiji	Fiji Time
12	12	Pacific/Funafuti	Tuvalu Time
12	12	Pacific/Kwajalein	Marshall Islands Time
12	12	Pacific/Majuro	Marshall Islands Time
12	12	Pacific/Nauru	Nauru Time
12	12	Pacific/Tarawa	Gilbert Is. Time
12	12	Pacific/Wake	Wake Time
12	12	Pacific/Wallis	Wallis & Futuna Time
12.75	13.75	NZ-CHAT	Chatham Standard Time
12.75	13.75	Pacific/Chatham	Chatham Standard Time
13	13	Etc/GMT-13	GMT+13:00
13	13	Pacific/Enderbury	Phoenix Is. Time
13	13	Pacific/Tongatapu	Tonga Time
14	14	Etc/GMT-14	GMT+14:00
14	14	Pacific/Kiritimati	Line Is. Time

Supported time zone after enabling advanced guard time

After you enable advanced guard time, use the following GMT Offset to Java time zone mappings:

Java Time Zone	GMT Offset
Africa/Abidjan	GMT0:00
Africa/Accra	GMT0:00
Africa/Addis_Ababa	GMT+3:00
Africa/Algiers	GMT+1:00
Africa/Asmara	GMT+3:00
Africa/Asmera	GMT+3:00
Africa/Bamako	GMT0:00
Africa/Bangui	GMT+1:00
Africa/Banjul	GMT0:00
Africa/Bissau	GMT0:00
Africa/Blantyre	GMT+2:00
Africa/Brazzaville	GMT+1:00
Africa/Bujumbura	GMT+2:00
Africa/Cairo	GMT+2:00
Africa/Casablanca	GMT0:00
Africa/Ceuta	GMT+1:00
Africa/Conakry	GMT0:00
Africa/Dakar	GMT0:00
Africa/Dar_es_Salaam	GMT+3:00
Africa/Djibouti	GMT+3:00
Africa/Douala	GMT+1:00
Africa/El_Aaiun	GMT0:00
Africa/Freetown	GMT0:00
Africa/Gaborone	GMT+2:00
Africa/Harare	GMT+2:00
Africa/Johannesburg	GMT+2:00
Africa/Juba	GMT+3:00
Africa/Kampala	GMT+3:00
Africa/Khartoum	GMT+3:00
Africa/Kigali	GMT+2:00
Africa/Kinshasa	GMT+1:00
Africa/Lagos	GMT+1:00

Table continues…

Java Time Zone	GMT Offset
Africa/Libreville	GMT+1:00
Africa/Lome	GMT0:00
Africa/Luanda	GMT+1:00
Africa/Lubumbashi	GMT+2:00
Africa/Lusaka	GMT+2:00
Africa/Malabo	GMT+1:00
Africa/Maputo	GMT+2:00
Africa/Maseru	GMT+2:00
Africa/Mbabane	GMT+2:00
Africa/Mogadishu	GMT+3:00
Africa/Monrovia	GMT0:00
Africa/Nairobi	GMT+3:00
Africa/Ndjamena	GMT+1:00
Africa/Niamey	GMT+1:00
Africa/Nouakchott	GMT0:00
Africa/Ouagadougou	GMT0:00
Africa/Porto-Novo	GMT+1:00
Africa/Sao_Tome	GMT0:00
Africa/Timbuktu	GMT0:00
Africa/Tripoli	GMT+2:00
Africa/Tunis	GMT+1:00
Africa/Windhoek	GMT+1:00
America/Adak	GMT-10:00
America/Anchorage	GMT-9:00
America/Anguilla	GMT-4:00
America/Antigua	GMT-4:00
America/Araguaina	GMT-3:00
America/Argentina/Buenos_Aires	GMT-3:00
America/Argentina/Catamarca	GMT-3:00
America/Argentina/ComodRivadavia	GMT-3:00
America/Argentina/Cordoba	GMT-3:00
America/Argentina/Jujuy	GMT-3:00
America/Argentina/La_Rioja	GMT-3:00
America/Argentina/Mendoza	GMT-3:00
America/Argentina/Rio_Gallegos	GMT-3:00

Table continues…

Java Time Zone	GMT Offset
America/Argentina/Salta	GMT-3:00
America/Argentina/San_Juan	GMT-3:00
America/Argentina/San_Luis	GMT-3:00
America/Argentina/Tucuman	GMT-3:00
America/Argentina/Ushuaia	GMT-3:00
America/Aruba	GMT-4:00
America/Asuncion	GMT-4:00
America/Atikokan	GMT-5:00
America/Atka	GMT-10:00
America/Bahia	GMT-3:00
America/Bahia_Banderas	GMT-6:00
America/Barbados	GMT-4:00
America/Belem	GMT-3:00
America/Belize	GMT-6:00
America/Blanc-Sablon	GMT-4:00
America/Boa_Vista	GMT-4:00
America/Bogota	GMT-5:00
America/Boise	GMT-7:00
America/Buenos_Aires	GMT-3:00
America/Cambridge_Bay	GMT-7:00
America/Campo_Grande	GMT-4:00
America/Cancun	GMT-5:00
America/Caracas	GMT-4:-30
America/Catamarca	GMT-3:00
America/Cayenne	GMT-3:00
America/Cayman	GMT-5:00
America/Chicago	GMT-6:00
America/Chihuahua	GMT-7:00
America/Coral_Harbour	GMT-5:00
America/Cordoba	GMT-3:00
America/Costa_Rica	GMT-6:00
America/Creston	GMT-7:00
America/Cuiaba	GMT-4:00
America/Curacao	GMT-4:00
America/Danmarkshavn	GMT0:00

Table continues…

Java Time Zone	GMT Offset
America/Dawson	GMT-8:00
America/Dawson_Creek	GMT-7:00
America/Denver	GMT-7:00
America/Detroit	GMT-5:00
America/Dominica	GMT-4:00
America/Edmonton	GMT-7:00
America/Eirunepe	GMT-5:00
America/El_Salvador	GMT-6:00
America/Ensenada	GMT-8:00
America/Fort_Nelson	GMT-7:00
America/Fort_Wayne	GMT-5:00
America/Fortaleza	GMT-3:00
America/Glace_Bay	GMT-4:00
America/Godthab	GMT-3:00
America/Goose_Bay	GMT-4:00
America/Grand_Turk	GMT-4:00
America/Grenada	GMT-4:00
America/Guadeloupe	GMT-4:00
America/Guatemala	GMT-6:00
America/Guayaquil	GMT-5:00
America/Guyana	GMT-4:00
America/Halifax	GMT-4:00
America/Havana	GMT-5:00
America/Hermosillo	GMT-7:00
America/Indiana/Indianapolis	GMT-5:00
America/Indiana/Knox	GMT-6:00
America/Indiana/Marengo	GMT-5:00
America/Indiana/Petersburg	GMT-5:00
America/Indiana/Tell_City	GMT-6:00
America/Indiana/Vevay	GMT-5:00
America/Indiana/Vincennes	GMT-5:00
America/Indiana/Winamac	GMT-5:00
America/Indianapolis	GMT-5:00
America/Inuvik	GMT-7:00
America/Iqaluit	GMT-5:00

Table continues…

Java Time Zone	GMT Offset
America/Jamaica	GMT-5:00
America/Jujuy	GMT-3:00
America/Juneau	GMT-9:00
America/Kentucky/Louisville	GMT-5:00
America/Kentucky/Monticello	GMT-5:00
America/Knox_IN	GMT-6:00
America/Kralendijk	GMT-4:00
America/La_Paz	GMT-4:00
America/Lima	GMT-5:00
America/Los_Angeles	GMT-8:00
America/Louisville	GMT-5:00
America/Lower_Princes	GMT-4:00
America/Maceio	GMT-3:00
America/Managua	GMT-6:00
America/Manaus	GMT-4:00
America/Marigot	GMT-4:00
America/Martinique	GMT-4:00
America/Matamoros	GMT-6:00
America/Mazatlan	GMT-7:00
America/Mendoza	GMT-3:00
America/Menominee	GMT-6:00
America/Merida	GMT-6:00
America/Metlakatla	GMT-9:00
America/Mexico_City	GMT-6:00
America/Miquelon	GMT-3:00
America/Moncton	GMT-4:00
America/Monterrey	GMT-6:00
America/Montevideo	GMT-3:00
America/Montreal	GMT-5:00
America/Montserrat	GMT-4:00
America/Nassau	GMT-5:00
America/New_York	GMT-5:00
America/Nipigon	GMT-5:00
America/Nome	GMT-9:00
America/Noronha	GMT-2:00

Table continues…

Java Time Zone	GMT Offset
America/North_Dakota/Beulah	GMT-6:00
America/North_Dakota/Center	GMT-6:00
America/North_Dakota/New_Salem	GMT-6:00
America/Ojinaga	GMT-7:00
America/Panama	GMT-5:00
America/Pangnirtung	GMT-5:00
America/Paramaribo	GMT-3:00
America/Phoenix	GMT-7:00
America/Port-au-Prince	GMT-5:00
America/Port_of_Spain	GMT-4:00
America/Porto_Acre	GMT-5:00
America/Porto_Velho	GMT-4:00
America/Puerto_Rico	GMT-4:00
America/Rainy_River	GMT-6:00
America/Rankin_Inlet	GMT-6:00
America/Recife	GMT-3:00
America/Regina	GMT-6:00
America/Resolute	GMT-6:00
America/Rio_Branco	GMT-5:00
America/Rosario	GMT-3:00
America/Santa_Isabel	GMT-8:00
America/Santarem	GMT-3:00
America/Santiago	GMT-3:00
America/Santo_Domingo	GMT-4:00
America/Sao_Paulo	GMT-3:00
America/Scoresbysund	GMT-1:00
America/Shiprock	GMT-7:00
America/Sitka	GMT-9:00
America/St_Barthelemy	GMT-4:00
America/St_Johns	GMT-3:-30
America/St_Kitts	GMT-4:00
America/St_Lucia	GMT-4:00
America/St_Thomas	GMT-4:00
America/St_Vincent	GMT-4:00
America/Swift_Current	GMT-6:00

Table continues…

Java Time Zone	GMT Offset
America/Tegucigalpa	GMT-6:00
America/Thule	GMT-4:00
America/Thunder_Bay	GMT-5:00
America/Tijuana	GMT-8:00
America/Toronto	GMT-5:00
America/Tortola	GMT-4:00
America/Vancouver	GMT-8:00
America/Virgin	GMT-4:00
America/Whitehorse	GMT-8:00
America/Winnipeg	GMT-6:00
America/Yakutat	GMT-9:00
America/Yellowknife	GMT-7:00
Antarctica/Casey	GMT+8:00
Antarctica/Davis	GMT+7:00
Antarctica/DumontDUrville	GMT+10:00
Antarctica/Macquarie	GMT+11:00
Antarctica/Mawson	GMT+5:00
Antarctica/McMurdo	GMT+12:00
Antarctica/Palmer	GMT-3:00
Antarctica/Rothera	GMT-3:00
Antarctica/South_Pole	GMT+12:00
Antarctica/Syowa	GMT+3:00
Antarctica/Troll	GMT0:00
Antarctica/Vostok	GMT+6:00
Arctic/Longyearbyen	GMT+1:00
Asia/Aden	GMT+3:00
Asia/Almaty	GMT+6:00
Asia/Amman	GMT+2:00
Asia/Anadyr	GMT+12:00
Asia/Aqtau	GMT+5:00
Asia/Aqtobe	GMT+5:00
Asia/Ashgabat	GMT+5:00
Asia/Ashkhabad	GMT+5:00
Asia/Baghdad	GMT+3:00
Asia/Bahrain	GMT+3:00

Table continues…

Java Time Zone	GMT Offset
Asia/Baku	GMT+4:00
Asia/Bangkok	GMT+7:00
Asia/Beirut	GMT+2:00
Asia/Bishkek	GMT+6:00
Asia/Brunei	GMT+8:00
Asia/Calcutta	GMT+5:30
Asia/Chita	GMT+9:00
Asia/Choibalsan	GMT+8:00
Asia/Chongqing	GMT+8:00
Asia/Chungking	GMT+8:00
Asia/Colombo	GMT+5:30
Asia/Dacca	GMT+6:00
Asia/Damascus	GMT+2:00
Asia/Dhaka	GMT+6:00
Asia/Dili	GMT+9:00
Asia/Dubai	GMT+4:00
Asia/Dushanbe	GMT+5:00
Asia/Gaza	GMT+2:00
Asia/Harbin	GMT+8:00
Asia/Hebron	GMT+2:00
Asia/Ho_Chi_Minh	GMT+7:00
Asia/Hong_Kong	GMT+8:00
Asia/Hovd	GMT+7:00
Asia/Irkutsk	GMT+8:00
Asia/Istanbul	GMT+2:00
Asia/Jakarta	GMT+7:00
Asia/Jayapura	GMT+9:00
Asia/Jerusalem	GMT+2:00
Asia/Kabul	GMT+4:30
Asia/Kamchatka	GMT+12:00
Asia/Karachi	GMT+5:00
Asia/Kashgar	GMT+6:00
Asia/Kathmandu	GMT+5:45
Asia/Katmandu	GMT+5:45
Asia/Khandyga	GMT+9:00

Table continues…

Java Time Zone	GMT Offset
Asia/Kolkata	GMT+5:30
Asia/Krasnoyarsk	GMT+7:00
Asia/Kuala_Lumpur	GMT+8:00
Asia/Kuching	GMT+8:00
Asia/Kuwait	GMT+3:00
Asia/Macao	GMT+8:00
Asia/Macau	GMT+8:00
Asia/Magadan	GMT+10:00
Asia/Makassar	GMT+8:00
Asia/Manila	GMT+8:00
Asia/Muscat	GMT+4:00
Asia/Nicosia	GMT+2:00
Asia/Novokuznetsk	GMT+7:00
Asia/Novosibirsk	GMT+6:00
Asia/Omsk	GMT+6:00
Asia/Oral	GMT+5:00
Asia/Phnom_Penh	GMT+7:00
Asia/Pontianak	GMT+7:00
Asia/Pyongyang	GMT+8:30
Asia/Qatar	GMT+3:00
Asia/Qyzylorda	GMT+6:00
Asia/Rangoon	GMT+6:30
Asia/Riyadh	GMT+3:00
Asia/Saigon	GMT+7:00
Asia/Sakhalin	GMT+10:00
Asia/Samarkand	GMT+5:00
Asia/Seoul	GMT+9:00
Asia/Shanghai	GMT+8:00
Asia/Singapore	GMT+8:00
Asia/Srednekolymsk	GMT+11:00
Asia/Taipei	GMT+8:00
Asia/Tashkent	GMT+5:00
Asia/Tbilisi	GMT+4:00
Asia/Tehran	GMT+3:30
Asia/Tel_Aviv	GMT+2:00

Table continues…

Java Time Zone	GMT Offset
Asia/Thimbu	GMT+6:00
Asia/Thimphu	GMT+6:00
Asia/Tokyo	GMT+9:00
Asia/Ujung_Pandang	GMT+8:00
Asia/Ulaanbaatar	GMT+8:00
Asia/Ulan_Bator	GMT+8:00
Asia/Urumqi	GMT+6:00
Asia/Ust-Nera	GMT+10:00
Asia/Vientiane	GMT+7:00
Asia/Vladivostok	GMT+10:00
Asia/Yakutsk	GMT+9:00
Asia/Yekaterinburg	GMT+5:00
Asia/Yerevan	GMT+4:00
Atlantic/Azores	GMT-1:00
Atlantic/Bermuda	GMT-4:00
Atlantic/Canary	GMT0:00
Atlantic/Cape_Verde	GMT-1:00
Atlantic/Faeroe	GMT0:00
Atlantic/Faroe	GMT0:00
Atlantic/Jan_Mayen	GMT+1:00
Atlantic/Madeira	GMT0:00
Atlantic/Reykjavik	GMT0:00
Atlantic/South_Georgia	GMT-2:00
Atlantic/St_Helena	GMT0:00
Atlantic/Stanley	GMT-3:00
Australia/ACT	GMT+10:00
Australia/Adelaide	GMT+9:30
Australia/Brisbane	GMT+10:00
Australia/Broken_Hill	GMT+9:30
Australia/Canberra	GMT+10:00
Australia/Currie	GMT+10:00
Australia/Darwin	GMT+9:30
Australia/Eucla	GMT+8:45
Australia/Hobart	GMT+10:00
Australia/LHI	GMT+10:30

Table continues…

Java Time Zone	GMT Offset
Australia/Lindeman	GMT+10:00
Australia/Lord_Howe	GMT+10:30
Australia/Melbourne	GMT+10:00
Australia/NSW	GMT+10:00
Australia/North	GMT+9:30
Australia/Perth	GMT+8:00
Australia/Queensland	GMT+10:00
Australia/South	GMT+9:30
Australia/Sydney	GMT+10:00
Australia/Tasmania	GMT+10:00
Australia/Victoria	GMT+10:00
Australia/West	GMT+8:00
Australia/Yancowinna	GMT+9:30
Brazil/Acre	GMT-5:00
Brazil/DeNoronha	GMT-2:00
Brazil/East	GMT-3:00
Brazil/West	GMT-4:00
CET	GMT+1:00
CST6CDT	GMT-6:00
Canada/Atlantic	GMT-4:00
Canada/Central	GMT-6:00
Canada/East-Saskatchewan	GMT-6:00
Canada/Eastern	GMT-5:00
Canada/Mountain	GMT-7:00
Canada/Newfoundland	GMT-3:-30
Canada/Pacific	GMT-8:00
Canada/Saskatchewan	GMT-6:00
Canada/Yukon	GMT-8:00
Chile/Continental	GMT-3:00
Chile/EasterIsland	GMT-5:00
Cuba	GMT-5:00
EET	GMT+2:00
EST5EDT	GMT-5:00
Egypt	GMT+2:00
Eire	GMT0:00

Table continues…

Java Time Zone	GMT Offset
Etc/GMT	GMT0:00
Etc/GMT+0	GMT0:00
Etc/GMT+1	GMT-1:00
Etc/GMT+10	GMT-10:00
Etc/GMT+11	GMT-11:00
Etc/GMT+12	GMT-12:00
Etc/GMT+2	GMT-2:00
Etc/GMT+3	GMT-3:00
Etc/GMT+4	GMT-4:00
Etc/GMT+5	GMT-5:00
Etc/GMT+6	GMT-6:00
Etc/GMT+7	GMT-7:00
Etc/GMT+8	GMT-8:00
Etc/GMT+9	GMT-9:00
Etc/GMT-0	GMT0:00
Etc/GMT-1	GMT+1:00
Etc/GMT-10	GMT+10:00
Etc/GMT-11	GMT+11:00
Etc/GMT-12	GMT+12:00
Etc/GMT-13	GMT+13:00
Etc/GMT-14	GMT+14:00
Etc/GMT-2	GMT+2:00
Etc/GMT-3	GMT+3:00
Etc/GMT-4	GMT+4:00
Etc/GMT-5	GMT+5:00
Etc/GMT-6	GMT+6:00
Etc/GMT-7	GMT+7:00
Etc/GMT-8	GMT+8:00
Etc/GMT-9	GMT+9:00
Etc/GMT0	GMT0:00
Etc/Greenwich	GMT0:00
Etc/UCT	GMT0:00
Etc/UTC	GMT0:00
Etc/Universal	GMT0:00
Etc/Zulu	GMT0:00

Table continues…

Java Time Zone	GMT Offset
Europe/Amsterdam	GMT+1:00
Europe/Andorra	GMT+1:00
Europe/Athens	GMT+2:00
Europe/Belfast	GMT0:00
Europe/Belgrade	GMT+1:00
Europe/Berlin	GMT+1:00
Europe/Bratislava	GMT+1:00
Europe/Brussels	GMT+1:00
Europe/Bucharest	GMT+2:00
Europe/Budapest	GMT+1:00
Europe/Busingen	GMT+1:00
Europe/Chisinau	GMT+2:00
Europe/Copenhagen	GMT+1:00
Europe/Dublin	GMT0:00
Europe/Gibraltar	GMT+1:00
Europe/Guernsey	GMT0:00
Europe/Helsinki	GMT+2:00
Europe/Isle_of_Man	GMT0:00
Europe/Istanbul	GMT+2:00
Europe/Jersey	GMT0:00
Europe/Kaliningrad	GMT+2:00
Europe/Kiev	GMT+2:00
Europe/Lisbon	GMT0:00
Europe/Ljubljana	GMT+1:00
Europe/London	GMT0:00
Europe/Luxembourg	GMT+1:00
Europe/Madrid	GMT+1:00
Europe/Malta	GMT+1:00
Europe/Mariehamn	GMT+2:00
Europe/Minsk	GMT+3:00
Europe/Monaco	GMT+1:00
Europe/Moscow	GMT+3:00
Europe/Nicosia	GMT+2:00
Europe/Oslo	GMT+1:00
Europe/Paris	GMT+1:00

Table continues…

Java Time Zone	GMT Offset
Europe/Podgorica	GMT+1:00
Europe/Prague	GMT+1:00
Europe/Riga	GMT+2:00
Europe/Rome	GMT+1:00
Europe/Samara	GMT+4:00
Europe/San_Marino	GMT+1:00
Europe/Sarajevo	GMT+1:00
Europe/Simferopol	GMT+3:00
Europe/Skopje	GMT+1:00
Europe/Sofia	GMT+2:00
Europe/Stockholm	GMT+1:00
Europe/Tallinn	GMT+2:00
Europe/Tirane	GMT+1:00
Europe/Tiraspol	GMT+2:00
Europe/Uzhgorod	GMT+2:00
Europe/Vaduz	GMT+1:00
Europe/Vatican	GMT+1:00
Europe/Vienna	GMT+1:00
Europe/Vilnius	GMT+2:00
Europe/Volgograd	GMT+3:00
Europe/Warsaw	GMT+1:00
Europe/Zagreb	GMT+1:00
Europe/Zaporozhye	GMT+2:00
Europe/Zurich	GMT+1:00
GB	GMT0:00
GB-Eire	GMT0:00
GMT	GMT0:00
GMT0	GMT0:00
Greenwich	GMT0:00
Hongkong	GMT+8:00
Iceland	GMT0:00
Indian/Antananarivo	GMT+3:00
Indian/Chagos	GMT+6:00
Indian/Christmas	GMT+7:00
Indian/Cocos	GMT+6:30

Table continues…

Java Time Zone	GMT Offset
Indian/Comoro	GMT+3:00
Indian/Kerguelen	GMT+5:00
Indian/Mahe	GMT+4:00
Indian/Maldives	GMT+5:00
Indian/Mauritius	GMT+4:00
Indian/Mayotte	GMT+3:00
Indian/Reunion	GMT+4:00
Iran	GMT+3:30
Israel	GMT+2:00
Jamaica	GMT-5:00
Japan	GMT+9:00
Kwajalein	GMT+12:00
Libya	GMT+2:00
MET	GMT+1:00
MST7MDT	GMT-7:00
Mexico/BajaNorte	GMT-8:00
Mexico/BajaSur	GMT-7:00
Mexico/General	GMT-6:00
NZ	GMT+12:00
NZ-CHAT	GMT+12:45
Navajo	GMT-7:00
PRC	GMT+8:00
PST8PDT	GMT-8:00
Pacific/Apia	GMT+13:00
Pacific/Auckland	GMT+12:00
Pacific/Bougainville	GMT+11:00
Pacific/Chatham	GMT+12:45
Pacific/Chuuk	GMT+10:00
Pacific/Easter	GMT-5:00
Pacific/Efate	GMT+11:00
Pacific/Enderbury	GMT+13:00
Pacific/Fakaofo	GMT+13:00
Pacific/Fiji	GMT+12:00
Pacific/Funafuti	GMT+12:00
Pacific/Galapagos	GMT-6:00

Table continues…

Java Time Zone	GMT Offset
Pacific/Gambier	GMT-9:00
Pacific/Guadalcanal	GMT+11:00
Pacific/Guam	GMT+10:00
Pacific/Honolulu	GMT-10:00
Pacific/Johnston	GMT-10:00
Pacific/Kiritimati	GMT+14:00
Pacific/Kosrae	GMT+11:00
Pacific/Kwajalein	GMT+12:00
Pacific/Majuro	GMT+12:00
Pacific/Marquesas	GMT-9:-30
Pacific/Midway	GMT-11:00
Pacific/Nauru	GMT+12:00
Pacific/Niue	GMT-11:00
Pacific/Norfolk	GMT+11:00
Pacific/Noumea	GMT+11:00
Pacific/Pago_Pago	GMT-11:00
Pacific/Palau	GMT+9:00
Pacific/Pitcairn	GMT-8:00
Pacific/Pohnpei	GMT+11:00
Pacific/Ponape	GMT+11:00
Pacific/Port_Moresby	GMT+10:00
Pacific/Rarotonga	GMT-10:00
Pacific/Saipan	GMT+10:00
Pacific/Samoa	GMT-11:00
Pacific/Tahiti	GMT-10:00
Pacific/Tarawa	GMT+12:00
Pacific/Tongatapu	GMT+13:00
Pacific/Truk	GMT+10:00
Pacific/Wake	GMT+12:00
Pacific/Wallis	GMT+12:00
Pacific/Yap	GMT+10:00
Poland	GMT+1:00
Portugal	GMT0:00
ROK	GMT+9:00
Singapore	GMT+8:00

Table continues…

Java Time Zone	GMT Offset
SystemV/AST4	GMT-4:00
SystemV/AST4ADT	GMT-4:00
SystemV/CST6	GMT-6:00
SystemV/CST6CDT	GMT-6:00
SystemV/EST5	GMT-5:00
SystemV/EST5EDT	GMT-5:00
SystemV/HST10	GMT-10:00
SystemV/MST7	GMT-7:00
SystemV/MST7MDT	GMT-7:00
SystemV/PST8	GMT-8:00
SystemV/PST8PDT	GMT-8:00
SystemV/YST9	GMT-9:00
SystemV/YST9YDT	GMT-9:00
Turkey	GMT+2:00
UCT	GMT0:00
US/Alaska	GMT-9:00
US/Aleutian	GMT-10:00
US/Arizona	GMT-7:00
US/Central	GMT-6:00
US/East-Indiana	GMT-5:00
US/Eastern	GMT-5:00
US/Hawaii	GMT-10:00
US/Indiana-Starke	GMT-6:00
US/Michigan	GMT-5:00
US/Mountain	GMT-7:00
US/Pacific	GMT-8:00
US/Pacific-New	GMT-8:00
US/Samoa	GMT-11:00
UTC	GMT0:00
Universal	GMT0:00
W-SU	GMT+3:00
WET	GMT0:00
Zulu	GMT0:00
EST	GMT-5:00
HST	GMT-10:00

Table continues…

Java Time Zone	GMT Offset
MST	GMT-7:00
ACT	GMT+9:30
AET	GMT+10:00
AGT	GMT-3:00
ART	GMT+2:00
AST	GMT-9:00
BET	GMT-3:00
BST	GMT+6:00
CAT	GMT+2:00
CNT	GMT-3:-30
CST	GMT-6:00
CTT	GMT+8:00
EAT	GMT+3:00
ECT	GMT+1:00
IET	GMT-5:00
IST	GMT+5:30
JST	GMT+9:00
MIT	GMT+13:00
NET	GMT+4:00
NST	GMT+12:00
PLT	GMT+5:00
PNT	GMT-7:00
PRT	GMT-4:00
PST	GMT-8:00
SST	GMT+11:00
VST	GMT+7:00

Chapter 19: Contact Lists

Contact Lists overview

Contact lists are required for running campaigns. You can save the contact data in the contact lists and can use the contact lists in campaigns.

You can have more than one contact list and segregate the contact data based on different criteria.

For example, you can create a contact list which has data of all contacts staying in a specific zip code or you can create a contact list which will have data of all contacts having a particular blood group. The contact lists prove useful for managing the data.

Note:

Only one instance of a data source can be in an active state, that is, in running, paused or error state.

An Org user creates the contact lists and associates only with creator's organization. For example a user Joe belonging to the Sales organization (Sales/Joe) creates a new contact list called POMCustomers. This contact list is visible only to Sales organization.

A global user has access to all contact lists across all organizations. A global user can optionally give access to a contact list to multiple organizations. The global user can give access to the POMCustomers contact list to the support organization if required.

For an Org user, the contact lists associated with the user's organization are accessible while creating campaigns.

Note:

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Voice Portal or Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.

Contact lists page field descriptions

Use this page to view the contact lists. Depending on your user role, you can add, change, delete, and empty a contact list. You can see the contact records in a contact list. If organizations are enabled, you can associate the contact lists with specific organizations.

If you have no contact lists, the system displays the following message.

```
No contact lists are configured.
```

You see the following columns, only when you add one or more contact lists.

Field or Button	Description
Zones	You see this field only if you have specified more than one zone on the system. Displays the zones. You can also filter the zones and associate the contact list with a specific zone while creating the contact list. If you do not associate a contact list with any zone, POM associates the contact list with the default zone. You can associate one contact list with only one zone at a time. You can change the association of the zone and the contact lists anytime, provided no imports are running for the specified contact list. **Note:** When you change the zone of a contact list which has a local file data source, you must change the local path of the POM server to point to the new POM Server.
Last Poll	Displays the date and time when the page is last refreshed.
Contact List Name	Displays the contact list name and click the name to go to the Edit Contact Lists page.
Zone Name	You see this field only if you have specified more than one zone on the system. Displays the name of the zone in which the contact list is created or associated.
Total Contacts	Displays the total number of contacts in the contact list. If the import is in progress for the given contact list, then the system displays the message In Progress for this field until the import is over.
Available Contacts	Displays the contacts that are available for dialing. When you delete contacts from excluded contacts list, they become available for dialing. So, **Available Contacts** = **Total Contacts** — **Excluded Contacts**.
Excluded Contacts	Displays the total number of contacts that are skipped for dialing after you mark them as **Not Callable**.
Last Updated	Displays the last time you run import or empty the data source. If the import is in progress for the given contact list, then the system displays the message In Progress for this field till the import is over.

Table continues…

Field or Button	Description
Allowed Organizations	Displays the associated organizations with the contact list. **Note:** If you do not have the multitenancy option turned on, you do not see this field. For more information about multitenancy, see the *Avaya Aura® Experience Portal* documentation.

Table continues…

Field or Button	Description
Actions	You can perform the following actions on every contact list displayed: • Use to upload the contact records. • Use to run the contact import immediately. • Use to list all contact records. This button is disabled if the import is in progress for the given contact list. **Note:** If you get an Internal Server error on clicking the icon, then the error indicates that POM cannot complete the request before page time out. For this, change the page time out value in the `/etc/httpd/conf/httpd.conf` file. Restart the `httpd` and the `tomcat` service for the changes to take effect. • Use to manage the data sources for the selected contact lists. • Use to associate the contact list with a specific organization. **Note:** You can see only if multi-tenancy is on. • Use to associate the contact list with specific attributes. • Use to empty a contact list. **Note:** All the contact data is deleted from the particular contact list. You cannot empty a contact list if the contact list is associated with a "In Progress" campaign. When you empty the contact list using the **Empty Contact List** action, the attributes associated with the contacts are not disassociated from the contact list. • Use to filter contacts that you want to mark as **Not Callable**. The excluded contacts are skipped for dialing. • Use to delete the contact list. **Note:** You cannot delete a contact list if the contact list is associated with a campaign or a data source.
Add	Use this to add a new contact list.

Excluded contacts page field descriptions

Use Excluded contacts page to view the contacts that are excluded from dialing. If a contact is already picked up for dialing and then excluded, and if the excluded contact is not yet dialed, then it is removed from the contact list of the running campaigns. However, campaign manager does not exclude the contacts if dialing of those contacts is in progress or if they are marked for callback or retry. For more information about excluded contacts, see *Avaya Proactive Outreach Manager Overview and Specification* .

Field or Button	Description
Excluded Contact search and sort criteria	
Search contact where attribute	A list to select the attribute on which you want to search the contact record. You can use operators like = (equal to), != (not equal to), in, like, isNull, and specify a value in the text box provided. For example, if you use an attribute as salary and in the operator and mention values as 3000, 5000, 8000, then the system searches for salary in 3000, 5000, 8000 and returns the records matching the criteria.
Sort contact using attribute	A list to select the attribute on which you want to sort the contact records. You can sort the contact records in ascending or descending order. **Note:** If you use ID for sorting, the sorting uses the string rules, as ID is of string data type. For example, if you have IDs like 1,2, 10, 100, 20, 200, then the records are sorted as 1, 10, 100, 2, 20, 200 instead of 1, 2, 10, 20, 100, 200.
Excluded Contacts	
Records Per Page	To specify the number of records to be displayed per page.
Page Number	The current page number.
Total Pages	The total number of pages required to list all contact records.
System Contact ID	The unique system generated ID for the contact.
ID	The unique user defined ID for the contact.
Title Predefined	The title of the contact.
First Name	The first name of the contact.
Last Name	The last name of the contact.
Address Line 3 Predefined	A list to select the predefined address of the contact.
Phone 1	The phone 1 of the contact.
Phone 1 Country Code	The country code of phone 1.
Phone 1 Time Zone	The time zone for the phone 1.
Phone 2	The phone 2 of the contact.

Table continues…

Field or Button	Description
Phone 2 Country Code	The country code of phone 2.
Phone 2 Time Zone	The time zone for the phone 2.
E-Mail	The email address of the contact.
Language	A list to select the language of the contact.
Country Predefined	The name of the country of the contact.
Zipcode Predefined	The zipcode of the city of the contact.
Phone 1 State	The state of phone number 1.
Phone 1 Wireless	The wireless phone number 1.
Phone 2 State	The state of phone number 2.
Phone 2 Wireless	The wireless phone number 2.

Button	Description
Add	To exclude records for dialing.
Reset	To clear the list of excluded contacts. When you click the **Reset** button, all the contacts that were excluded become available for dialing.
Apply Criteria	To apply the search or sort criteria.

Icon	Name	Description
	First	To go to the first page.
	Previous	To go to the previous page.
	Next	To go to the next page.
	Last	To go to the last page.
	Delete	Click action to delete the contact from the excluded contacts list. When you delete the contact from excluded contacts list, it becomes available for dialing.

Exclusion Filter Criteria page field descriptions

Use this page to add the filter criteria for contacts that you want to exclude for dialing.

Field or Button	Description
Add Condition	Specify the conditions for filtering the contact records for exclusion. You can see the following fields:

Table 1: Field descriptions for Add Condition

Condition	Contact attribute	Operator	Value	Actions
Displays the list of all conditions serially.	Specify the contact attribute to use to filter the records using the drop down list.	Specify the operator to use with the contact attribute to filter the records. You can use =, !=,>=, <=, >, <, in, between, not between, isNull, and is not null, depending on the data type of the attribute you select. • For multi character wild card support, use % (percentage). Multi character wild card is supported only with Like and NotLike operators. • For single character wild card support, use _ (underscore). Single character wild card is supported only with Like and NotLike operators. For example, if customer names in the contact list are Avaya, Avasa, Asurian and the selection criteria is Ava_a, then only 2 records namely “Avaya” and “Avasa” are selected.	Specify the value to use to filter the records. The system displays the first 100 matching values. For example, if you are filtering records with last name containing “Wa”, the system will display the first 100 records which have the last names containing “Wa”.	• Use to select a value from the list of available values using the drop down list. The system displays the first 1000 matching values. • Use to delete the filter criteria.

Note:

If you specify more than one attributes, the system filters the contacts according to the order in which you specify the filters. For example, you select the ID and the first name attribute. If you mention the filtering criteria as ID=10 and name equal to John, then the system displays all values which match both the conditions.

Button	Description
Show Results	Displays the records that satisfy the filter criteria. To view the contact record details, use **The number of contacts filtered are X** link. Here “X” indicates the number of filtered contacts.
Exclude	Click to exclude the filtered contact records from dialing. When you click **Exclude**, the contact records are marked as **Not Callable**.
Cancel	Click to cancel the current action and return to previous page.

Excluding contacts from a contact list

Procedure

1. In the left pane, select **POM > POM Home**.
2. Select **Contacts > Contact List**
3. Click Exclude icon of a contact list on the Contact Lists page.

   The system displays the Excluded Contacts page where you can view all the contacts of the selected contact list that are already excluded for dialing.
4. On Excluded Contacts page, click **Add**.
5. On **Exclusion Filter Criteria** page, click **Add Condition** to provide the filter criteria for the contact records that you want to exclude.
6. Click **Show Results** button.

   POM filters the contacts based on the specified criteria and provides link to check the filtered contacts. You can check the filtered contacts by clicking on the link.
7. Click **Exclude** button to mark the filtered records as **Not Callable**.

   When you click **Exclude** button, POM marks all filtered contacts as **Not Callable** and permanently skip those contacts from dialing, unless they are marked as “Callable” again.

   Note:

   POM appends the newly filtered contacts to the existing excluded contacts and does not overwrite existing excluded contacts.

Marking contacts as Callable

Procedure

1. In the left pane, select **POM > POM Home**.
2. Select **Contacts > Contact List**
3. Click Exclude icon of a contact list on the Contact Lists page.

   The system displays the Excluded Contacts page where you can view all the contacts of the selected contact list that are already excluded for dialing.
4. You can mark contacts as “Callable” in following two ways: On Excluded Contacts page, click Delete action to remove the individual contact record from the excluded contact list. The contact is marked as “Callable” and becomes available for dialing. If you want to

   a. To mark an individual contact as “Callable”, click the **Delete** icon for the contact record.

   b. To mark all contacts as “Callable”, click **Reset**.

   Important:

   When you click **Reset**, POM removes all the contacts from the exclusion list and makes them available for dialing.

Zone filter page field descriptions

The system displays this page only if you have created more than one zone. Use this page to select the zone and the time zone.

Name	Description
Zone	The names of the zones.
Time Zone	The time zones associated with the zone names.
Set Display Time Zone	The default time zone. Click the link to set a time zone as the display time zone.
Display Time Zone	The time zone for a specific user. All the data in the reports is displayed based on the selected time zone. By default, the field displays the time zone of the primary Avaya Aura® Experience Portal.

Add new contact list page field descriptions

Use this page to add a new contact list.

Field or Button	Description
Name	Use to specify a unique name for the contact list to add.
Description	Use to specify a brief description for the contact list to add.
Zone Name	You see this field only if you have specified more than one zone on the system. Use to specify the zone name for the contact list.
Save	Use to save the new contact list.

Adding a new contact list

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Contacts > Contact Lists**.
3. Click **Add** on the Contact Lists page.
4. Specify the **Name** and **Description** for the new contact list.
5. Specify the **Zone Name** from the drop-down list if you have specified more than one zones.
6. Click **Save**.

   The system displays the following message:

   ```
   Contact List <name of the list you specified> created
   successfully. You may want to
   ```

   ```
   Upload contacts now
   ```

   ```
   Create a Data Source
   ```

   ```
   Go back to Manage Contact List
   ```

Related links

Run data source page field descriptions on page 229
Manage data sources page field descriptions on page 241

Edit contact list page field descriptions

Use this page to change the contact list description.

Field or Button	Description
Name	Displays the contact list name. **Note:** You cannot change the name after specifying it.
Description	Use to provide a brief description of the contact list. You can edit only the description of existing contact lists.
Zone Name	You see this field only if you have specified more than one zone on the system. Use to specify the zone for the contact list.
Save	The button to save the changes.

Adding contacts to a contact list

Procedure

1. In the left pane, select **POM** > **POM Home**.
2. From the drop-down menu, select **Contacts** > **Contact List**.
3. Click .
4. On Contact Browser screen, click **Add**.
5. Specify the **ID** and other **predefined attributes**
6. Click **Show phone Attributes** to specify the phone attributes if any.
7. Click **Show custom Attributes** to specify the custom attributes if any.
8. Click **Save**.

Deleting contacts from contact list

Procedure

1. In the left pane, select **POM** > **POM Home**.
2. From the drop-down menu, select **Contacts** > **Contact List**.
3. Click .
4. On Contact Browser screen, click action of the contact that you want to delete.
5. On Confirming Delete dialog box, click **Yes** to delete the contact.

Upload contacts page field descriptions

Use this page to upload contacts from a `.csv` file in the selected contact list.

After uploading contacts, POM automatically creates a data source record. You cannot edit or schedule this data source. You can only delete the data source. POM creates this data source entry for upload contacts.

If the file you upload contains new attributes, POM gives an option to add the new attributes dynamically and continue with upload.

If you add contacts using **Upload** action or through a data source with **File** or **Database** option, POM automatically associates all the attributes with the contact list, including the attributes that have null values in all records. If you are using custom method to upload contacts, then you must manually associate the attributes that have null value.

Field or Button	Description
File to upload	Select the path of the file, or click **Browse** to specify the file from which to import the data. **Note:** If you are using Internet Explorer 7.0, you can type the path of the .csv file.
Empty Contact List before import	Use the selection box to empty the contact list before importing data in the list. While importing data, the system preserves existing callbacks. To delete existing callbacks see Deleting a Callback on page 476.
Automatically update time zone for phone numbers	Use the selection box to automatically update the time zone for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the time zone value only if it is not specified by the user. To specify a country code you can use separate field, say, XXXX_ctry_code, where XXXX is the name of the phone number field. Alternatively, In the phone number you can specify the country code before the phone number using Country code separator. For example, if you specify a phone number as 1#4563234545, then 1 is the country code and # is the separator.
Automatically update state for phone numbers	Use the selection box to automatically update the state for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the state value only if it is not specified by the user.

Table continues…

Field or Button	Description
Automatically update wireless for phone numbers	Use the selection box to automatically update the wireless field for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the wireless value only if it is not specified by the user.
Check phone numbers for reject patterns	Use the selection box, if you do not want to import the contacts with the phone numbers matching the reject patterns. The reject patterns are specified in the phone formats under **POM Home > Configurations > Phone Formats**.
Check phone numbers for phone formats rule	Use the selection box, if you do not want to import the contacts with the phone numbers not matching the phone formats. The phone formats rules are specified in the phone formats under **POM Home > Configurations > Phone Formats**.
Check phone numbers for DNC	Use the selection box, if you do not want to import the contacts with addresses existing in the DNC list.
On duplicate record found	To update an existing contact record by using the **On duplicate record found** drop-down list. You can choose to either update the existing record, or ignore the new record.
Running Job Association The **Running Job Association** section is visible only if you have running campaigns associated with the specific contact list.	
Priority ID	Displays the unique Id for the priority. The field is auto generated and uneditable.
Running Job Name	Use the drop down list to select the name of the running campaign to which the selected contact list is associated.

Table continues…

Field or Button	Description
Priority	Use the drop down list to select the priority for uploading the contacts in running campaigns which are associated with the contact list. In a running campaign, you can upload records with only one priority at one time. The contacts are dialed in the descending order of the priority. You can select any of the following values for **Priority**: • **LOW** • **TWO** • **THREE** • **FOUR** • **MEDIUM** • **SIX** • **SEVEN** • **EIGHT** • **NINE** • **HIGH** • **BOTTOM** • **TOP** In the system, the priority values are LOW = 1, MEDIUIM = 5 and HIGH = 10. For **BOTTOM** priority, the maximum value is 0 and it goes on decreasing depending on the least priority contact lists. For **TOP** priority, the minimum values is 11 and goes on increasing depending on the highest priority contact lists. Consider the following examples for priority calculation: Suppose you associate contacts with **LOW** priority. The contact list gets added with value 1. If you associate the contacts with **BOTTOM** priority, the contact list gets added with value 0. Now if you add another contact list to the same campaign job with **BOTTOM** priority, all contacts will be added with priority “-1”. Similarly, suppose you associate contacts with **HIGH** priority. The contact list gets added with value 10. If you associate contacts with **TOP** priority, the contact list gets added with value 11. Now if you add another contact list to the same campaign job with **TOP** priority, all contacts will be added with priority “12”. Contacts with all other priorities are added to the jobs as per their respective fixed values. After you add contacts in the contact list and each added contact has an assigned priority, POM dials the contact according to the assigned priority.

Table continues…

Field or Button	Description
	The assigned priority is from highest to lowest. After the guard time restricts a record, that record is queued to a predefined POM queue. The record follows the assigned priority in that queue.
Actions	Use to delete the running campaign association row.
Upload	Click to upload the contact data to the selected contact list. On upload, POM associates the uploaded contacts with given priority to the selected campaign. If a campaign is not selected, then the uploaded contacts are added with **Medium** priority, to the campaigns associated with the contact list. **Note:** All newly uploaded contacts are added to the jobs only if they satisfy the filter criteria.
Add priority	Click to specify priority for adding uploaded records in running campaigns.

Related links

Uploading the data from a file on page 230

Run data source page field descriptions

Use this page to view all configured data sources for the selected contact list which are not in running state.

Note:

Only one instance of a data source can be in an active state, that is, in running, paused or error state.

Field or Button	Description
Selection box	Use the selection box to select the data source to run.
Data Source Name	Displays the data source name.
Type	Displays the data source type.
Last Executed	Displays the time stamp when the data source was last run.
Run Now	Use to run the data source immediately.

Uploading the data from a file

Before you begin

Ensure that you have a comma separated file (.csv) with the contact data having only predefined attributes or a combination of predefined and custom attributes.

Note:

The ID attribute is mandatory. All other attributes are optional.

If the contact data contains a comma as a part of the data, then enclose the data with double quotes.

Comma as a part of an attribute is supported only for the float and the string type of attributes.

For example, a file with predefined attributes:

```
id,firstname,lastname,phonenumber1,phonenumber2,address,language,salary, timezone
1212,jane,doe,02034563433,919121212323,"23,park street",en-us,"10000,00",PST
1234,john,blake,02045342312,919493929394,"72,nort steet",en-us,"20000,00",PST
```

Note:

If the value for a float type of the attribute has a comma as a part of the data, then it has to be enclosed in double quotes at the time of import, while storing this value in the database, it is converted into a decimal separator.

For example, a file with predefined and custom attributes:

```
id,firstname,phonenumber1,INV_STATUS
121,jane,919323456545,INV_ACP
123,jack,919845321245,INV_REJ
```

Caution:

You can upload contacts from files with the ANSI or UTF-8 w/o Byte Order Mark (BOM) format.

You can import contacts by using **Upload** only when the Campaign Director service running on the primary EPM is running as a Master Campaign Director service.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. Click **Contacts** > **Contact List**.
3. Click to upload the data for the desired contact list.
4. On the **Upload Contacts** dynamic window, do the following:
   a. In the **File to upload** field, click **Browse** and select the file to import the data.
   b. Select the following check boxes as required:
      - **Empty Contact List before import**: To empty the contact list before importing data.

- **Automatically update time zone for phone numbers**: To automatically update the time zone for the phone numbers depending on the country code specified while entering the phone number.
- **Check phone numbers for reject patterns**: If you do not want to import the phone numbers matching the reject patterns. The reject patterns are specified in the global configurations in **POM Home > Configurations > Phone Formats**.
- **Check phone numbers for phone formats rule**: If you do not want to import the phone numbers not matching the phone formats. The phone formats rules are specified in the global configurations in **POM Home > Configurations > Phone Formats**.
- **Check phone numbers /Emails for DNC**: If you do not want to import the phone numbers present in the DNC list.
- **On duplicate record found**: To update an existing contact record. You can choose to update the existing record or ignore the newly added record.

5. Click **Add Priority** to specify priority for adding uploaded records in running campaigns. If no priority is specified, then all uploaded records will be added with **Medium** priority to running campaigns associated with a contact list.
6. Click **Upload** .

   You can monitor the progress of the import at runtime through a POM monitor.

Contact browser page field descriptions

Use this page to view the details of the contact in a selected contact list. You can view all contact records for the selected contact list.

Field or Button	Description
Contact search and sort criteria	
Search contact where attribute	Use the drop-down list to select the attribute on which to search for the contact record. You can also use operators like = (equal to), != (not equal to), in, like, isNull, and specify a value in the text box provided. For example, you can search for a contact record by creating a set for searching. If you use an attribute salary and the in operator and mention values as 3000, 5000, 8000, then the system searches for salary in 3000, 5000, 8000 and returns the records matching the criteria.

Table continues…

Field or Button	Description
Sort contact using attribute	Use the drop-down list to select the attribute on which to sort the contact records. You can sort the contact records in ascending or descending order. **Note:** If you use ID for sorting, the sorting uses the string rules, as ID is of string data type. For example, if you have IDs like 1,2, 10, 100, 20, 200, then the records are sorted as 1, 10, 100, 2, 20, 200 instead of 1, 2, 10, 20, 100, 200.
Apply Criteria	Click to apply the search or sort criteria.
Customer ID Attribute	
Select Attribute that represents Customer ID	Click to select an attribute that represents a Customer ID. The selected attribute uniquely identifies a customer record. For details about a valid attribute value, see *Avaya Context Store Snap-in Developer Guide*.
Customer ID Retrieval Mode	The **Customer ID Retrieval Mode** derives whether POM needs to retrieve the Customer ID from the Customer Management snap-in. The **Customer ID Retrieval Mode** has following three options: • **Always**: Select **Always** to always fetch the Customer ID from the Customer Management snap-in. When you select **Always** as the **Customer ID Retrieval Mode**, then the attribute that you select in **Select Attribute that represents Customer ID** is used to fetch the Customer ID along with attempt address. If the **Select Attribute that represents Customer ID** value is blank, then POM retrieves the Customer ID using the contact address. • **Never**: When you select **Never**, POM never fetches the Customer ID from the Customer Management snap-in. The value of the attribute that you select in **Select Attribute that represents Customer ID** represents the actual Customer ID. If this attribute has empty or null value, then POM does not push the Customer ID to Context Store. • **Attribute Value is Blank**: When you select **Attribute Value is Blank** option and when the **Select Attribute that represents Customer ID** is blank , POM fetches the Customer ID from the Customer Management snap-in, else POM uses the contact attempt address as input to retrieve the Customer ID. **Note:** Context Store snap-in and Customer Management snap-in are always deployed on the same server.
	Use to go to the first page.
	Use to go to the previous page.
Records Per Page	Use to specify the number of records to be displayed per page.
	Use to go to the next page.

Table continues…

Field or Button	Description
	Use to go to the last page.
Page Number	Displays the current page number.
Total Pages	Displays the total number of pages required to list all contact records.
System Contact ID	Displays the unique system generated ID for the contact. Click to edit the contact information. **Note:** If you get an Internal Server error while editing the contact information, then the error indicates that POM cannot complete the request before page time out. For this, change the page time out value in the `/etc/httpd/conf/httpd.conf` file. Restart the `httpd` and the `tomcat` service for the changes to take effect.
ID	Displays the unique user defined ID for the contact.
Title Predefined	Displays the title of the contact.
First Name	Displays the first name of the contact.
Last Name	Displays the last name of the contact.
Phone 1	Displays the phone 1 of the contact.
Phone 1 Country Code	Displays the country code of phone 1.
Time Zone	Displays the time zone for the phone 1.
Phone 1 State	Displays the state of the phone 1.
Phone 1 Wireless	Displays the wireless phone 1.
Phone 2	Displays the phone 2 of the contact.
Phone 2 Country Code	Displays the country code of phone 2.
Phone 2 Time Zone	Displays the time zone for the phone 2.
Phone 2 State	Displays the state of the phone 2.
Phone 2 Wireless	Displays the wireless phone 2.
E-Mail	Displays the e-mail ID of the contact.
	Click action to delete the contact from the contact list. If the deleted contact is a part of any running campaign, then the status of this contact is updated as **Deleted**. You can delete unattempted as well as processed contacts from a running campaign.

Table continues…

Field or Button	Description
Add	Click to add new contact record to the selected contact list. All advanced options, namely **Automatically update time zone for phone numbers**, **Check phone numbers for reject patterns**, **Check phone numbers for phone formats rule** and **Check phone numbers / E-mails for DNC**, except for **Empty Contact List before import** are automatically applied when you add a record through the contact browser. Do not add records using contact browser if you do not want to apply the advanced options.

Note:

Only for the attributes you import, you see the contact records displayed in a tabular format. You must have at least one value for the attribute, else the attribute is not displayed. You can delete a specific contact record from the selected contact list.

Add contact page field descriptions

Use this to add a new contact record in the contact list.

Note:

- If any contact record does not have a value for newly added attributes then those attributes are not shown in the contact browser.
- Phone-number Cleanup feature is activated by default and applies when you add a new contact.

Field or Button	Description
Hide or show predefined attributes	Use to hide or display the predefined attributes. By default you can view only the attribute you import.
Hide or show phone attributes	Use to hide or display the phone attributes. By default you can view only the attribute you import.
Hide or show custom attributes	Use to hide or display the custom attributes. By default you can view only the attribute you import.
	Use to associate attributes.
Save	The button to save the changes.

Proactive Outreach Manager displays the time zones in contact browser using the display names. To add, edit, or import contacts, you must specify the time zone using the time zone IDs. For a complete list of supported time zones, see Supported time zones on page 178.

POM supports G13 languages. For a complete list of supported languages, see Supported languages on page 178.

Edit contact information page field description

Use to edit the contact information.

Note:

You cannot associate empty attribute values. If you edit an attribute and the attribute is not associated with any value, the edited attribute does not appear in the contact browser

Field or Button	Description
Hide or show predefined attributes	Use to hide or display the predefined attributes. By default you can view only the attribute you import.
Hide or show phone attributes	Use to hide or display the phone attributes. By default you can view only the attribute you import.
Hide or show custom attributes	Use to hide or display the custom attributes. By default you can view only the attribute you import.
	Use to associate attributes.
Save	The button to save the changes.

Note:

If you edit the phone attributes and update the phone number for a contact, and want POM to recalculate the time zone associated with the phone number, you must empty the existing time zone value in the respective time zone attribute. To update the country code attribute, you must empty the existing country code value in the respective country code attribute.

If the phone number or the email id of any contact already exists in the DNC list, then you can edit all other attributes of that contact except the phone number and the email id.

The table lists the display names and the time zone IDs that you can use to change or add time zones.

Display Name	Time Zone Id
Newfoundland Standard Time	Canada/Newfoundland
Atlantic Standard Time (Daylight)	Canada/Atlantic
Atlantic Standard Time	SystemV/AST4
EST(Daylight)	EST5EDT
EST(Daylight)	EST5EDT
EST	EST
CST(Daylight)	CST6CDT
CST	SystemV/CST6
CST(Daylight)	CST6CDT
MST(Daylight)	MST7MDT
MST	MST

Table continues…

Display Name	Time Zone Id
PST(Daylight)	PST8PDT
PST	SystemV/PST8
Alaska Standard Time	AST
Hawaii-Aleutian Standard Time(Daylight)	US/Aleutian
Hawaii-Aleutian Standard Time	HST
South Australia	Australia/South
North Australia	Australia/North

POM displays the time zones in contact browser using the display names. To add, edit, or import contacts, you must specify the time zone using the time zone IDs. For a complete list of supported time zones, see Supported time zones on page 178.

POM supports G13 languages. For a complete list of supported languages, see Supported languages on page 178.

About contact data source

Contact data sources provide an ability to organize contact records into a contact list. You can define two type of data sources — file based and database based. With the file based data source, you can import contact records from a `.csv` file into a contact list. The `.csv` file can either be on local file system or can be on File Transfer Protocol (FTP) server. With the database-based data source, you can import contact records from an external database. If the database is not in the running state, or is not accessible, you cannot edit the data source.

If you add contacts using **Upload** action or through a data source with **File** or **Database** option, POM automatically associates all the attributes with the contact list, including the attributes that have null values in all records. If you are using custom method to upload contacts, then you must manually associate the attributes that have null value.

Data source can be run once to import data, or schedule it to run at a defined date and time. You can define recurring schedules and import data at a fixed interval from an external file or a database. A global user has access to all the data sources across the organizations. An Org user has access to campaigns created by the users belonging to the specific organization.

Note:

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Experience Portal, and has the Org POM Campaign Manager role.

Related links

Run data source page field descriptions on page 229

Manage data sources page field descriptions on page 241

Data source information page field descriptions

Use this page to view the summary information of the data source. Depending on the data type source you might see different information.

Data source information for file upload

Field or Button	Description
Data Source Information	
Data Source Name	Displays the data source name.
Data Source Description	Displays the data source description.
Contact List	Displays the contact list to which the data source belongs.
Type	Displays the type of the data source.
Uploaded File	Displays the name of the .csv file which you use for upload.
You also see the following field if the contact data source type is local file import	
Local Path on POM server	Displays the path of the data source on the POM server.
You also see the following fields if the contact data source type is FTP or SFTP:	
Secured	Displays the connection is secured or no. If the contact data source type is FTP, secured is displayed as No.
FTP/SFTP Host Name	Name of the FTP/SFTP server.
User Name	Displays the user name you specify to connect to the server.
Remote Path	Displays the path of the file.
Empty Contact List before import	Displays Yes or No depending on whether you have chosen to empty the contact list before import.
Automatically update time zone for phone numbers	Displays Yes or No depending on the value you have chosen to automatically update the time zone for phone numbers.
Automatically update state for phone numbers	Displays Yes or No depending on the value you have chosen to automatically update the state for phone numbers.

Table continues…

Field or Button	Description
Automatically update wireless for phone numbers	Displays Yes or No depending on the value you have chosen to automatically update the wireless field for phone numbers. This field changes if **Enable Advanced Guard Time Configuration** check box is selected.
Check phone numbers for reject patterns	Displays Yes or No depending on whether you have chosen to check the phone numbers for reject patterns.
Check phone numbers for phone formats rule	Displays Yes or No depending on whether you have chosen to check the phone numbers for phone format rules.
Check phone numbers/ E-mails for DNC	Displays Yes or No depending on whether you have chosen to check if the phone numbers and or email addresses are existing in the DNC list.
On duplicate record found	Displays whether you have chosen to update existing record or ignore the new record.
OK	Use to go to the summary information and return to the Data Sources page.

Data source information for local file upload

You can view the summary information of the data source using the local file.

Field or Button	Description
Data Source Information	
Data Source Name	Displays the data source name.
Data Source Description	Displays the data source description.
Contact List	Displays the contact list to which the data source belongs.
Empty Contact List before import	Displays Yes or No depending on whether you have chosen to empty the contact list before import.
Automatically update time zone for phone numbers	Displays Yes or No depending on whether you have chosen to automatically update the time zone for phone numbers.
Check phone numbers for reject patterns	Displays Yes or No depending on whether you have chosen to check the phone numbers for reject patterns.
Check phone numbers for phone formats rule	Displays Yes or No depending on whether you have chosen to check the phone numbers for phone format rules.

Table continues…

Field or Button	Description
Check phone numbers / E-mails for DNC	Displays Yes or No depending on whether you have chosen to check if the phone numbers and or email addresses are existing in the DNC list.
On duplicate record found	Displays whether you have chosen to update existing record or ignore the new record.
Type	Displays the data source type.
Local Path on POM server	Displays the path of the data source on the POM server.
OK	Use to accept the summary information and return to the Data Sources page.

Data source information for database upload

You can view the summary information of the data source populated through a database source.

Field or Button	Description
Data Source Information	
Data Source Name	Displays the data source name.
Data Source Description	Displays the data source description.
Contact List	Displays the contact list to which the data source belongs.
Empty Contact List before import	Displays Yes or No depending on whether you have chosen to empty the contact list before import.
Automatically update time zone for phone numbers	Displays Yes or No depending on whether you have chosen to automatically update the time zone for phone numbers.
Check phone numbers for reject patterns	Displays Yes or No depending on whether you have chosen to check the phone numbers for reject patterns.
Check phone numbers for phone formats rule	Displays Yes or No depending on whether you have chosen to check the phone numbers for phone format rules.
Check phone numbers / E-mails for DNC	Displays Yes or No depending on whether you have chosen to check if the phone numbers and or email addresses are existing in the DNC list.
On duplicate record found	Displays whether you have chosen to update existing record or ignore the new record.
Type	Displays the data source type.
Database	Displays the database you use. For example, Postgres or Oracle.
Database Host Name	Displays the IP address of the system on which you install the database.
Database Port Number	Displays the port number used to connect to the database.
Database Name	Displays the name of the database.

Table continues…

Field or Button	Description
Database User Name	Displays the user name used to connect to the database.
SQL Query	Displays the query used to populate the records.
Edit	Use to update the SQL query that is fetched from the database. **Note:** In SQL query, modification of column in the 'Select' clause or modification of table name in the 'From' clause resets the mapping of predefined attributes and removes the mapping of the custom attributes.
OK	Use to accept the summary information and return to the Data Sources page.

Data source information for custom upload

You can view the summary information of the data source populated through custom source.

Field or Button	Description
Data Source Information	
Data Source Name	Displays the data source name.
Data Source Description	Displays the data source description.
Contact List	Displays the contact list to which the data source belongs.
Empty Contact List before import	Displays Yes or No depending on whether you have chosen to empty the contact list before import.
Automatically update time zone for phone numbers	Displays Yes or No depending on whether you have chosen to automatically update the time zone for phone numbers.
Check phone numbers for reject patterns	Displays Yes or No depending on whether you have chosen to check the phone numbers for reject patterns.
Check phone numbers for phone formats rule	Displays Yes or No depending on whether you have chosen to check the phone numbers for phone format rules.
Check phone numbers / E-mails for DNC	Displays Yes or No depending on whether you have chosen to check if the phone numbers and or email addresses are existing in the DNC list.
On duplicate record found	Displays whether you have chosen to update existing record or ignore the new record.
Type	Displays the data source type.
Class Name	Displays the class name you use to import the data source.
OK	Use to accept the summary information and then returns to the Data Sources page.

Manage data sources page field descriptions

This page allows you to create, schedule, edit, run, or delete the data sources.

If you do not have any data source, the system displays the message:

`No Data Sources are configured.`

You see the columns listed below, only if you configure one or more data source.

Note:

If you have a database-based data source, then you cannot edit the data source if the database is not in running state, or is not accessible.

Field or Button	Description
Last Poll	Displays the date and time when the page is last refreshed.
Data Source Name	Displays the contact data source name.
Type	Displays how the contact data is imported. It can be of the following type: Upload File, File- Local, File- FTP, File- SFTP, Database, and Custom. To import records using a .csv file and the file resides on POM server or external system, then use the File Import type. To import records from MS-SQL, Oracle, or Postgres database to the POM database, then use the Database import type. To implement your own mechanism to import records, then use Custom Import type.
Last Executed	Displays the time when the data import was last executed.
Actions	You can: • Click to view the details of the data source. • Click to schedule the data source. • Click to delete the data source.
Add Data Source	Use to add a data source.

Manage data source schedules page field descriptions

Use this page to create, delete, and list the schedules of the import data source.

Field or Button	Description
Contact Data Source Summary	
Data Source Name	Displays the data source name you have selected to create a schedule.

Table continues…

Field or Button	Description
Type	Displays the datatype source you select.
Schedule Id	Displays the schedule ID.
Frequency	Displays the frequency of the data import.
Start Time	Displays the start time of the data import.
End Time	Displays the end time of the data import.
Actions	Use to pause the schedule. Use to resume the schedule. Use to delete the schedule.
Add	Use to add a schedule for data import.
Back	Use to return to previous page.

Schedule creation page field descriptions

Use this page to create a recurring or run once schedule for the selected contact data source.

Note:

While scheduling data sources, if the data source schedule falls in the shift window with the Daylight Savings time (DST) clock change, the schedule for the data source does not run.

If there are any country specific changes to the existing time zones, such as, addition of new time zones, changes to the Daylight Savings Time (DST) rules, you must delete and re-create a schedule.

For example, Russia has announced some changes to the standard time zones with effect from 26 October 2014. If any of your data import falls in the changed time zones, you must delete and re-create the schedules so that the import jobs continue to run properly.

The time zone field in the schedule is used to specify the schedule start time with respect to the specified time zone. The system converts the schedule start time to the current POM system time and runs the schedule as per the time on the POM server. The POM system scheduler honors the DST of the current POM server and not the time zone mentioned while creating the schedule. The system does not run the scheduled activities if the campaign director process is not running.

Field or Button	Description
Start Date & Time:	
Date	Use to specify the schedule start time. You can use the drop-down list to select the month or click the date picker.
Time	Use to specify the schedule start time. You can specify time in 24 hour clock format.

Table continues…

Field or Button	Description
Time Zone	Use the drop-down list to specify the time zone.
Recurring	Use the selection box to create a recurring schedule. Six frequencies are available for recurring schedules. • Run Every N Minutes: This option creates a job for the contact data source every N specified minutes. For example if you specify 45 then it creates jobs every 45 minutes. So if first job starts at 1200 hrs then the second starts at 1245 hrs and so on until the finish date. • Daily: This option creates a job daily at the start time you mention during scheduling and continues until the finish date. • Weekdays only: This option creates a job on all days of the week except the weekend days that you mention in the **POM Home > Configurations > Global Configurations > Weekend days** field. • Weekly: This option creates jobs on selected days in a week. For example, if you select Monday and Friday, then the weekly jobs are created on Monday and Friday at the start time mentioned during schedule and so on until the finish date. • Monthly: This option creates the jobs monthly depending on the start date until the finish date. • Yearly: This option creates the jobs yearly depending on the start date until the finish date.
The following field is available only if you check the **Recurring** selection box.	
Finish Date	Use to specify the finish date for the schedule. You can use the drop-down list to select the month or click the date picker.
Time	Use to specify the time at which to end the recurring schedule.

Edit data source information page field descriptions

Use this page to modify the properties of selected data source.

Edit data source information for local file upload

Field or Button	Description
Data Source Information	
Data Source Name	Displays the data source name.
Data Source Description	Displays the data source description.
Local Path on the POM server	Displays the path of the data source on the POM server.

Table continues…

Field or Button	Description
Empty Contact List before import	Displays Yes or No depending on whether you have chosen to empty the contact list before import.
Automatically update time zone for phone numbers	Click the selection box to automatically update the time zone for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the time zone value only if it is not specified by the user. To specify a country code you can use separate field, say, XXXX_ctry_code, where XXXX is the name of the phone number field. Alternatively, In the phone number you can specify the country code before the phone number using Country code separator. For example, if you specify a phone number as 1#4563234545, then 1 is the country code and # is the separator
Automatically update state for phone numbers	Click the selection box to automatically update the state for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the state value only if it is not specified by the user.
Automatically update wireless for phone numbers	Click the selection box to automatically update the wireless field for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the wireless value only if it is not specified by the user.
Check phone numbers for reject patterns	Displays Yes or No depending on whether you have chosen to check the phone numbers for reject patterns.
Check phone numbers for phone formats rule	Displays Yes or No depending on whether you have chosen to check the phone numbers for phone format rules.
Check phone numbers/ E-mails for DNC	Displays Yes or No depending on whether you have chosen to check if the phone numbers and or email addresses are existing in the DNC list.
On duplicate record found	Displays whether you have chosen to update existing record or ignore the new record.
How are fields separated from each other ?	Displays the options on how the fields are separated from each other.

Edit data source information for database upload

You can edit the information of the data source populated through a database source.

Field or Button	Description
Data Source Information	
Data Source Name	Displays the data source name.
Data Source Description	Displays the data source description.
Database Port Number	Displays the port number used to connect to the database.
Database User Name	Displays the user name used to connect to the database.
Database Password	Displays the data source password used to connect to the database.
Contact List	Displays the contact list to which the data source belongs.
Empty Contact List before import	Displays Yes or No depending on whether you have chosen to empty the contact list before import.
Automatically update time zone for phone numbers	Click the selection box to automatically update the time zone for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the time zone value only if it is not specified by the user. To specify a country code you can use separate field, say, XXXX_ctry_code, where XXXX is the name of the phone number field. Alternatively, In the phone number you can specify the country code before the phone number using Country code separator. For example, if you specify a phone number as 1#4563234545, then 1 is the country code and # is the separator
Automatically update state for phone numbers	Use the selection box to automatically update the state for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the state value only if it is not specified by the user.
Automatically update wireless for phone numbers	Use the selection box to automatically update the wireless field for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the wireless value only if it is not specified by the user.
Check phone numbers for reject patterns	Displays Yes or No depending on whether you have chosen to check the phone numbers for reject patterns.
Check phone numbers for phone formats rule	Displays Yes or No depending on whether you have chosen to check the phone numbers for phone format rules.

Table continues…

Field or Button	Description
Check phone numbers / E-mails for DNC	Displays Yes or No depending on whether you have chosen to check if the phone numbers and or email addresses are existing in the DNC list.
On duplicate record found	Displays whether you have chosen to update existing record or ignore the new record.
SQL Query	Displays the name of the SQL query that is used to connect to the database.
Edit	Use to update the SQL query that is fetched from the database. **Note:** In SQL query, modification of column in the 'Select' clause or modification of table name in the 'From' clause resets the mapping of predefined attributes and removes the mapping of the custom attributes. While updating the SQL query, if you get an Internal Server error, then the error indicates that POM cannot complete the request before page time out. Change the page time out value in the `/etc/httpd/conf/httpd.conf` file. You must restart the `httpd` and the `tomcat` service for changes to take effect.
Mapping for predefined Attributes	
ID	Use the drop-down to select the contact id of the contact.
Title Predefined	Use the drop-down to select the title of the contact.
First Name	Use the drop-down to select the first name of the contact.
Address Line 1 Predefined	Use the drop-down to select the predefined address of the contact.
Address Line 2 Predefined	Use the drop-down to select the predefined address of the contact.
Address Line 3 Predefined	Use the drop-down to select the predefined address of the contact.
Address Line 4 Predefined	Use the drop-down to select the predefined address of the contact.
Address Line 5 Predefined	Use the drop-down to select the predefined address of the contact.
Phone1	Use the drop-down to select the Phone1 of the contact.
Phone1 Country Code	Use the drop-down to select the country code of the Phone1.
Time Zone	Use the drop-down to select the time zone of the contact.
Phone1 State	Use the drop-down to select the state of the Phone1.
Phone1 Wireless	Use the drop-down to select the wireless Phone1.
Phone2	Use the drop-down to select the Phone2 of the contact.
Phone2 Country Code	Use the drop-down to select the country code of the Phone2.

Table continues…

Field or Button	Description
Phone2 Time Zone	Use the drop-down to select the time zone of the Phone2.
Phone2 State	Use the drop-down to select the state of the Phone2.
Phone2 Wireless	Use the drop-down to select the wireless Phone2.
E-Mail	Use the drop-down to select the email of the contact.
Language	Use the drop-down to select the language of the contact.
Country Predefined	Use the drop-down to select the predefined country of the contact.
Zipcode Predefined	Use the drop-down to select the predefined zipcode of the contact.
Mapping for custom Attributes	
Click the icon to specify the Attribute and the mapping field.	
Select Attribute	Use the drop-down list to select the Attribute.
Map to field	Use the drop-down list to select the field to map.

Data source information for custom upload

You can view the summary information of the data source populated through custom source.

Field or Button	Description
Data Source Information	
Data Source Name	Displays the data source name.
Data Source Description	Displays the data source description.
Contact List	Displays the contact list to which the data source belongs.
Empty Contact List before import	Displays Yes or No depending on whether you have chosen to empty the contact list before import.
Automatically update time zone for phone numbers	Use the selection box to automatically update the time zone for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the time zone value only if it is not specified by the user. To specify a country code you can use separate field, say, XXXX_ctry_code, where XXXX is the name of the phone number field. Alternatively, In the phone number you can specify the country code before the phone number using Country code separator. For example, if you specify a phone number as 1#4563234545, then 1 is the country code and # is the separator.

Table continues…

Field or Button	Description
Automatically update state for phone numbers	Use the selection box to automatically update the state for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the state value only if it is not specified by the user.
Automatically update wireless for phone numbers	Use the selection box to automatically update the wireless field for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the wireless value only if it is not specified by the user.
Check phone numbers for reject patterns	Displays Yes or No depending on whether you have chosen to check the phone numbers for reject patterns.
Check phone numbers for phone formats rule	Displays Yes or No depending on whether you have chosen to check the phone numbers for phone format rules.
Check phone numbers / E-mails for DNC	Displays Yes or No depending on whether you have chosen to check if the phone numbers and or email addresses are existing in the DNC list.
On duplicate record found	Displays whether you have chosen to update existing record or ignore the new record.
Type	Displays the data source type.
Class Name	Displays the class name you use to import the data source.

Add import data source wizard step 1 page field descriptions

Use this as a first step to import data. For all 3 ways in which you can create a data source, you must provide information in the fields described on this page.

Note:

If the POM database restarts during an import, you might lose some data.

Field or Button	Description
Create Data Source Using	Use the option button to select from the following: • File • Database • Custom
Import Data Source Information	
Data Source Name	A unique identifier for the data source name.
Data Source Description	A brief description about the data source.
Advanced Options	
Empty Contact List before import	Use the selection box to empty the contact list before importing data in the list.
Automatically update time zone for phone numbers	Click the selection box to automatically update the time zone for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the time zone value only if it is not specified by the user. To specify a country code you can use separate field, say, XXXX_ctry_code, where XXXX is the name of the phone number field. Also, In the phone number you can specify the country code before the phone number using Country code separator. For example, if you specify a phone number as 1#4563234545, then 1 is the country code and # is the separator. If you do not specify a country code for any record, the system updates the record with the **Home Country** as specified in the global configuration. If you do not specify a time zone for any record, the system updates the record with the time zone of the zone associated with the contact list.
Automatically update state for phone numbers	Click the selection box to automatically update the state for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the state value only if it is not specified by the user.
Automatically update wireless for phone numbers	Click the selection box to automatically update the wireless field for the phone numbers depending on the country code specified while entering the phone number in the .csv file. **Note:** POM updates the wireless value only if it is not specified by the user.
Check phone numbers for reject patterns	Use the selection box, if you do not want to import the contacts with the phone numbers matching the reject patterns. The reject patterns are specified in the phone formats under **POM Home > Configurations > Phone Formats**.

Table continues…

Field or Button	Description
Check phone numbers for phone formats rule	Use the selection box, if you do not want to import the contacts with the phone numbers not matching the phone formats. The phone formats rules are specified in the phone formats under **POM Home >Configurations > Phone Formats**.
Check phone numbers / Emails for DNC	Use the selection box, if you do not want to import the contacts with addresses existing in the DNC list.
On duplicate record found	Specify this to update an existing contact record by using the **On duplicate record found** drop-down list. You can choose to either update the existing record, or ignore the new record.

POM displays the time zones in contact browser using the display names. To add, edit, or import contacts, you must specify the time zone using the time zone IDs. For a complete list of supported time zones, see Supported time zones on page 178.

Add import data source wizard step 2 (file import) page field descriptions

Use this page to create a data source using the File Import option. Ensure that the FTP/SFTP service is enabled on the server where data source file is located. On Experience Portal Manager, by default, the FTP service is disabled and the SFTP service is enabled.

Field or Button	Description
Create Data Source Using	Use option button to select import from: • **Local File Import** • **FTP/SFTP File Import** **Note:** You can upload contacts using SFTP only for files up to 1 GB in size.
Local File Import	Use if the source file is located on the local machine. You must mention the **Local path on the POM server** as the path from where the file uploads. To import a file, ensure that the avayavp user must have read permission on the file and all its parent directories. The root user can enable or disable the permissions by using the command `chmod 455`. For example, to import a file called contacts.csv from the location,**/home/craft/Contacts/Files/Today/contacts.csv**, ensure that you assign READ permission to all directories individually in the path, using `chmod` command. **Note:** You can import files having either ANSI or UTF-8 w/o BOM format.

Table continues…

Field or Button	Description
FTP/SFTP File Import	To import using the File Transfer Protocol (FTP) or Secure File Transfer Protocol (SFTP). **Note:** For SFTP server, if the PasswordAuthentication is set to No in the `/etc/ssh/sshd_config` file, then you might get Auth Fail error. By default the PasswordAuthentication value is set to No. Ensure you set the PasswordAuthentication to Yes. If you change the PasswordAuthentication value, then restart the sshd service for the changes to take effect. Specify the following parameters: • **Secured**: Use this check box to use a secure file transfer protocol for import. • **FTP/SFTP Host name**: Specify the host name or IP address of the FTP or SFTP server. • **User Name**: Specify the user name to connect to the FTP/SFTP server. **Note:** POM does not support Anonymous user. • **Password**: Specify the password to connect to the FTP/SFTP server. • **Remote Path**: Specify the remote location of the data source file. **Note:** You cannot connect to the FTP server through a proxy server. POM uses standard port 22 for SFTP, and 23 for FTP.
Upload Contacts from following file	
Local path on the POM server (Including file name)	Use to specify the path of the data source file.
How are fields separated from each other ?	Use to specify the separators used in the file for separating fields. The separators can be: • Comma (,) • Tab • Colon (:) • Semi colon (;) • Pipe (|) • Other
Finish	Use this to finish the data import wizard.

Add import data source step 2 (database import) page field descriptions

Use this page to specify source database connection properties.

Note:

All fields on this page are mandatory. If the POM database restarts during an import, you might lose some data.

Field or Button	Description
Import From Following Database:	
Database	Use the drop-down list to specify the database type. The available options are MS-SQL, Postgres, and Oracle.
Database Host Name	Use to specify the host name / IP address of the database server.
Database Name	Use to specify the database name.
Database Port Number	Use to specify the port number to connect to the database. The default ports to connect to the database are: • 5432 to connect to Postgres database. • 1521 to connect to Oracle database. • 1433 to connect to MS-SQL database.
Database User Name	Use to specify the user name to connect to the database.
Database Password	Use to specify the password to connect to the database.
Test Connection	Use to test the database connection.

Add import data source wizard step 3 (database import) page field description

Use this page to specify the query to import data from the external database.

Field or Button	Description
SQL Query	Use to specify the SQL query to get the data from the external database. For example if you set the SQL query as select * from EMP , this imports all data from the EMP table. **Note:** You cannot specify any query which will modify the database data. For example, delete query, update query, insert query, or select into query. Ensure that the query length does not exceed more than 3990 characters. This limit is applicable for all databases.

Add import data source wizard step 4 (database import) page field descriptions

Use this page to map the fields of the external database to existing predefined and custom attributes. The first table explains the mapping for the predefined attributes, and the second table explains the mapping for the custom attributes.

Table 2: Mapping for the predefined attributes

Field or Button	Description
Contact Information	Displays all predefined attributes on POM.
Field Name	Use to map the columns from the external database with the predefined attributes. Use the drop-down list to select the columns.

Table 3: Mapping for the custom attributes

Field or Button	Description
Attribute Name	Displays the attribute name.
Mapping Field	Displays the mapping field.
	Click to add custom attributes to map with the external database fields.
Specify Mapping	
Select Attribute	Use the drop-down list to select the custom attribute.
Map to Field	Use the drop-down list to select the field to map the custom attribute.
Add	Use to add the custom attribute.

Finish	Use to finish the data source creation.

Add import data source wizard step 2 (custom import) page field descriptions

Use this page to specify name of the custom class.

Note:

Ensure that the jar file of the specified class is in the `$POM_HOME/lib/custom` folder.

Field or Button	Description
Import Data from following class	

Table continues…

Field or Button	Description
Class Name	Use to specify the name of the class implemented for data import. **Note:** You must create a custom data connector to import data using the custom class. See *Developer's Guide for Proactive Outreach Manager*.
Finish	Use to complete the data source creation.

Contact list - Organization association page field descriptions

Use this page to associate the contact list with any organization.

Field or Button	Description
Change Organizations for contact list	Allows you to associate organizations with the selected contact list.
Select	Use the check box to select the organization.
Allowed Organizations	Displays the list of allowed organizations.
Save	Use to save the changes.

Contact list - Attributes association page field descriptions

Use this page to associate attributes with selected contact list.

Field or Button	Description
Change Allowed attributes for contact list	Allows you to associate attributes with the selected contact list.
Available Attributes	Displays the list of attributes you can select from to associate with the selected contact list. You can select multiple attributes and can move the attributes to the selected attributes column.

Table continues…

Field or Button	Description
Selected Attributes	Displays the list of selected attributes that you can associate with the selected contact list. You can specify the order in which the attributes can be associated. The system considers the order of the attributes that you specify in the selected attributes while exporting the contacts after job completion. For more information about exporting contacts post job completion, see Processing Parameters page field descriptions on page 408.
Save	Use to save the changes.

Associating an organization with a contact list

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the content pane, click **Contacts** > **Contact Lists**.

   POM displays the Contact Lists page.
3. Click for the contact list to which you want to associate a specific organization.

   POM displays the Contact List - Organization association page.
4. Select the check box that indicates the organization that you want to associate with the contact list.
5. Click **Save**.

Associating attributes with contact lists

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the content pane, click **Contacts** > **Contact Lists**.

   POM displays the Contact Lists page.
3. Click for the contact list to which you want to associate attributes.

   POM displays the Contact List - Attributes association page.
4. To move an entry from the **Available Attributes** list to the **Selected Attributes** list, select that entry and click **Move**.
5. To move all entries from the **Available Attributes** list to the **Selected Attributes** list, click **Move All**.

6. To move an entry from the **Selected Attributes** list to the **Available Attributes** list, select that entry and click **Remove**.
7. To move all entries from the **Selected Attributes** list to the **Available Attributes** list, click **Remove All**.
8. Click **Save**.

   POM associates the attributes that you selected to the contact list.

Deleting a contact list

Procedure

1. In the navigation pane, select **POM** > **POM Home**.
2. In the content pane, select **Contacts** > **Contact List**.
3. Click for the contact list that you want to delete.

   POM displays the **Confirming Delete** dialog box.

   To delete the contact list, click **Yes**.

   You cannot delete the contact list if this list is associated with a campaign or a data source.

   If you created a contact list by using the **Upload from File** option, you must first delete the data source and then delete the contact list.

Emptying out a contact list

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the content pane, click **Contacts** > **Contact Lists**.

   POM displays the Contact Lists page.
3. Click the Empty Contact List icon.

   POM displays the Confirming Empty Contact List dialog box.

   To empty the contact list, click **Yes**.

   After emptying out the contact list, POM displays the following message:

   `Created a job to delete <number of records> from this Contact List.`

   Note:

   If you empty out a contact list while importing the list, POM deletes the callbacks.

If you configure advanced area code configurations, such as callbacks for all the contacts, ensure that you delete all the callbacks from the callback manager.

Cleaning up phone numbers

About this task

Use this procedure to enable POM so that it can clean up non-numeric characters from a phone number when you upload a contact list or add contacts to a contact list.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the content pane, click **Contacts** > **Contact Lists**.
3. On the Contact Lists page, click the **Upload** icon for the contact list from which you want to clean up phone numbers.
4. In the Upload contacts dialog box, do the following:
   a. Select the **Clean up non numeric characters from phone numbers** check box.

      By default, this check box is not selected.

      anijng

   b. Click **Upload**.

Deleting out phone numbers

About this task

Use this procedure to enable POM to identify and delete invalid phone numbers from a contact list. The invalid phone numbers are the numbers that match the rejection criteria or the phone format rules.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the content pane, click **Contacts** > **Contact Lists**.
3. On the Contact Lists page, click the **Upload** icon for the contact list from which you want to delete invalid phone numbers.
4. In the Upload Contacts dialog box, select the **Empty phone on match with reject patterns or phone formats rule** check box.

5. Click **Upload**.

   The procedure is applicable when one or both of the following check boxes are selected in the Upload Contacts dialog box:

   - **Check phone numbers for reject patterns**
   - **Check phone numbers for phone formats**

Deleting out email addresses

About this task

Use this procedure to enable POM to identify and delete invalid email addresses.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the content pane, click **Contacts** > **Contact Lists**.
3. On the Contact Lists page, click the **Upload** icon for the contact list from which you want to delete invalid email addresses.
4. In the Upload contacts dialog box, in the Contact list upload area, select the **Empty invalid emails** check box.

Chapter 20: DNC Lists

DNC Lists overview

This page displays the Do Not Call (DNC) lists. If multi-tenancy is disabled, a common DNC list is available for the administrator or non-org user. When multi-tenancy is enabled then, POM automatically creates a separate DNC list for each organization. Depending on the user's organization and role, you can manage the org DNC list.

For example, if a user belonging to HR organization logs in, then the user can manage the DNC list belonging to the HR organization. Also, an org user is able to view contents of common DNC list.

User can associate a DNC list to a campaign that is organized in DNC groups and select multiple DNC lists per campaign. Also, you can apply DNC at campaign level. This option is enabled by default. There is a new option for user to skip empty phone numbers during initial contact attempt and retry.

Field or Button	Description
DNC List Name	Displays the DNC list name.
Total Addresses	Displays the total number of addresses in the given DNC list.
Last Updated	Displays the timestamp on which the DNC list was updated.

Table continues…

Field or Button	Description
Actions	You can: • Click to add DNC addresses in bulk. At a time you can add maximum 20 addresses. • Click to run the DNC import immediately. **Tip:** In Progress means import job can be in any one of the states - Queued, Running, Error Occurred, File Copying, Pausing, Paused, Stopping, Waiting To Resume. The Total addresses count is updated after the completion of the import activity. • Click to view all addresses. • Click to manage the DNC data sources for the given DNC list. • Click to empty the DNC list. • Click to view the registered DNC contacts. **Note:** If you get an Internal Server error while viewing the registered DNC contacts, then the error indicates that POM cannot complete the request before page time out. Change the page time out value in the `/etc/httpd/conf/httpd.conf` file. You must restart the `httpd` and the `tomcat` service for changes to take effect. • Click to delete the DNC list. The delete action is not available for auto generated Common and org DNC lists. The system can take more time than expected to empty a DNC list in case of a large number of records. You can use the `delete` query manually, to empty the DNC list. It is recommended to empty the DNC list during the maintenance window or non-dialing hours. Run the following query on a command prompt to delete records for DNC list ID 2: **`delete from pim_dnc where pim_dnc_list_id=2`**
Refresh	Click to refresh the page.
Add	Click to add a new DNC list.
Last poll	Displays the time after refreshing the DNC (Do not call) Lists screen.

Add multiple DNC addresses

Use this page to add multiple DNC addresses. You can add a maximum of 20 addresses at a time. When you add a phone number, the country specific phone formats, and the rejection patterns are applicable.

Note:

When you add the phone number as a DNC address, ensure you add it with the country code, country code separator, and the phone number. If you do not add the country code, POM uses the default country code specified in the global configuration for applying phone format, and the rejection patterns.

Field or Button	Description
DNC Addresses	Use the text box to enter the DNC address to add in the DNC list.
Actions	Click to delete the address or text box.
Add more rows	Use the text box to enter the number of rows to add. You can enter 5 addresses by default. To add more, then enter a number in the range of 1–15 to add more rows to the table. At a time , you cannot add more than 20 addresses.
Save	Use this to apply the validations and save the DNC addresses to the DNC list.

Run DNC data source page field descriptions

This page lists all data sources configured for a given DNC list which are not in the running state.

Field or Button	Description
Selection Box	Use the selection box to select all configured data sources for the given DNC list.
DNC Data Source Name	Lists the names of all configured data sources for the given DNC list
Type	List the types of the DNC data sources. The types can be: Add DNC File- Local, Add DNC File- FTP, Add DNC File- SFTP, Remove DNC File- Local, Remove DNC File- FTP, Remove DNC File- SFTP.
Last Executed	Displays the timestamp when the given data source was run for importing the DNC addresses.
Run Now	Click to run the selected data source immediately.

DNC list details page field descriptions

Use this page to view all addresses added in the DNC list. You can also filter the records based on either the email address or the phone number.

Field or Button	Description
DNC Filter	
Showing Details For	Displays the name of the DNC list for which the records are displayed.
Enter DNC address	Use to specify the complete DNC addresses to search.
Search	Click to filter the records based on the criteria given in the **Enter DNC address** field. **Note:** While searching DNC records, if you get an Internal Server error, then the error indicates that POM cannot complete the request before page time out. You can avoid getting the error by changing the page time out value in the `/etc/httpd/conf/httpd.conf` file. You must restart the `httpd` service, and the `tomcat` service for changes to take effect.
Clear Search	Use to clear the search output and then display the entire list contents.
Page Number	Displays the current page number.
Total Pages	Displays the total number of pages in the DNC list.
Go To Page	Use the text box to specify a particular page you want to navigate.
Go	Use to navigate to the specified page number.
	Use to go to the first page.
	Use to go to the previous page.
	Use to go to the next page.
	Use to go to the last page.
DNC Address	Displays the phone number or the email address.
DNC Addresses Added On	Displays the timestamp on which the address is added to the DNC list.
Actions	Use the icon to delete the record.
Add DNC	Click to add a DNC address to the list.

Add address to DNC page field descriptions

Use this page to add an address to the DNC list. You can enter the phone number or the email address.

Note:

When you add the phone number as a DNC address, ensure you enter the country code, country code separator, and the phone number. If you do not add the country code, POM uses the default country code specified in the global configuration for applying phone format, and the rejection patterns.

Field or Button	Description
Destination Phone/Email	Use to specify the phone number or the email address.
Add	Click to add the address to the DNC list. **Note:** You must click **Save** to add the DNC address to the list.
Address list	Lists all DNC addresses to be added to the list.
Actions	Click to delete the address.
Save	Use to save the addresses.

Manage DNC List Data Sources page field descriptions

This page displays the name of the DNC list and the corresponding data source of that list.

Depending on your user role, you can add, change, delete, run, schedule, or view the details of the data source of the DNC list.

Field or Button	Description
Data Source Name	Displays the name of the data source of the DNC list.
Type	Displays the import type of the data source as follows: • Add DNC File- Local • Add DNC File- FTP • Add DNC File- SFTP • Remove DNC File- Local • Remove DNC File- FTP • Remove DNC File- SFTP

Table continues…

Field or Button	Description
Last Executed	Displays the date and time when POM collects the latest data from the data source.
Actions	Click to see the details of a data source. Click to schedule an import of the data from the data source. Click to delete a data source.
Add DNC Data Source	Click this button to add a new data source for a DNC list.

Import DNC data source information page field descriptions

Use this page to view the summary information of the selected DNC data source.

Note:

If you pause an active DNC import and change the filename or location, and resume the import, POM does not fetch records from the new file, but continues with imports from the old file. You must save the changes to take effect. Hence the summary shows old information. Changes in summary information reflects from next run of import.

Field or Button	Description
Import DNC Data Source Information	
Data Source Name	Displays the name of the data source.
Data Source Description	Displays the DNC data source description.
Type	Displays the DNC data source type.
Local Path on POM server	Displays the path of the DNC data source on the POM server.
You see the following fields if the DNC data source type is FTP or SFTP:	
Secured	Displays the connection is secured or not. If the contact data source type is FTP, secured is always displayed as No.
FTP/SFTP Host Name	Host name or IP address of the FTP/SFTP server.
User Name	Displays the user name you specify to connect to the server.
Remote Path	Displays the path of the file.

Table continues…

Field or Button	Description
Check DNC phone address for reject pattern	If set to True, then the global and country specific rejection patterns are applied and if the pattern matches, the phone number is not added or removed from the DNC list.
Check DNC phone address for phone format rule	If set to True, then the country specific format rules are applied and if the length does not match, the phone number is not added or removed from the DNC list.
OK	Use to accept the summary information and then returns to the Manage DNC List Data Sources page.

Manage DNC import data source schedules page field descriptions

Use this page to create, delete, pause, resume, and list the schedules of the DNC data source.

Field or Button	Description
Data Source Name	Displays the DNC data source name.
Type	Displays the DNC data source type.
Note: You see following fields if you have at least one schedule created.	
Schedule Id	Displays the schedule ID.
Frequency	Displays the frequency of the DNC import.
Start Time	Displays the start time of the DNC import.
End Time	Displays the end time of the DNC import.
Actions	Click to pause the DNC import. **Note:** If you have any DNC data source in running, paused or error state then you cannot run another instance of the same DNC data source. Click to resume the DNC import. Click to delete the schedule.
Add	Use to add a schedule for DNC import.

Schedule creation page field descriptions

Use this page to create a Recurring or Run Once schedule for the selected DNC data source.

Use this page to create a recurring or run once schedule for the selected contact data source.

Note:

While scheduling data sources, if the data source schedule falls in the shift window with the Daylight Savings time (DST) clock change, the schedule for the data source does not run.

If there are any country specific changes to the existing time zones, such as, addition of new time zones, changes to the Daylight Savings Time (DST) rules, you must delete and re-create a schedule.

For example, Russia has announced some changes to the standard time zones with effect from 26 October 2014. If any of your data import falls in the changed time zones, you must delete and re-create the schedules so that the import jobs continue to run properly.

The time zone field in the schedule is used to specify the schedule start time with respect to the specified time zone. The system converts the schedule start time to the current POM system time and runs the schedule as per the time on the POM server. The POM system scheduler honors the DST of the current POM server and not the time zone mentioned while creating the schedule. The system does not run the scheduled activities if the campaign director process is not running.

Field or Button	Description
Start Date & Time	
Date	Use the given drop-down list or you can click to specify the start date for the scheduled import.
Time	Use the text boxes to enter the start time for the schedule.
Time Zone	Use the drop-down list to specify the time zone for the schedule.
Recurrence	

Table continues…

Field or Button	Description
Recurring	Use the selection box to create a recurring schedule. Six frequencies are available for recurring schedules. • Run Every N Minutes: This option creates a job for the contact data source every N specified minutes. For example if you specify 15 then it creates jobs every 15 minutes. So if first job starts at 2000 hours then the second starts at 2015 hours and so on until the finish date. • Daily: This option creates a job daily at the start time you mention during scheduling and continues until the finish date. • Weekdays only: This option creates a job on all days of the week except the weekend days that you mention in the **POM Home > Configurations > Global Configurations > Weekend days** field. • Weekly: This option creates jobs on selected days in a week. For example, if you select Wednesday, then the weekly jobs are created on Wednesday at the start time mentioned during schedule and so on until the finish date. • Monthly: This option creates the jobs monthly depending on the start date until the finish date. • Yearly : This option creates the jobs yearly depending on the start date until the finish date.
The following field is available only if you check the **Recurring** selection box.	
Finish Date	Use to specify the finish date for the schedule. You can use the drop-down list to select the month or click the date picker.
Time	Use to specify the finish time for the schedule.
Create	Click to create the schedule.

Add DNC data source page field descriptions

Use this page to specify basic information about DNC data source such as name, description, and file properties.

Field or Button	Description
Import DNC Data Source Information	
DNC data source Name	A unique identifier for the DNC data source.
DNC data source Description	A brief description of the DNC data source.

Table continues…

Field or Button	Description
What to Do	Use the option button to select: • **Add Address**: The phone numbers and or the email addresses are added to the DNC list. • **Remove Address**: The phone numbers and or the email addresses are removed from the DNC list.
DNC File Location Type	Use the option button to select: • Use **Local File** import • Use **FTP/SFTP File** import
DNC File Details	The field details are different depending on your selection in the **DNC File Location Type** field. • Select **Local File** import if the source file is located on the local machine. You must mention the **Local path on the POM server** as the path from where the file uploads. **Note:** You can import .csv files having either ANSI or UTF-8 encoding. • Select to import using the File Transfer Protocol or Secure File Transfer Protocol. Specify the following parameters: - **Secured**: Use this check box to use a secure file transfer protocol for import. - **FTP/SFTP Host name**: Specify the host name or IP address of the FTP/ SFTP server. - **User Name**: Specify the user name to connect to the FTP/SFTP server. - **Password**: Specify the password to connect to the FTP/SFTP server. - **Remote Path**: Specify the remote location of the file. **Note:** You cannot connect to the FTP server through a proxy server.
Advanced Options	
Check DNC phone address for reject pattern	If selected, then the global and country specific rejection patterns are applied and if the pattern matches, the phone number is not added or removed from the DNC list.
Check DNC phone address for phone format rule	"If selected, the n the country specific format rules are applied and if the length does not match, the phone number is not added or removed from the DNC list.
Add	Saves the DNC data source for the selected DNC list.

If the POM database restarts during an import, you might lose some data.

Adding DNC data source

Procedure

1. In the left pane, select **POM >POM Home**.
2. From the drop-down menu, select **Contacts > DNC Lists**.
3. Click to open the Manage DNC List Data Sources page.
4. Click **Add DNC Data Source**.
5. Specify the **Data Source Name** and **Data Source Description**.
6. Use the option button to specify to **Add Address** or **Remove Address**.
7. Specify to import the data using **Local File Import** or **FTP/SFTP**.

   If you select **Local File Import**, specify the local path on the POM server.

   Also, if you select **FTP/SFTP**, specify to use the **Secured** transfer, the **FTP/SFTP Host Name**, the **User Name**, the **Password**, and the **Remote Path**.

   Note:

   You can upload contacts from files having either ANSI or UTF-8 format.
8. Use the **Check DNC phone address for reject pattern** and **Check DNC phone address for phone format rules** selection boxes to apply the validations to the phone numbers.
9. Click **Add** to add the DNC data source.

   The system displays the

   `New DNC Data Source Added Successfully`

   message.
10. Click **OK** to return to the Manage DNC List Data Sources page.

Edit DNC data source information page field descriptions

Use this page to edit the DNC data source.

You can edit the file location, FTP/SFTP related information, and user name and the password for paused jobs. The changes are effective only for new import jobs that you run after saving the changes. The existing paused or active jobs run with the old values.

Field or Button	Description
Import DNC Data Source Information: You can see the following listed fields for all types of import. The first three fields are common across all imports. Additional fields might vary depending on the import type you chose.	

Table continues…

Field or Button	Description
DNC Data Source Name	Displays the name of the DNC data source. You cannot edit the name.
DNC Data Source Description	Use to edit the DNC data source description.
Check DNC phone addresses for reject pattern	Use the selection box to apply the reject patterns on the phone numbers
Check DNC phone addresses for phone format rule	Use the selection box to check the phone numbers for phone format rules.
Note: If you chose import by FTP/SFTP, you see the following listed fields:	
Secured	Use the selection check box to use a secured DNC import.
FTP/SFTP Host Name	Use to specify the host name or IP address of the FTP/SFTP server.
User name	Use to specify the user name to connect to the FTP/SFTP server.
Password	Use to specify the password to connect to the FTP/SFTP server.
Remote Path	Use to specify the path of the .csv file on the FTP/SFTP server.
Note: If you chose import by local file, you see the following listed fields:	
Local path on POM server (including file name)	Use to specify the path of the file on the POM server.
Save	The button to save the changes.

Add address to DNC page field descriptions

Use this page to add an address to the DNC list. You can enter the phone number or the email address.

Note:

When you add the phone number as a DNC address, ensure you enter the country code, country code separator, and the phone number. If you do not add the country code, POM uses the default country code specified in the global configuration for applying phone format, and the rejection patterns.

Field or Button	Description
Destination Phone/Email	Use to specify the phone number or the email address.
Add	Click to add the address to the DNC list. **Note:** You must click **Save** to add the DNC address to the list.
Address list	Lists all DNC addresses to be added to the list.
Actions	Click to delete the address.
Save	Use to save the addresses.

DNC registered contact details page field descriptions

Use this page to view the contact record details matching with the current DNC list addresses.

Note:

For a given DNC address, if you enter more than one phone number, email address or both for the same contact record in the DNC list, the contact record is listed multiple times in the list. For example, if a DNC list has information for phone1, phone 2, and email address for the same contact record, the record details are listed three times in the list.

Field or Button	Description
DNC Filter	
Showing Contact Details For	Displays the name of the DNC list for which the records are displayed.
Enter DNC address	Use to filter the records depending on the phone number or the email address you enter.
Search	Click to filter the records based on the criteria given in the **Enter DNC address field**.
Clear Search	Use to clear the search output and display the entire list contents.
Page Number	Displays the current page number.
Total Pages	Displays the total number of pages required to list all DNC addreses.
	Use to go to the first page.
	Use to go to the previous page.
	Use to go to the next page.

Table continues…

Field or Button	Description
	Use to go to the last page.
User Contact Id	Displays the user identification number for the contact record.
First Name	Displays the first name of the record.
Last Name	Displays the last name of the record.
DNC Address	Displays the email address of the record.
Contact List Name	Displays the name of the contact list to which the record belongs.
DNC Address Added On	Displays the timestamp when the address was added to the DNC list.
Actions	Click to delete the record from the DNC list.

DNC List page field descriptions

Use this page to add or edit the details of a DNC list. You can add maximum 200 DNC lists.

Name	Description
Name	Enter the name of the DNC list.
Description	Enter a short description of the DNC list.

Adding a new DNC list

Procedure

1. In the navigation pane, select **POM > POM Home**.
2. From the drop down menu, select **Contacts >DNC Lists**.
3. On the DNC (Do Not Call) Lists page, click **Add**.
4. On the Add New DNC List page, do the following:
   a. Enter the name of the DNC list.
   b. Enter the description of the DNC list.
   c. Click **Save**.

Manage DNC List Group page field descriptions

This page displays the list of DNC groups. Depending on your role, you can perform the following actions:

- Add a new DNC group.
- Edit or delete a DNC group.
- Associate DNC lists to a DNC group.

You can add maximum 200 DNC list groups.

Field Name	Description
DNC Group Search Criteria	
Search By	Use the drop down list to select the criteria using which you want to search the DNC group record. You can specify the search criteria using one of the following options: • Name • Organization Use the drop down list to specify an operator. You can use any one of the following operators: • = (equal to) • != (not equal to) • in • contains • begins with • ends with Use the text box to specify the search criteria value.
Apply Criteria	Click to apply the search criteria.
Clear Criteria	Click to clear the search criteria.
Show	Use the drop down to specify the number of records to be displayed per page.
Page	Displays the current page number.
	Use to go to the first page.
	Use to go to the previous page.
Text Box	Use to specify a particular page to navigate.
Go	Click to the specified page number.
	Use to go to the next page.
	Use to go to the last page.

Table continues…

Field Name	Description
Name	Displays the DNC group name.
Organization	Displays the organization associated with the DNC group. This field is visible only if multitenancy is enabled on Avaya Aura® Experience Portal.
Description	Displays the description of the DNC group.
Last Updated	Displays the time when you last updated the DNC group.
Action	Displays the action that you can perform on a DNC group. Click icon to assign a DNC list to a DNC group.
Add	Click to add a new DNC group.
Delete	Click to delete a DNC group.

DNC Group page field descriptions

Use this page to add a new DNC group or edit the details of an existing DNC group.

Field	Description
Name	Name of the DNC group.
Description	Short description of the DNC group.

Adding a new DNC group

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop-down menu, click **Contacts** > **DNC Groups**.
3. On the Manage DNC List Group page, click **Add**.
4. On the Add Group page, do the following:
   a. Enter the name of the DNC group.
   b. Enter a description of the DNC group.
   c. Click **Add**.

Related links

DNC Group page field descriptions on page 274

Deleting a DNC group

Before you begin

Configure at least one DNC group.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop-down menu, click **Contacts** > **DNC Groups**.
3. On the Manage DNC List Group page, select the check box next to the DNC group that you want to delete.
4. Click **Delete**.

DNC Lists To Group Assignment page field descriptions

Use this page to associate DNC lists to a DNC group. You can associate maximum 20 DNC lists per DNC group.

Field or button name	Description
DNC Group Name	Name of the DNC group to which you want to associate DNC lists.
List Assignments	
Available Lists	The list of DNC lists from which you can select to associate with the selected DNC group. You can associate multiple DNC lists to the selected DNC group.
	To move all DNC lists from **Available Lists** to **Selected Lists**.
	To move the selected DNC list from **Available Lists** to **Selected Lists**.
	To remove the selected DNC list from **Selected Lists** to **Available Lists**.
	To remove all DNC lists from **Selected Lists** to **Available Lists**.
Selected Lists	The list of selected DNC lists that you can associate with the selected DNC group.
Default DNC List	The drop-down list to select the DNC list when DNC updates are performed in a campaign using this selected group. If you do not select a default DNC list, the selected DNC group cannot be assigned in the campaign because the DNC group is used for Agent or Wed Service updates.

Assigning DNC lists to a DNC group

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop down menu, click **Contacts** > **DNC Groups**.
3. On the Manage DNC List Group page, click the icon of the DNC group to which you want to assign DNC lists.
4. On the DNC Lists To Group Assignment page, to assign DNC lists to the DNC group, do the following:
   a. In the **Available Lists** selection box, select the DNC lists that you want to add to the DNC group.

      You can assign multiple DNC lists to a DNC group.

   b. Click to assign the selected DNC lists to the DNC group.
   c. Click to assign all DNC lists to the DNC group.
5. To assign a default DNC list to the DNC group, select a DNC list from the **Default DNC List** drop-down list in the Default DNC List pane.
6. Click **Save**.

Related links

DNC Lists To Group Assignment page field descriptions on page 275

Chapter 21: Completion Codes

Completion Codes overview

Completion codes identify the outcome of either making a phone call, sending SMS and emails as part of the campaign. Completion codes are of two types: system completion codes and custom completion codes. POM internally updates the system completion codes for each call, SMS, and email. You can define and associate one or more custom completion codes with a campaign when you need some user input. Completion codes tracks the progress of a contact in a campaign cycle. For example, if you have a blood donation campaign, when the potential donor answers the telephone, POM plays a custom Dialog Designer or Avaya Aura® Orchestration Designer application with a message that prompts the potential donor to press 1 if interested, or 2 if not interested. On pressing 1 or 2, the Dialog Designer or Avaya Aura® Orchestration Designer application updates the appropriate completion code (Interested in Blood Donation, Not interested in Blood Donation) using the POM Pluggable Data Connectors (PDC).

The following table lists the system completion codes.

Completion Code name	Completion Code name in Report	Description	Notes
In_Queue	In Queue	In Queue	This completion code is assigned to all contacts which are not processed. You can view this completion code in reports for contacts not attempted for a campaign. This operation can happen when a campaign is stopped or finished before all contacts can be attempted. This completion code is applicable for all types of campaigns. This completion code is assigned to unattempted contacts only when **Ignore Un-attempted contacts from reports** check box is selected on the Global Configurations page.
Attempt_In_Progress	Attempt In Progress	Attempt In Progress	POM marks this completion code as temporary code before launching call, Email or SMS and changes once a completion code is received for attempt.
Disconnected_By_User	Disconnected By User	Disconnected By User	This completion code is used for notification campaigns only, and is assigned when the called party hangs up the call before the notification is played to the called party. This completion code is deprecated.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
Disconnected_By_System	Disconnected By System	Disconnected By System	This completion code is assigned when the system disconnects a call during the call classification or while playing the nuisance application. For notification campaigns, this completion code is assigned when the system hangs up the call before the notification is played to the called party. This completion code is deprecated.
Disconnected_By_User_NuisanceApp	Disconnected By User-NuisanceApp	Disconnected By User-NuisanceApp	This completion code is assigned when the call is hung up by the user, before the agent interaction with the user while playing nuisance application. This completion code is applicable for agent based campaigns.
Disconnected_By_User_CCA	Disconnected By User-CCA	Disconnected By User-CCA	This completion code is assigned when the call is hung up by the user, before the agent interaction with the user, or before playing the notification, during the call classification process. This completion code is applicable for both, agent based, and notification campaigns.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
Disconnected_By_System_NuisanceApp	Disconnected By System-NuisanceApp	Disconnected By System-NuisanceApp	This completion code is assigned when the call is hung up by the system, before the agent interaction with the user while playing nuisance application. This completion code is applicable for agent based campaigns.
Disconnected_By_System_CCA	Disconnected By System-CCA	Disconnected By System-CCA	This completion code is assigned when the call is hung up by the system, before the agent interaction with the user, or before playing the notification, during the call classification process. This completion code is applicable for both, agent based, and notification campaigns.
BgrndAMD_Nuisance_Call	Background AMD Nuisance Call	Delay in connecting agent during Background AMD	This completion code is assigned when the **Background AMD** property is set to ON and POM is unable to connect to an agent within the compliance timer.
Call_Busy	Call Busy	Call Busy	This completion code is assigned when the status of the call party is detected as busy . This completion code is applicable only for voice campaigns.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
Ring_No_Answer	Ring No Answer	Ring No Answer	POM must receive ringing indication from network for assigning the Ring No Answer completion code. This completion code is applicable only for voice campaigns. Ring No Answer is assigned when the Driver application receives ringing event during a call progress from MPP within the configured timeout interval. The Timeout(in sec), can be set for the Call node in the campaign strategy for a campaign.
Call_Answered	Call Answered	Call Answered	This completion code is assigned when a connect is detected for a call. If Enhanced CCA is ON, this changes depending on result of the further call analysis. When Enhanced CCA is off, this is the final system completion code for all successful calls. This completion code is applicable only for voice campaigns.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
AMD_Application_Played	AMD Application Played	AMD Application Played	This completion code is assigned when the application on answer machine detection stops playing. POM does not consider the scenario where the application transfers the call to a POM agent or to VDN because POM allows retry only when it is sure that customer is available to receive the call again.
Answer_Human	Answer Human	Call Answered (Human)	This completion code is assigned when the CCA engine detects live voice for a call. This completion code cannot be received if Enhanced CCA is off. This completion code is applicable only for voice campaigns.
Answer_Machine	Answer Machine	Call Answered (Machine)	This completion code is assigned when the CCA engine detects answering machine response for a call. This completion code cannot be received if Enhanced CCA is off. This completion code is applicable only for voice campaigns.
Network_Refusal	Network Refusal	Network Refusal	This completion code is assigned if any error is received from network for a call. This completion code is applicable only for voice campaigns.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
Invalid_Number	Invalid Number	Invalid Number	This completion code is assigned if the address provided is not valid or is blank. This completion code can be received for a voice, or SMS based campaign.
No_Answer	No Answer	Call not answered and no specific result available.	This completion code is assigned if the call is not answered and ringing event not received at telephony level.
Fax_Machine	Fax Machine	Call Answered(Fax)	This completion code is assigned when the CCA engine detects a fax machine after the call answer. This completion code is applicable only for voice campaigns.
SIT_Tone	SIT Tone	Special Information Tone	This completion code is assigned when the CCA engine detects Special Information Tones. This completion code is applicable only for voice campaigns.
Reorder_Tone	Reorder Tone	Reorder Tone	This completion code is assigned when the CCA engine detects reorder tone. Network can send reorder tone for various reasons. Consult the service providers for knowing reasons for this code. This completion code is applicable only for voice campaigns.
Email_Queued	Email Queued	Email Queued	This completion code is assigned when POM sends an email to Experience Portal.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
Email_Sent	Email Sent	Email Sent	This completion code is assigned when the Experience Portal system successfully sends the email.
Email_Delivered	Email Delivered	Email Delivered	This completion code is assigned when the system successfully delivers the email to the recipient address specified by the sender, which includes "delivery" to a mailing list exploder. It does not indicate that the message is read.
Email_Failed	Email Failed	Email Failed	This completion code is assigned when the system cannot deliver the email to the recipient. The Reporting MTA has abandoned any attempts to deliver the message to this recipient. No further notifications must be expected.
Email_Expanded	Email Expanded	Email Expanded	This completion code is assigned when the system successfully delivers the email to the recipient as specified by the sender, but forwarded by the Reporting-MTA beyond that destination to multiple additional recipient addresses.
Email_Relayed	Email Relayed	Email Relayed	This completion code is assigned when the system relays the message into an environment that does not accept responsibility for generating DSNs on successful delivery.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
Email_Delayed	Email Delayed	Email Delayed	This completion code is assigned when the system indicates that the Reporting MTA has so far been unable to deliver or relay the message, but continues to attempt to do so.
Email_Couldnot_Send	Email could not be sent	Email could not be sent	This completion code is assigned when the Experience Portal system cannot send the email because of some unknown error.
Email_Couldnot_Deliver	Email could not be delivered	Email could not be delivered	This completion code is assigned when the system does not deliver the email because of some unknown error
SMS_Queued	SMS Queued	SMS Queued	This completion code is assigned when a SMS is given to the SMS Server for sending. This completion code is usually the first completion code for a SMS. This completion code is applicable only for SMS campaigns.
SMS_Sent	SMS Sent	SMS Sent	This completion code is assigned when the SMS server receives a response from the SMPP Service provider for the sent SMS. The SMPP service provider sends this response acknowledging the receipt of SMS on the SMPP Server end. This completion code is applicable only for SMS campaigns.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
SMS_Delivered	SMS Delivered	SMS Delivered	This completion code is assigned when a delivery report is received for a SMS. This completion code is received only if Delivery Receipts is enabled while configuring the SMPP connection. This completion code is applicable only for SMS campaigns.
SMS_Failed	SMS Failed	SMS Failed	This completion code is assigned when the POM system fails to send the SMS. This completion code is applicable only for SMS campaigns.
SMS_Buffered	SMS Buffered	SMS Buffered	This completion code is assigned when the POM system buffers the SMS.
SMS_Rejected	SMS Rejected	SMS Rejected	This completion code is assigned when the SMS is rejected from SMPP server.
SMS_Couldnot_Send	SMS could not be sent	SMS could not be sent	This completion code is assigned when the POM system cannot send the SMS.
SMS_Couldnot_Deliver	SMS could not be delivered	SMS could not be delivered	This completion code is assigned when the POM system cannot deliver the SMS.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
Media_Server_Failure	Media Server Failure	Media Server Failure	This completion code is assigned when the POM system fails to invoke the media server for a contact attempt. Some of the reasons for this can be - server is not functional or server is not reachable. This completion code is received only when the automatic retry on media server failure is turned off in the campaign strategy. This completion code is applicable for all types of campaigns.
Restricted_DNC	Restricted DNC	Restricted DNC	This completion code is assigned when DNC restriction is ON in either campaign restrictions or campaign strategy and the contact address is included in the DNC list. This completion code is applicable for all types of campaigns.
Restricted_Other	Restricted Other	Detected Restriction	This completion code is assigned when a permanent restriction mentioned in either campaign restrictions or campaign strategy is applicable for a given contact. This completion code is applicable for all types of campaigns.
Invalid_Address	Invalid Address	Address is Invalid	This completion code is assigned when the email address specified is invalid. This completion code is applicable only for email campaigns.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
Attempt_Timeout	Attempt Timeout	No Completion Code Received	This completion code is assigned when no result is received for an attempt within specified time duration. The administrator can change this duration in the POM global configurations. This completion code can be a result of abnormal situations such as crash or hang situations in some components of the system (mainly MPP or Web service components) and this code is assigned to release POM ports from being stuck forever. This completion code is applicable for all types of campaigns.
Application_Error	Application Error	Error occurred while starting application	This completion code is assigned when an error is received while starting an application assigned for a call campaign. This completion code is received before the call is made and so prevents the call from starting in the error conditions. Some of the possible reasons for this completion code are , the application server hosting the application is not functional, is overloaded, or is not reachable. Another reason can be that, errors are there in the application and so it cannot start. This completion code is applicable only for voice campaigns.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
Custom_Invoke_Done	Custom Invoke Finished	Custom Invoke Finished	This completion code is assigned when the custom invoke is finished for custom pacing.
Rejected_By_Selector	Rejected by Selector	Contact was moved to done at selector state	This completion code is assigned when the POM moves the contact to done at the selector state. This completion code is applicable only for agent-based campaigns.
Reject_In_Preview	Reject In Preview	Rejected in preview by agent	This completion code is assigned when the agent rejects the contact in the preview state. This completion code is applicable only for agent-based campaigns.
Preview_In_Progress	Preview In Progress	Preview is in progress by an agent	This completion code is assigned when the agent is previewing the contact. This completion code is applicable only for agent-based campaigns.
Callback_Expired	Callback Expired	No callback could be made as expiry time has passed.	This completion code is assigned when POM cannot callback as the callback time has passed. This completion code is applicable only for agent-based campaigns.
Callback_Terminated	Callback Terminated	Callback terminated as the campaign was stopped/finished	This completion code is assigned when POM cannot callback as the campaign stops or it finishes. This completion code is applicable only for agent-based campaigns.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
Callback_Postponed	Callback Postponed	Callback postponed as there were no agents available to handle it	This completion code is assigned when no agents are there available for the callback. This completion code is applicable only for agent-based campaigns.
Callback_Inqueue	Callback Queued	Callback is in queue of an agent	This completion code is assigned when the callback is assigned to the busy agent. This completion code is applicable only for agent-based campaigns.
Desktop_Error	Desktop Error	Agent desktop error while processing the contact	This completion code is assigned when you get an error on the agent desktop while processing the contact information. This completion code is applicable only for agent based campaigns.
Disconnected_by_agent	Agent Disconnect	Agent disconnected customer call in dialing state	This completion is assigned when the agent disconnects the call in dialing state. This completion code is applicable only for agent-based campaigns.
Restricted_by_24_hours_AMD	Restricted by 24 hours AMD	Contact restricted due to 24 hours AMD system rule	This completion code is assigned when a contact is restricted by the **24Hour AMD** system rule.
Restricted_by_72_hours_Nuisance	Restricted by 72 hours Nuisance	Contact restricted due to 72 hours nuisance system rule	This completion code is assigned when a contact is restricted by the **72Hours NUISANCE** system rule.
Rule_Engine_Execution_Failure	Rule Engine Execution Failure	Contact restricted because of error in rule execution	This completion code is assigned when a contact is restricted due to an error in the rule execution.

Table continues…

Completion Code name	Completion Code name in Report	Description	Notes
Contact_Excluded	Contact Excluded	Callback/Retry terminated as the contact was excluded	This completion code is assigned when a contact is restricted as it is present in the exclusion list.
Rejected_Due_To_Attempt_Already_In_Progress	Rejected Due To Attempt Already In Progress	Contact is rejected by rule engine as already in progress	This completion code is assigned when a contact/ address is restricted by the rule engine when the contact/address is in progress.
Call_Waiting	Call Waiting	Call Waiting	This completion code is deprecated.
General_Failure	General Failure	General Failure	
Attempt_Skip_By_Agent	Attempt Skip By Agent	Attempt Skip By Agent	This completion code is assigned when contact attempt is skipped due to new attempt creation.
Contact_Address_Empty	Contact Address Empty	Contact Address Empty	This completion code is assigned when contact attempt cannot be made due to empty contact address.
All_Contact_Addresses_Empty	All Contact Addresses Empty	All Contact Addresses Empty	This completion code is assigned when contact attempt cannot be made because all the addresses have no value.
Restricted_By_Time	Restricted By Time	Restricted By Time	This completion code is assigned when contact is not called as time restriction is ON.
DC_Service_Error	DC Service Error	DC Service Error	This completion code is assigned when all attempts are marked with agents after DC failover.
Nuisance_Call	Nuisance Call	Nuisance Call	This completion code is assigned when no agent is found for the call.

Note:

You can create custom completion codes with the same names as the system completion code, but the same names might lead to a confusion in a campaign strategy.

For example, if you create a completion code by the name Answer Human, you see two Answer Human completion codes in the drop-down list while creating a campaign strategy. You find it difficult to differentiate between the custom and the system completion code.

For MS SQL database, the completion code is case-insensitive. For example if you have a completion code <CD1> and another as <cd1>, MSSQL does not recognize the completion codes as two different completion codes. If <CD1> already exists, you cannot have another completion code as <cd1>.

The completion codes an Org user creates, are accessible only to users belonging to the creator's organization. A global user has access to all completion codes across all organization. For an Org user, the completion codes associated to the user's organization are accessible while creating and editing campaigns, creating and editing campaign strategies.

Note:

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.

Completion codes page field descriptions

Use this page to add new completion codes.

Note:

You can not add custom completion codes with the same name as system completion codes.

Field or Button	Description
Textbox	Use to enter the name of the completion code to search.
	Use to start the search.
	Use to clear or cancel the search.
You see the following fields when you click Advanced	

Table continues…

Field or Button	Description
Select	Use the drop down list to choose the search criteria. You can specify the search criteria using any one option: • Completion Code • Right Party Connect • Success • Closure • Answer Machine by Agent
Select	Use the drop down list to specify the operator you can use to specify the search criteria. The list of available operators differs when you select different options. If you select Completion Code, you can use any one of the operators: • Equal to (=) • Not Equal to (!=) • In • Like • not like Use the text box to specify the criteria after you select the operator. If you select Right Party Connect, or Success, Closure, or Answer Machine by Agent you can use only the equal to (=) operator.
Select	Use the drop down list to specify the operator you can use to specify the search criteria. Search options are synced with main search criteria. **Main search option** / **Synced search option** Completion code / Text box for manual input Right party connect / • true • false Success / • true • false Closure / • true • false Answer Machine by Agent / • true • false
	Use to go to the first page.
	Use to go to the previous page.

Table continues…

Field or Button	Description
Records Per Page	Use to specify the number of records to be displayed per page.
Text Box	Use the text box to specify a particular page you want to navigate.
Go	Use to navigate to the specified page number.
	Use to go to the next page.
	Use to go to the last page.

Field or Button	Description
Completion Code ID	Displays the unique completion code ID.
Completion Code	A unique name for the completion code.
Right Party Connect	Displays if the Right Party Connect flag is set for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor.
Success	Displays if the Success flag is set for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.
Closure	Displays if the Closure flag is set for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor.
Answer Machine by Agent	Displays if the Answer Machine by Agent flag is set for completion code. You can use the flag only for custom completion codes. This flag lets you to determine the total number of calls marked with Answer Machine By Agent completion code by Agent. POM provides property Answer Machine By Agent which allows to calculate falsely detected live voice calls which are actually answered by answering machine. When Agent disposes calls with completion for which Answerer Machine by Agent is selected, then such attempts are shown in **Campaign Detail Report**. POM monitors Campaign detail view displays the count of such calls. POM considers completion codes which are marked by agent against the campaign of Predictive and Progressive pacing types only.
Description	A brief description of the completion code.

Table continues…

Field or Button	Description
Actions	The action that can be performed on the completion code. • Click to delete the completion code. **Note:** You cannot delete a completion code in the following cases: - The completion code is associated with a campaign. In such cases, you need to remove the association with the campaign and then delete the completion code. - If the completion code is associated with an Avaya Aura® Orchestration Designer application created using PDC nodes, you must remove the association with the Avaya Aura® Orchestration Designer application and then delete the completion code. - If the completion code is a part of historical information stored in the database.
Add	Use to add the completion code.
Add Multiple	Use to add more than one completion code
Delete	Use to delete the completion code.

Add Completion Code page field descriptions

Use this page to add new completion codes.

Note:

You cannot add custom completion codes with the same name as system completion codes.

Field or Button	Description
Name	Use to specify an unique identifier for the completion code. The maximum length of completion code name is 80 characters.
Description	Use to specify a brief description of the completion code.
Right party connect	Use to specify to use the Right Party Connect flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor. For example if you are running a blood donation campaign, you can use the Right Party Connect flag to mark all contacts with whom you can connect and explain about the campaign.

Table continues…

Field or Button	Description
Success	Use to specify to use the Success flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor. For example, if you are running a blood donation campaign, you can use the Success flag to mark all contacts who have responded to the campaign.
Closure	Use to specify to use the Closure flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor. For example, if you are running a blood donation campaign, you can use the Closure flag to mark all contacts with whom you can connect, take the responses from the contacts and then mark the interaction as closed.
Answer Machine by Agent	Displays if the Answer Machine by Agent flag is set for completion code. You can use the flag only for custom completion codes. This flag lets you to determine the total number of calls marked with Answer Machine By Agent completion code by Agent. POM provides property Answer Machine By Agent which allows to calculate falsely detected live voice calls which are actually answered by answering machine. When Agent disposes calls with completion for which Answerer Machine by Agent is selected, then such attempts are shown in **Campaign Detail Report**. POM monitors Campaign detail view displays the count of such calls. POM considers completion codes which are marked by agent against the campaign of Predictive and Progressive pacing types only.
Save	Use to save the completion code.

Adding a completion code

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. Click **Campaigns** > **Completion Codes**.
3. Click **Add**.
4. On the Add Completion Code page, do the following:
   a. In the **Name** field, type the name of the completion code.
   b. In the **Description** field, type a brief description of the completion code.
   c. **(Optional)** To the related flags, select the following check boxes:
      - **Right Party Connect**
      - **Success**
      - **Closure**
      - **Answer Machine by Agent**

d. Click **Save**.

Add multiple completion codes page field descriptions

Use to add more than one completion code at a single click. You can add up to 25 completion codes in single click.

Field or Button	Description
Name	Use to specify an unique identifier for the completion code. **Note:** The maximum length of completion code name is 80 characters.
Description	Use to specify a brief description of the completion code.
Right Party Connect	Use to specify the Right Party Connect flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor.
Success	Use to specify to use the Success flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.
Closure	Use to specify to use the Closure flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor.
Answer Machine by Agent	Displays if the Answer Machine by Agent flag is set for completion code. You can use the flag only for custom completion codes. This flag lets you to determine the total number of calls marked with Answer Machine By Agent completion code by Agent. POM provides property Answer Machine By Agent which allows to calculate falsely detected live voice calls which are actually answered by answering machine. When Agent disposes calls with completion for which Answerer Machine by Agent is selected, then such attempts are shown in **Campaign Detail Report**. POM monitors Campaign detail view displays the count of such calls. POM considers completion codes which are marked by agent against the campaign of Predictive and Progressive pacing types only.
Add more rows	Use to add more rows so that you can add more than one completion codes in single click.
Save	Use to save the completion code.

Adding multiple completion codes

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. Click **Campaigns** > **Completion Codes**.
3. Click **Add Multiple**.
4. On the Add Multiple Completion Codes page, do the following:
   a. In the **Name** field, type the name of a completion code.
   b. In the **Description** field, type a brief description of the completion code.
   c. **(Optional)** For the related flags, select the following check boxes:
      - **Right Party Connect**
      - **Success**
      - **Closure**
      - **Answer Machine by Agent**
   d. **(Optional)** Repeat Step 4a to Step 4c for adding another completion code.

      You can add up to 25 completion codes.
   e. Click **Save.**

Edit Completion Code page field descriptions

Use this page to edit the completion code.

Field or Button	Description
Name	Displays the name of the completion code. You cannot edit the name of the completion code.
Description	Use to add or edit the description for the completion code.
Right Party Connect	Use to specify to use the Right Party Connect flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor
Success	Use to specify to use the Success flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.

Table continues…

Field or Button	Description
Closure	Use to specify to use the Closure flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor.
Answer Machine by Agent	Use to specify to use the Answer Machine by Agent flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Answer Machine by Agent count. The count is shown in completion code summary reports and POM Monitor
Save	Use to save the changes made to the completion code.

Editing the completion code

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. Click **Campaigns** > **Completion Codes**.
3. To edit, click the completion code, and do the following:
   a. In the **Name** field, edit the name of the completion code.
   b. In the **Description** field, edit the description of the completion code.
   c. **(Optional)** For the related flags, select the following check boxes:
      - **Right Party Connect**
      - **Success**
      - **Closure**
      - **Answer Machine by Agent**
   d. To update the completion code, click **Save**.

Deleting completion code

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Completion Codes**.
3. On the Completion Codes page, click **Delete**.

Note:

You cannot delete a completion code in the following cases:

- If the completion code is part of campaign strategy. In such cases you must remove the association with the campaign strategy and then delete the completion code
- If the completion code is associated with a campaign. In such cases, you must remove the association with the campaign and then delete the completion code.
- If the completion code is associated with a Avaya Aura® Orchestration Designer application created using PDC nodes, you must remove the association with the Avaya Aura® Orchestration Designer application and then delete the completion code.
- If the completion code is associated with the campaign history and contact history. In such cases, you must purge the campaign data, and then delete the completion code.
- If the completion code is a part of historical information stored in the database.

The system displays a Confirm Delete dialog box.

4. Click **OK** to confirm the deletion, or **Cancel** to cancel the deletion.

Chapter 22: Campaign Strategies

Campaign Strategies overview

A campaign strategy is mandatory for creating and running campaign. Campaign strategy is the backbone of any campaign. Campaign strategy is created using Adobe Flash Player, version 11, or above, based editor provided with POM.

Campaign strategy is created using nodes and each node generates an XML code.

Use **View Source** in the campaign strategy editor to view the XML code.

To define various actions to take place on a contact record during a campaign, use the campaign strategies. In an action, you can choose the notification channel as either voice, SMS, email, or custom action to notify the contact.

You can also specify various rules for the specific contact record such as timing restrictions and number of retries. You can specify the applications to be used, or the personalized notifications texts to be sent in the campaign strategy.

Use campaign strategies to:

- Define various channels such as voice, SMS, email, and custom to communicate with the contact.
- Allow flexibility when using different telephones at different times. For example:
  - Call Joe at the home telephone from 6 a.m. to 8 a.m.; call the work telephone from 8 a.m. to 4 p.m, and call the home telephone from 4 p.m. to 6 p.m.
  - Send an SMS to Frank's work telephone, wait for 4 hours, and for the case of no reply call Frank on the home telephone.
- Define the Avaya Aura® Orchestration Designer applications to play for a live voice and an answering machine. When you use the Avaya Aura® Orchestration Designer applications, you can give differential treatment depending on whether the call is answered by a live voice, or an answering machine.

  For example, if a live voice answers the call, the Avaya Aura® Orchestration Designer application transfers the call to an agent, and if an answering machine answers the call, the Avaya Aura® Orchestration Designer application plays a notification message.
- Define the retry parameters for unsuccessful attempts such as call busy and ring no answer.
- Allow override of global restrictions based on certain opt-ins. For example, if any contact has set a Global restriction to not call a contact registered in the DNC list. Another example is where a campaign strategy for ‘Salary notification’ might override the DNC-related global restriction based on the “Salary notification opt-in” field set for each contact.

A campaign strategy can be in any one of the states; completed (final), draft, or template.

You can create an entirely new campaign strategy, or select one of the templates. You have a template available for all different types of campaign strategies that you can create.

You can also create a strategy to first play a notification using AvayaAgent app or Custom DD app and later transfer the call to a nailed POM Agent. You can achieve this by transferring the call as blind transfer to “tel:AvayaPOMAgent”. In such strategy, call pacing can be any agent pacing such as progressive, ECR or Cruise Control.

A global user has access to all campaign strategies across organizations. An Org user has access to campaign strategies that are created by the users belonging to the specific organization. For more information about multitenancy, see *Avaya Aura® Experience Portal* documentation.

Note:

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.

Import and export campaign strategies

To copy the campaign strategies for reuse, you can export strategies from one POM Server as xml files and then import them on another POM Server. You can import or export the files generated using the POM environment only. You cannot import or export other files. The import fails if the file is modified after the export. While importing a campaign strategy, you can specify a new name or if you do not mention any name, then POM saves the campaign strategy with the name of .xml file. For more information, see Campaign strategies page field descriptions on page 303.

Caution:

If you are importing a campaign strategy from POM 2.0 to POM 3.0.3 or above, the campaign strategy might give an error while saving if you have used the Call Answered completion code when Enhanced CCA is turned on in the POM 2.0 campaign strategy. To save the campaign strategy in POM 3.0.3 or above, change the completion code to Answer Human.

If an “ECR” type of campaign strategy is created before POM 3.0.3 using Japanese or French locales, then you must recreate this strategy after upgrading to POM 3.0.3 or above.

Strategy behavior limitation

User cannot modify the number of handlers and pacing type of the strategy, if it is associated with active and paused campaign (campaign states other than “completed, creating history” and “completed”).

The following parameters are locked in the strategy:

- Add or remove existing handler
- Pacing type

User cannot change the association of the strategy from the campaign creation wizard (CCW).

Related links

POM shipped applications overview on page 95

Campaign strategies page field descriptions

This page lets you manage the campaign strategies.

Field or Button	Description
Text Box	Use to search for specific campaign strategies. You can type the name of the campaign strategy.
	Use to start the search option.
	Use to clear the search.
You see the following fields when you click Advanced	
Select	Use the drop down list to choose the search criteria. You can specify the search criteria using any one option: • Name
Select	Use the drop down list to specify the operator you can use to specify the search criteria. You can use the following operators: • Equal to (=) • Not Equal to (!=) • in • like • not like
Text Box	Use to specify the search criteria manually by typing in the text box.
	Use to start the search.
	Use to stop or clear the search.
Quick	Use to return from Advanced.
Show	Use to specify the number of records to be displayed per page.
Page	Displays the selected number of agent scripts.
	Use to go to the first page.
	Use to go to the previous page.
Text Box	Use the text box to specify a particular page to navigate.
Go	Use to navigate to the specified page number.
	Use to go to the next page.
	Use to go to the last page.

Field or Button	Description
Name	Displays the names of the existing campaign strategies.
State	Indicates the state of the campaign strategy. A campaign strategy can be in **Draft** state or **Completed** state. A **Draft** state indicates that the campaign strategy configuration is not complete. A campaign strategy in **Draft** state cannot be used in any campaign. A **Completed** state indicates that the campaign strategy configuration is complete and can be used in campaigns.
Task Types	• indicates this strategy includes an agent. • indicates that this strategy includes a call action node. • indicates that this strategy includes a mail action node. • indicates that this strategy includes an SMS action node. • indicates that this strategy includes a custom action node.
Action	You can perform the following actions: • Use to save the campaign strategy. • Use to view the campaign strategy summary. You can see the campaign strategy summary only for the campaign strategies in completed state. • Use to export the campaign strategy. • Use to delete the campaign strategy.
Add	Use to create a new strategy. When clicked, you see the following fields: • **Name**: A unique identifier for the campaign strategy. • **Use Template**: Select to create a campaign strategy based on existing template. • **Template**: Use the drop-down list to select the template. It lists all system and the custom templates. **Note:** The **Template** drop-down list is greyed out unless you select the **Use Template** selection box.
Import	Click to import a campaign strategy. You can only import a .xml file exported from the POM environment. You cannot import a file after making changes to it. After it is imported, save the strategy in a draft state. After making necessary changes, you can save the strategy.
You see the following fields only when you click **Import**	

Table continues…

Field or Button	Description
Import Strategy:	
New Name	Use to specify a new name to the file. If you do not specify any name, POM saves the strategy with the name of the file which is being imported. If a strategy with that name already exists, the system displays an error message.
File to upload	Use to specify the path of the file. Click **Choose file** to navigate to the file.
Import	Use to import the campaign strategy.

Save campaign strategy as page field description

Use this page to create a new campaign strategy based on existing strategy using Save As option.

Field or Button	Description
Name	Displays the name of the existing campaign strategy.
New Name	Use to specify a new name for the copy of existing campaign strategy.
Save	Use to save the changes.
Save As Template	Use to save an existing campaign strategy as a template.

Campaign strategy editor page field description

Use this editor to design the campaign strategy.

Field or Button	Description
Hide Tool Box / **Show Tool Box**	Use toggle button to hide or show the left pane of the campaign strategy editor.
Show Source / **Show Design**	Use the toggle button to view the source or the XML format of the campaign strategy. Each node generates an XML code. Show Source displays the XML code in a read-only pane.
Save	Use to save the campaign strategy. **Note:** If errors are there in the campaign strategy, it is not saved.
Save Draft	Use to save the campaign strategy in draft mode, even if errors are there in the campaign strategy.

Table continues…

Field or Button	Description
Copy	Use to copy the selected node to clipboard.
Paste	Use to paste the selected node from the clipboard.
Delete	Use to delete the selected node.

There are four panes in the campaign strategy:

- Use the left pane, to see all nodes and their child nodes.
- Use the middle pane to drag-and-drop nodes from the left pane, and create a campaign strategy.
- Use the right pane to view and edit the properties of the nodes. All mandatory properties appear in bold.
- Use the lower pane to view all logs, warnings, and the error messages.

Note:

When you are creating a campaign strategy and you click any node in the campaign strategy editor, and you get no response, then click the parent node first and then click the specified node again.

Notification Text

Notification text is one of the two top level nodes. Use this node to define the notification text to play, or send in an email message, or an SMS by the Avaya Notify or Avaya Agent applications. Notification text has one child node; Text Item on page 307. You can add more than one Text Item under the Notification Text node, when to send different notifications for different languages. You can choose the language from the language drop down. Notification Text is mandatory for all nodes except if you use application as URL or Custom under the Call node.

For example, when the completion code is Answer Human, play one Notification Text and when the completion code is Answer Machine, play another Notification Text.

Note:

All mandatory properties of this node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Notification Text.
Description	You can specify a description for the notification text.
ID	A unique ID, either a numeric value or a string. The Avaya Notify or Avaya Agent applications use this ID.

Table continues…

Property Name	Description
Default Language	Select the default language for this notification text from the drop down list. The drop down lists all languages used for the text items under the notification text node. The notification is sent in default language either when the contact does not have any preferred language or when there is no matching Text Item for the contact's preferred language. **Note:** To use Chinese language to set up a notification text, you must choose the correct language depending on the type of the campaign you are running. For example, to run a call-based campaign, you must select the Chinese spoken language as either Chinese (Cantonese), or Chinese (Mandarin). To run an SMS-based or email-based campaign, you must select the Chinese written language as either Chinese (Simplified) or Chinese (Traditional). If you select a wrong value, the campaign does not run.
Edit Description	Use to edit the description of the node.

Text Item

Use this node to define the text to play, or send in an email message, or an SMS. This node has no child node.

Note:

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Text Item.
Description	You can specify a description for the Text Item.
Language	This property defines the language for that text. You can select the language from the drop-down list. A notification is sent in the default language.
Subject	This property is only valid for mail action. Use this property to define the subject of the email message. If you leave this value blank, then the subject of the email message is blank. The maximum length for the subject field is 2048 characters.

Table continues…

Property Name	Description
Text	Use this property to define the actual text. An editor opens when you click the **Edit Text** button. You can enter text either in Rich Text format, or in HTML format. You can also enter the contact attributes in the notification text. You can embed images in the text. You can embed images of either http type or file type. **Note:** To ensure proper formatting of the text in the email, enable the **Enable HTML format** option. If you have embedded images in the email, the formatting might differ for different clients. The formatting of the image also depends on the server and client settings. The HTML editor is a basic editor which you can use to change font size, color, or add the hyperlinks, bullets. To enable full HTML support, clear the **Enable HTML format** check box, and paste the text in the HTML editor.
Edit Subject	You can edit the subject of the email message.
Edit Text	You can edit the text entered.
Edit Description	You can edit the description of the Text Item.

Note:

If you use XML tags in a notification text node, and the notification text is used in Avaya Agent or Avaya Notify nodes under call action, the system plays an error prompt.

Example

To play a Hi <firstname> message, then type Hi in the text field, select the firstName attribute from the drop-down list, and then click **Insert**. This adds the $firstName$ in the notification text. When you play or display the notification text, it replaces the $firstName$, with the first name of the recipient.

Handler

A Handler can have one or more tasks such as call, SMS, email, custom, and selector. A state is associated with each handler. There are 3 system defined states namely, initial, wait, and done. The campaign strategy is executed for each and every contact record in the campaign. The execution starts at the Handler node with initial state and you can have only one Handler node with state as initial. So the handler for initial state is mandatory. You can add custom handlers and move the records from initial state to other state, using NextState property of Result or ResultProcessor nodes or through the FailState property of retry node. States can have any value except wait or done.

For example, for Call Busy result, you have added Retry node and given 3 retry attempts after 60 seconds. If after 3 attempts the phone is still busy then you can move the contact to other state like sendmail and you can add mail action in that handler and send a mail to the contact.

Under each handler you can add one or more actions of same type or of different types.

For example, to make calls on phone_number1 between 8am to 10am and calls on phone_number2 between 10am to 5 pm then add 2 call action nodes under same handler and in each call action node specify the MinContactTime and MaxContactTime respectively. The processing for a record gets over when the record reaches done state.

Note:

The state names are case-sensitive.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Handler.
Description	You can specify a description for the Handler.
State	State can have any name except, done and wait. When the campaign job starts, all records are in initial state. When the processing is over, the records move to done state. When the record reaches done state, it moves out of the campaign. You have to name one of your handlers as initial. You cannot add a handler for wait and done state . If a contact record is in wait state, it remains in that state until some call disposition moves the record to next state.
Edit Description	You can edit the description for the Handler.

Example

Use Case: Try a voice call to a contact. If the call disposition is Busy, send an email to that contact.

Strategy Design:

1. Add 2 handlers. Set state of first as initial and sendmail as second.
2. Put a call node inside first handler and put a result node under result processor.
3. Select Call_Busy as result and select sendmail as next state.
4. Put the email node inside second handler.

Call

Use the Call action node to make outbound calls. Call node has 4 child nodes; Restrictions on page 318, Address on page 328, Senders Address on page 329 and ResultProcessors on page 330. The Address and ResultProcessors are mandatory nodes.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Call.
Description	You can specify the description for the call node.
Sender's display name	Use this to set the display for the name of the caller which is either the phone number or the SIP address.
Sender's Address	Use Sender's Address to define custom sender's address displayed to the called party. You can define a generic sender's address in the Sender's Address field used for all calls for the task and to customize it based on some contact attribute then you can add an Sender's address node. For example, set the Sender's Address as Avaya, but for a specific sender's address for some of the contacts use Sender's address node.
Timeout (sec)	Timeout (sec) defines the time to wait for the contact to pickup the call before changing the call disposition to Ring No Answer.
Guard Times	You can specify when POM can place calls. For example, for POM to place calls only during specific timings or days, you can specify a guard time with the criteria. You can then associate a campaign strategy with the guard times you have specified for a selected time zone. For example, for POM to place calls only during 8 am to 4 pm on Monday and Wednesday, you can specify a guard time with the criteria.
Min Contact Time	MinContactTime sets the time before which calls are not allowed. So from 00:00:00 to Min Contact Time , you cannot make any calls. You can make the calls from Min Contact Time to either Max Contact Time, if set, or till 23:59:59. **Note:** If the Min Contact Time is greater than the Max Contact Time then the condition is reverse, that is , you can make calls from Max Contact Time till 23:59 from the earlier day, and from 00:00 to Min Contact Time , the next day. For example, Min Contact Time is 23:00 and Max Contact Time is 05:00. Then you can make calls from 23:00 to 23:59 on the earlier day and from 00:00 to 05:00 on the next day. Date and Time based comparisons use the date and the time format specified in **Global Date Format** field.
Max Contact Time	Max Contact Time sets the time upto which calls are allowed. So from Max Contact Time to 23:59:59, you cannot make any calls. You can make calls, either from 00:00:00 or Min Contact Time, if set, till Max Contact Time. For example, if you are running a campaign and you do not want to make calls after 8pm, you can set the Max Contact Time to 20:00:00.
Re-check time interval(min)	Use this to specify a time interval after which when a contact attempt is restricted because it matched some restriction of type 'temporary' it will be again checked for all the restrictions defined in that handler. If no value is specified for this parameter then it will be considered as 1 minute.

Table continues…

On Media Server Failure	On Media Server Failure has two values, retry or no_retry. The default is retry. When set to retry and POM detects Voice Server failure, that contact is retried until the server starts responding again. If you set the value to no_retry, then the system marks the call attempt result as Media_Server_Failure, and you can handle this disposition in the Result node. If you do not handle the disposition, the system moves the contact to the done state and removes it from the running job. For more information about On Media Server Failure, see *Avaya Aura® Experience Portal* documentation.
Priority	You can decide the priority of the task by specifying a number between 1 to 10. The higher the number, the higher the priority of the task. For example, a task with priority assigned as 7 gets more ports as compared to the task with priority 3. **Note:** In POM 2.0, you can specify the priority at the campaign level, where as from POM 3.0.3 onwards, you can specify the priority at the task level in the campaign strategy. If you are upgrading POM, and you save the campaign strategy without selecting or changing the priority of a task, POM applies the priority that you have mentioned in POM 2.0 for all tasks in the strategy.
Allocation Type	You can decide how the ports are allocated to the tasks depending on the value you select. You can have the type as either Reserved or Dynamic. The default value is Dynamic. For more information about dynamic and reserved licensing, see *Proactive Outreach Manager Overview and Specification*.
CCA parameters	
Enhanced CCA	When Enhanced CCA is ON, POM tries to further classify a call after it receives a Call Answer or Call Connect disposition. If POM does not receive the start of a greeting message from the remote end within 2 seconds (configurable via campaign wizard) of Call Answer or Call Connect, the application assigned for live voice or Answer Human starts. If POM receives an indication of start of greeting message, it waits for upto 2 seconds for final call analysis result before starting the application. If no result is there within these 2 seconds, the application assigned for live voice or Answer Human starts. If the result is received after the application starts, POM appropriately changes the application and updates the result. If Enhanced CCA is OFF, POM does not try to classify a call after Call Connect or Call Answer and starts the applications when it receives a connect, and updates the disposition as Call Answered.
Background AMD	You can specify the call classification that is done on the customer call after being patched with the Agent. **Background AMD** is applicable only when the **Enhanced CCA** option is set to “ON” and the Call pacing type is either **Cruise Control**, or **Expert Call Ratio**, or **Progressive**. **Background AMD** is set to of “OFF” by default. If **Background AMD** is set to “ON”, then you must select one of the following values from **Action on AMD**: • **Disconnect the call** • **Leave a Voice Mail** • **Continue with Agent**

Table continues…

Action on AMD	Use **Action on AMD** to specify what action the system must take if the call is classified as **Answer Machine**. If the **Action on AMD** is set to **Disconnect the call**, then the **Result** node for **Answer Machine** allows only **Retry** operation. **Retry** is an optional operation. If the **Action on AMD** is set to **Leave a Voice Mail**, then the **Result** node for **Answer Machine** allows only **Application** operation so that the system can leave a message for the customer. If the **Action on AMD** is set to **Continue with Agent**, then the **Result** node for **Answer Machine** allows only **Agent** operation so that the agent can decide next action.
Applications	
Driver Application	Use to specify a CCXML application for making outbound calls. DriverApp defines the CCXML application that you can use for the outbound calls. This field lists all applications defined as POM:Driver in the Experience Portal application configuration. The selected application must have all resources (TTS, ASR etc.) required by the applications invoked from this strategy. **Note:** For POM, two new application types are added in Avaya Aura® Experience Portal: • POM:Driver: POM:Driver has to be a CCXML application used to launch calls and allocate the Automated Speech Recognition (ASR), and the Text to Speech (TTS) resources. • POM:Application: The POM:Application type is a type of custom application. You can run this application through a campaign strategy. These applications get the ASR/TTS resources from POM:Driver application.
Nailer Application	This is applicable only for agent-based campaigns. You can specify a CCXML application which takes care of establishing contact with an available agent, also called as nailing the agent.
Nuisance Call Application	Use to specify the Avaya Aura® Orchestration Designer application that is played to the customer if POM marks the call as nuisance call. You can configure the **Nuisance Call Application** as an OD VXML application that is configured as type “POM:Application” from **System Configuration** > **Applications**.
On Hold Application	Use to specify the Avaya Aura® Orchestration Designer application that is played to the customer if an agent places the customer call on hold. You can configure the **On Hold Application** as an OD VXML application that is configured as type “POM:Application” from **System Configuration** > **Applications**.
Pacing Parameters: The properties differ depending on the pacing type you choose.	
Call Pacing Type	Use to specify the pacing type for the given task.
Min. Ports	Use to specify the minimum number of POM ports for the given task. For more information, see Licensing page field descriptions on page 46.
Max. Ports	Use to specify the maximum number of POM ports for the given task.
If you select the **Call Pacing Type** as Cruise Control, you see the following additional properties:	

Table continues…

Desired Service Levels	Use this to specify a service level against which the POM system compares the realized service levels to determine the magnitude and direction of service level errors. You can specify any value between 70 and 99.
Min Agents	Use to specify the minimum number of agents required for a task. You can specify any number between 0 and 9999.
Max Agents	Use to specify the maximum number of agents required for a task. You can specify any number between 1 and 9999.
Agent Outbound Skills	Use to specify the agent with the required outbound skills so POM can assign the call. If POM is installed in Ocena mode, when you click **Agent outbound skill**, the system displays a dynamic window **Ocena Skills** with a list of the attributes. You can select one or more attributes from the list. This list is fetched from Avaya Oceana™ Solution.
ACW Time (Sec)	Use to specify the amount of time, the agent gets after the call, to wrap up the call with notes or other with other related work.
# of ACW extensions	Use to specify the number of After Call Work (ACW) extensions required for an agent.
Default completion code	Use to specify the completion code and assign the completion code to the call, if the agent does not provide the completion code.
If you select the **Call Pacing Type** as Expert Call Ratio you see the following additional properties:	
Expert Call Ratio Type	Use to specify the ratio type as Agent Work Time or Agent Update Time. For Agent Work Time, the POM system considers the number of agents in busy state to calculate the pace and adjusts the calling pace accordingly. For Agent Update Time, the POM system considers the number of agents in wrap up state to calculate the pace and adjusts the calling pace accordingly. The number of agents to consider is derived from the **Value (%)** field.
Value (%)	For Agent Work Time, enter a percent value from 0 through 100. The recommended setting is from 29 through 71. For Agent Update Time, enter a percent value from 0 through 100. The recommended setting is from 32 through 78. You can specify a higher value if you want to increase the speed of dialing.
Initial Hit Rate (%)	The initial hit rate, a number, determines the average number of calls per agent that the POM system makes during the first 5 minutes of the campaign job. The initial hit rate is the number of call completions compared with call attempts. If you set the rate too low, at 20 to 30, the dialer can make more connects than your agents can handle during the initial dialing period. If you set the rate too high, over 70, the POM system can fail to make enough connections to keep your agents busy.
Minimum Hit Rate (%)	The minimum hit rate, a number, determines the maximum number of calls to place to make an agent connection. The minimum and the maximum values are 1 and 100 respectively in the increments of 10. The default value is 30.

Table continues…

Min Agents	Use to specify the minimum number of agents required for a task. You can specify any number between 0 and 9999.
Max Agents	Use to specify the maximum number of agents required for a task. You can specify any number between 1 and 9999.
Agent Outbound Skills	Use to specify the agent with the required outbound skills so POM can assign the call. If POM is installed in Ocena mode, when you click **Agent outbound skill**, the system displays a dynamic window **Ocena Skills** with a list of the attributes. You can select one or more attributes from the list. This list is fetched from Avaya Oceana™ Solution.
ACW Time (Sec)	Use to specify the amount of time, the agent gets after the call, to wrap up the call with notes or other with other related work.
# of ACW extensions	Use to specify the number of After Call Work (ACW) extensions required for an agent.
Default completion code	Use to specify the completion code and assign the completion code to the call, in case the agent does not provide the completion code.
If you select the **Call Pacing Type** as Preview you see the following additional properties:	
Timed Preview	Use to enable or disable the timed preview. If you enable the timed preview, the agent sees the preview of a contact for a specified time period. Select Yes to enable the time-based pacing preview.
Preview Time (Sec)	Use to specify the time duration in seconds for which the agent is given the preview of a contact.
Can Cancel Preview	Use to specify if the agent can cancel the preview. If you set the value to Enabled, the agent can cancel the preview.
Min Agents	Use to specify the minimum number of agents required for a task. You can specify any number between 0 and 9999.
Max Agents	Use to specify the maximum number of agents required for a task. You can specify any number between 1 and 9999.
Agent Outbound Skills	Use to specify the agent with the required outbound skills so POM can assign the Campaign. If POM is installed in Ocena mode, when you click **Agent outbound skill**, the system displays a dynamic window **Ocena Skills** with a list of the attributes. You can select one or more attributes from the list. This list is fetched from Avaya Oceana™ Solution. In case of multiple attribute, only the agent with all matching attributes is attached to the campaign.
ACW Time (Sec)	Use to specify the amount of time the agent gets after the call, to wrap up the call with notes or other with other related work.
# of ACW extensions	Use to specify the number of After Call Work (ACW) extensions required for an agent.
Default completion code	Use to specify the completion code and assign the completion code to the call, if the agent does not provide the completion code.
If you select the **Call Pacing Type** as Progressive you see the following additional properties:	

Table continues…

Over Dial Ratio	Use to specify the dialing ratio with respect to the number of available agents. For example if you set the over dial ratio as 1, POM dials 1 call for 1 agent. You can also specify a float value like 1.2. If you specify the over dial ratio as 1.2, then POM dials 12 calls for 10 agents. The higher the over dial ratio, the chances of nuisance calls are also increased depending on the hit rate. You can specify any number between 1.0 and 100.
Min Agents	Use to specify the minimum number of agents required for a task. You can specify any number between 0 and 9999.
Max Agents	Use to specify the maximum number of agents required for a task. You can specify any number between 1 and 9999.
Agent Outbound Skills	Use to specify the agent with the required outbound skills so POM can assign the call. If POM is installed in Ocena mode, when you click **Agent outbound skill**, the system displays a dynamic window **Ocena Skills** with a list of the attributes. You can select one or more attributes from the list. This list is fetched from Avaya Oceana™ Solution.
ACW Time (Sec)	Use to specify the amount of time, the agent gets after the call, to wrap up the call with notes or other with other related work.
# of ACW extensions	Use to specify the number of After Call Work (ACW) extensions required for an agent.
Default completion code	Use to specify the completion code and assign the completion code to the call, if the agent does not provide the completion code.
If you select the **Call Pacing Type** as *Time Based* you see the following additional properties:	
Call Pace	Specify a value between 1 to 1000000. This is rate of calls. For example if this value is 10 and unit is minute, POM tries to make 10 call attempts in 1 minute.
Call Pace Time Unit	Select the unit for the rate specified with **Call Pace**. The available values are 'Second', 'Minute' and 'Hour'.
If you select the **Call Pacing Type** as *Skill Based* you see the following additional properties. **Note:** The *Skill Based* **Call Pacing Type** is not visible if you have installed POM in Oceana mode.	
Skill	Use to select the inbound skill to monitor for the pacing of this task. If you disable the skill for pacing, while the skill-based campaign is running, the changes do not take effect immediately on the running campaign. You must stop the skill-based campaign manually and change the skill being monitored from the campaign strategy.
Parameter	Select the parameter to monitor for the pacing algorithm.
EWTLevel	You can edit this property only when you select value **Expected Wait Time** in the **Parameter** property. You can select either **High**, **Med**, **Low**, or a combination of these values. When you click **SHOW SOURCE** button to view the `XML` file, the “ewtLevels” key value pair with selected levels is displayed on the screen.

Table continues…

Desired Value	Depending on the parameter selected, specify appropriate values. For Expected Wait Time, specify a valid integer value between 1 to 7200. For Service Level , specify a valid integer value between 1 to 100 .For Avg Speed of Answer , specify a valid integer value between 1 to 100 .For Queue Length, specify a valid integer value between 1 to 1000.
Initial Pace	Use to specify the initial value of the number of call attempts in the pacing interval.
Pace Interval	Use to specify the time unit for the call pacing. You can specify the value in either seconds, minutes, or hour.
Pacing Variation (%)	Use to specify the pacing variation percentage. POM uses this value as a step to vary the pace depending upon the parameter value.
Max Pace Value	Use to specify the maximum pacing value for the task. You can specify a value between 1 to 500000. POM never exceeds this pace.

Selector

Use the selector handler to change the way the system establishes a contact with the required contact record. For example, for campaign to make a voice call between 9 a.m. to 5 p.m., and after 5 p.m. send an SMS to the contact. You can specify the condition using the Selector handler. To place any such condition, you must place the Selector handler as the first handler. For any other actions to perform, you can place one or more handlers such as SMS, Call, Mail, or Custom. You can also use the Selector node for 2 way SMS and 2 way email campaigns.

The Selector node has 2 child nodes, Conditions and Condition.

The following table lists the properties and descriptions of the node:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Selector.
Description	Specify a description for the Selector node.
State	State has the default value as done. If a particular result is not handled by adding a result node, then the State value from the Selector node is used as the State for that result. By default it has 3 values, initial, done and wait. As you add new handlers in the campaign strategy, those states are available in the **State** drop-down list.
Edit Description	Use to edit the description of the Selector node.

Conditions (under Selector node)

The Conditions node is a child node of the Selector node. You can use this node to specify more than one condition.

The following table lists the properties and description of the node.

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify any name, the default name is Condition.
Description	You can specify a description for the Conditions node.
Select Attribute Type	Use to specify the attribute type to add conditions to. You can choose from system or from custom attributes.
Selector Attribute	Use to specify the attribute to add conditions. Depending on the attribute type you select, the values in the drop-down list change. For example, if you select system as attribute type, the drop-down lists all system attributes.
Selector Custom Class	Use to mention the custom class.
Edit Description	Use to edit the description of the Condition node.

Condition (under Selector node)

The Condition node is a child node of the Selector node. You can use this node to specify more than one condition.

The following table lists the properties and description of the node.

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify any name, the default name is Condition.
Description	You can specify a description for the Conditions node.
Operator	You can choose any operator from the following: • Equals • Not Equals • Greater Than • Less Than • Between • Starts With • Contains • Is Null • Is Not Null • One Of
Value	Specify a value for the condition.

Table continues…

Property Name	Description
Min Value	Specify a minimum value for the condition. For example if you are using the Between operator, you can specify a minimum value.
Max Value	Specify a maximum value for the condition. For example if you are using the Between operator, you can specify a maximum value.
Next State	Next State has the default value as done. If a particular result is not handled by adding a result node, then the Next State value from the Condition node is used as the Next State for that result. By default it has 3 values, initial, done and wait. As you add new handlers in the campaign strategy, those states are available in the **Next State** drop-down list.
Edit Description	Use to edit the description of the Condition node.

Restrictions

Restrictions node is a parent node for Restrict on page 321, Custom Restrict on page 325, and Override on page 326 nodes. Restriction node has only one property; Name.

Use the **Name** property as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Restrictions.

Use the **Description** property to specify a description for the Restrictions node.

Use the **Edit Description** property to change the description of the Restrictions node.

Note:

All restrictions specified in the campaign strategy and campaign restrictions are processed from top to bottom in the order they are listed, except for the DNC, which is applied first before any other restriction. If two more restrictions match, although they have different exceptions, then the system applies the last restriction.

Sample case study — Appointment reminder

Swedish clinics chose Premiere Global's Appointment Reminders application to send automated voice reminders to their patients of their upcoming appointments.

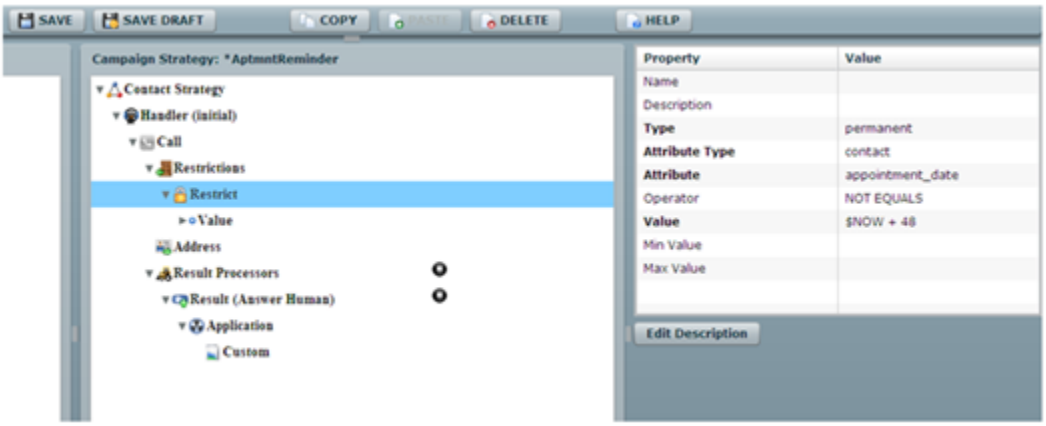
All 50 clinics in the network operate under one central appointment reservation system called MYSIS. Two business days before the scheduled appointment date, a file is exported for each clinic containing the patient name, phone number, appointment date, time, and location. The FTP submission is sent into the system which builds the job based on the profile setting and cues it up for delivery. The system then uses Text-to-Speech to deliver the message while inserting the appropriate appointment details. The message also uses Data Collection allowing the patients to press `1` to request a call to reschedule and press `2` to cancel the appointment.

Each delivery report is sent directly to the Clinic Administrator who can take appropriate action on the non-deliveries, cancels, or reschedules.

You can design the reminder in 2 ways:

- Use Record Selection criteria in the Campaign Creation Wizard (CCW): Use to filter only those records whose appointment date is after 2 days. This is an efficient way to create the appointment reminder as the campaign runs with filtered records and hence requires less resources. Use the attribute date and name it as *appointment_date* to store the appointment date. Specify the **Filter Criteria** as all records whose *appointment_date* is equal to $TODAY +2, that is, 2 days after the current date.

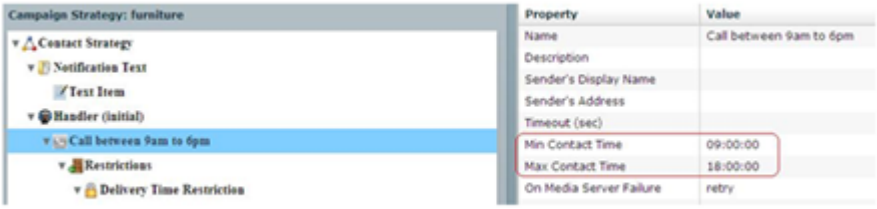
- Use Restrictions in the campaign strategy: Use to restrict all contacts whose *appointment_date* is NOT EQUAL to $NOW + 48. Use $NOW to specify the current date and time. In this case when the system compares the date type attribute, the system compares the value with the system's current date. In this case, to apply an offset, that is, increment to $NOW, specify the offset value in hours. To specify 2 days after the current date, the offset is 48 hours.



Sample case study — Furniture delivery schedule reminder

ABC works, a furniture delivery company wants to notify the customers about the furniture delivery schedule. The company provides the time value and they expect the system to call 3 hours ahead of the time value the company provides. For example, if the delivery is scheduled for 3:00 pm on Friday, May 25, 2012, then the company expects the system to call the customer at 12:00 noon, or as close to 12:00 noon as possible. The company wants to follow some time restrictions while making such calls. All calls must be made between 9 am and 6 pm. If the delivery is scheduled for 9 am, the system cannot make the call at 6 am.

As the POM system can make calls only between 9 am to 6 pm, set the **Min Contact Time** and **Max Contact Time** in the Call node of the campaign strategy.



Important:

Use $NOW to specify the current date, time, or timestamp. You can use $NOW with attributes having datatype as date, time, or timestamp. For this case study, you use time datatype. The attribute *sch_time* is of the datatype time and stores the delivery time of each record.

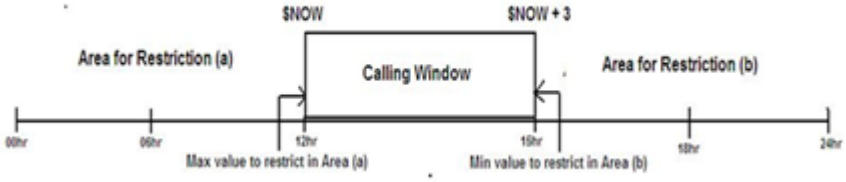
You can use offsets with $NOW that is increment or decrement the value with respect to $NOW. For example, $NOW+3 when compared with time or timestamp datatype, represents current time + 3 hours. Similarly, $NOW+72 when compared with current time represents current time+72 hours, but when compared with current date, represents current date+3 days. $NOW+3.25 when compared with timestamp represents current time+3.15 hours.

Applying restrictions for the furniture delivery schedule case study

There are 2 schedules that you handle for the furniture delivery schedule:

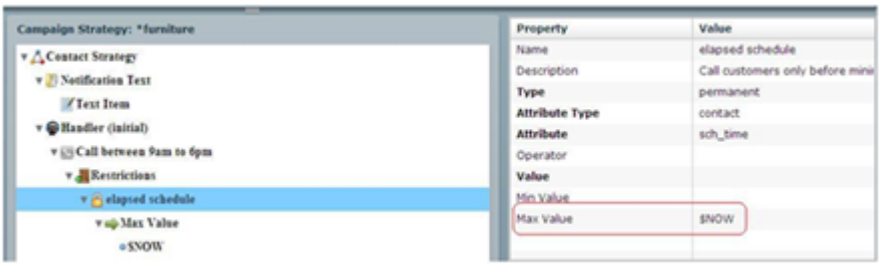
- Elapsed schedules
- Schedules which are more than 3 hours away

Assume that current time is 12:00 hours, that is, $NOW=12:00 hours



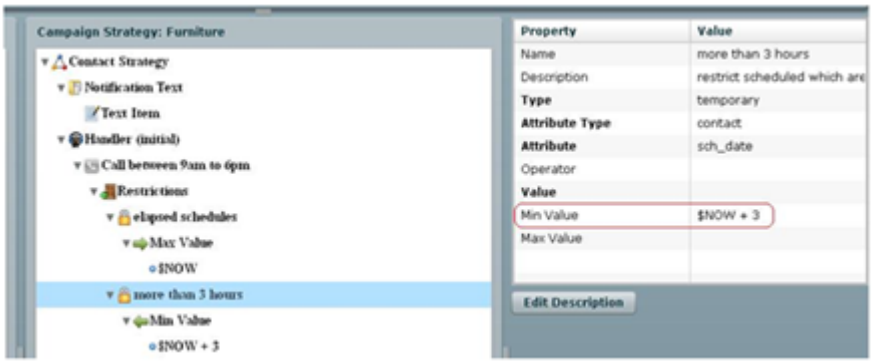
The Calling window shifts with $NOW values, that is, if $NOW=12:00 pm, then the system does not place a call for a delivery schedule at 4:00 pm as the calling window is only 3 hours. The system places a call to the same contact after 1:00 pm. For such contact records, you must mark the records as temporary restricted.

Restrict all schedules which are less than $NOW or the system must not call until 12:00 hours. So the **Max Contact Time** value for the restriction area (a) is $NOW.



For the restriction area (a), specify the **Type** as permanent. This marks the record restricted and the system does not retry this record. All the records whose delivery time is elapsed are not required to be called during the campaign.

Restrict all schedules which are greater than $NOW+3 or the system must not call beyond 3:00 hours. So the **Min Contact Time** value for the restriction area (b) is $NOW + 3.



For the restriction area (a), specify the **Type** as temporary. This marks the record restricted and the system retries to check if the restriction is still valid for the records, once the restriction condition becomes invalid for the record, the POM places a call to the contact record.

Restrict

Use the Restrict node to apply restrictions on the contacts. You can base the restrictions on both predefined and custom attributes. Restrict node has one child node as RestrictException on page 325.

Note:

The mandatory properties for the node appear bold.

If a contact is in temporary restrict state because of the restrict condition, then the contact is not dialed. The restrict condition is rechecked after the re-check interval of the temporary restrict condition. If the customer does not specify the re-check interval of the condition, then the default value is 1 minute.

The Temporary Restricted Attempts value is a counter value which counts the number of attempts made for every contact to be dialed at that point of time.

Note:

This count is not the actual attempts made for the every contact, but just a check. Depending on the recheck time interval set in the Campaign Strategy, the system checks whether the restriction is applicable for every contact before the contact is dialed. If the restriction is applicable, the Temporary Restricted Attempts counter is incremented.

The Temporary Restriction Counts value is a counter value which counts the total number of contacts which are temporarily restricted.

Both the Temporary Restriction Attempts and Temporary Restriction Counts values can decrease over time. If the contact no longer matches the temporary restrict criteria and the contact is dialed, the Temporary Restriction Counts counter is reduced by 1. All Temporary Restriction Attempts made for this contact are also deducted.

For example, let us say there are 200 contacts which are temporarily restricted, and for those 200 contacts there have been 5000 rechecks done to verify if the temporary restrict is still applicable. Then the Temporary Restriction Counts will show 200 and Temporary Restriction Attempts will show 5000 at that point of time. Let us assume for 1 contact 25 rechecks have been performed so far.

If the temporary restriction is not applicable for 1 contact anymore, then the Temporary Restriction Counts value is decreased by 1 and the new value is now 199. Simultaneously the Temporary Restriction Attempts value for that contact is also reduced. So all 25 rechecks are deducted from the Temporary Restriction Attempts count. Then the new Temporary Restriction Attempts value will be 4975.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Restrict.
Description	Use to specify the description for the Restrict node.
Type	Type property decides whether to apply the restrictions permanently or temporarily. If the restrictions are of type permanent then the contact which matches the restriction condition is not attempt and the contact gets the disposition as Restricted_Other. If the restrictions are temporary then the contact which matches the restriction condition is not attempted and instead the contacts is validated against all the restrictions defined in that handler again after the recheck interval specified. A contact is attempted for dialing only when it does not match any of the restriction conditions. The default value is 1 minute.
Re-check Interval (min)	Use this to specify a time interval after which when a contact attempt is restricted because it matched some restriction of type 'temporary' it will be again checked for all the restrictions defined in that handler. If no value is specified for this parameter then it will be considered as 1 minute.
Attribute Type	AttributeType defines if the attribute is system or contact.
Attribute	Attribute drop-down gets its value based on the value in AttributeType property. If the AttributeType is system, then Attribute property gets four values, day, date, time and dnc. If the AttributeType is contact then all contact attributes are listed in the Attribute drop-down.

Table continues…

Property Name	Description
Operator	You can use the operator with the attribute and its values. You can select any operator from Equals, Not Equals, IsNull, IsNotNull. For example, if you have an attribute FirstName Not Equals “Abc”, then Not Equals is an operator. **Note:** Not Equals operator filters only not NULL attribute value which is different from the given value in Restrict or Exception node. To apply restrict or exception to any attribute value including NULL, which is different from the given value, use the IsNull operator in addition to Not Equals operator.
Value	Value property defines the actual value which evaluates the condition.
MinValue	If the value of the attribute is greater than the value in Min Value property, then POM restricts such contacts.
Max Value	If the value of the attribute is less than the value in Max Value property, then POM restricts such contacts.

Note:

When the **Min Value** is less than **Max Value**, all contacts in the range including **Min Value** and **Max Value** are restricted.

When **Min Value** is greater than **Max Value**, all contacts in the range including **Min Value** and **Max Value** are contacted.

When you specify value, you cannot specify Min Value/Max Value and vice versa. It is possible to give either **Min Value** and **Max Value** or both.

Table continues…

Property Name	Description
For **Value**, **Min Value**, and **Max Value** properties, you can type `$NOW` for any attribute of **date**, **time,** or **timestamp** data type. **Note:** `$NOW` is case-sensitive. These datatypes evaluate `$NOW`. For example: • If the datatype is **date** type, then it evaluates `$NOW` as current date. • If the datatype is **time** type, then it evaluates `$NOW` as current time. • If the datatype is **timestamp** type, then it evaluates `$NOW` as current date and time. For **time**, and **timestamp** datatypes, only the hour part is compared. For example, if the restriction is based on **time** datatype, and if you mention the **Min Value** as `$NOW`, only the hour part of time is considered for comparison. **Note:** If you are using the time attribute, do not use the specific time value input. The time value input compares the exact time as hh:mm:ss. To restrict or except specific time, use the `$NOW`, or a range using **Min Value**, and **Max Value** values. For example, do not specify the time value input as 16:00:00, 16:23:23. Instead specify the time value input as **Min Value** as 16:00:00 and **Max Value** as 16:59:59.	
Edit Description	Use to change the description of the node.

Note:

Date and Time based comparisons use the date and time format specified in **Global Date Format** field. Ensure that you specify the date and time without separators.

In a campaign, to restrict all platinum card holders from receiving the calls permanently for that campaign. In the Restrict node, you can set the AttributeType as contact. Select the Card_Type or some contact attribute which saves the information about the contact's credit card type. In the Value property, you can set the value as PLATINUM. So when the campaign runs, the platinum card holders are not contacted.

If the restrict type is temporary, then only the user can specify the recheck interval. If the user does not specify the value for the recheck interval then the default value is 1 minute. Before making call attempts, the restrictions are checked and the attempt is not made, if the restriction condition is met.

For restrict of type temporary, if the condition is matched, the attempt is not made and the contact is rechecked after the recheck interval.

Custom restrict

Use the Custom Restrict node to apply restrictions using custom classes. You can base the restrictions on both predefined and custom attributes. The behavior of the custom restrict node is same as that of the restrict node, but the only difference is that you can specify a custom class to apply the restriction. The following table lists the properties and descriptions of the node:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Custom Restrict.
Description	Use to specify the description for the Custom Restrict node.
Type	Type property decides whether to apply the restrictions permanently or temporarily. If the restrictions are of type permanent then the contact which matches the restriction condition is not attempt and the contact gets the disposition as Restricted_Other. If the restrictions are temporary then the contact which matches the restriction condition is not attempted and instead the contacts is validated against all the restrictions defined in that handler again after the recheck interval specified. A contact is attempted for dialing only when it does not match any of the restriction conditions. The default value is 1 minute.
Re-check Interval	Use this to specify a time interval after which when a contact attempt is restricted because it matched some restriction of type 'temporary' it will be again checked for all the restrictions defined in that handler. If no value is specified for this parameter then it will be considered as 1 minute.
Custom class	Use to specify the custom class POM can use for a custom implementation. Custom class must be the fully qualified Java class name and this class must be available on all POM servers in the system. For more information ,see *Developer Guide for Proactive Outreach Manager*.

Exception

This is the child node for Restrict node. Use the Exception node to exempt contacts from the parent restricting condition.

You can base the Exceptions on system or contact attributes.

Exception has no child node.

Note:

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Exception.
Description	Use to specify the description for the Exception node.
Attribute Type	Attribute Type defines if the attribute is system or contact.
Attribute	Attribute drop-down gets its value based on the value in Attribute Type property. If the Attribute Type is system, then Attribute property gets four values, day, date, time and dnc. If the Attribute Type is contact then all contact attributes are listed in the Attribute drop-down.
Operator	You can use the operator with the attribute and its values. You can select any operator from Equals, Not Equals, IsNull, IsNotNull. For example, if you have an attribute FirstName NOT EQUALS “Abc”, then NOT EQUALS is an operator.
Value	Value property defines the actual value which evaluates the condition.
Min Value	If the value for the attribute is greater than the value in Min Value property, then all those contacts are exempted from restriction.
Max Value	If the value for the attribute is less than the value in Max Value property, then all those contacts are exempted from restriction.
Edit Description	Use to edit the description of the node.

Note:

Date and Time based comparisons use the date and time format specified in **Global Date Format** field. Ensure that you specify the date and time without separators.

Example

In the above campaign, to restrict platinum card holders to receive calls; except those for whom the amount due is more than 50000, add Exception tag under Restrict tag. In the Attribute Type, select contact and the contact attribute which saves the due amount. In the Min Value attribute, put 50000. Now you can call all contacts who have due amount more than 50000, even if the card holders are platinum card holders.

Override

Use the Override node to override the Global Restrictions. Global restrictions are restricting conditions which you can apply across all campaigns. So for one campaign if you do not want to apply the global restrictions, you can override the restriction with the Override node.

Override node has Exception on page 327 node as a child node.

Note:

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Override.
Global ID	Global ID is a mandatory property. The ID that you specify while creating a campaign restriction is listed in the global ID drop-down list. Using the global ID, you can override a campaign restriction. Also, you must set the condition to select the contacts to override, in the Exception node. There is no direct way to override the restriction for all contacts. You can set such a condition, which are created by all contacts in the Exception node.
Description	Use to specify a description for the Override node.
Edit Description	Use to change the description of the node.

Exception

Exception node under Override node works the same was as Exception node under Restrict node.

The only difference is that Exception node under Override node exempts the contacts from the campaign restricting conditions, whereas Exception node under Restrict exempts the contacts from the campaign level restricting conditions.

All properties have the same functionality as that of Exception node under Restrict tag.

Note:

Date and Time based comparisons use the date and the time format specified in **Global Date Format** field. Ensure that you specify the date and time without separators.

Example

You have a global restriction to restrict all contacts who have received calls in last 72 hours and which has Id set to 2.

In one of the campaigns, to override this restriction for all contacts, you can set some condition which is generic and is met by all contacts.

You can select the AttributeType as system and Attribute as day, and set the Value as the current day, for a campaign which runs for one day.

Alternatively, you can select some attribute, common to all contacts such as Salary, and set the MaxValue to a very high value such as 100000000000. So either one of the conditions is met by all contacts, and you can exempt them from the campaign restriction.

Address

Use the Address node to define the contact attribute, to make a call, or send an SMS, take a custom action, send an email message.

You can use multiple address nodes inside a task. POM selects the first matching address based on Min Contact Time and Max Contact Time for a contact, when a campaign is run. The current time in a contact's time zone is used for all time comparisons.

For Call and SMS action, you can set one of the phone number attributes, and for mail action, you can set one of the email attributes.

Address node is a mandatory node, and has no child nodes.

Note:

All mandatory properties of the node appear bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Address.
Description	Use to provide description about the address node.
Min Contact Time	Min Contact Time defines the earliest time when the contact must be contacted using this address. So from 00:00 to Min Contact Time, this address is not used. This address is used from Min Contact Time to either Max Contact Time, if set, or till 23:59. **Note:** If the Min Contact Time is greater than the Max Contact Time then the condition is reverse, that is , you can make calls from Max Contact Time till 23:59 from the earlier day, and from 00:00 to Min Contact Time , the next day. For example, Min Contact Time is 23:00 and Max Contact Time is 05:00. Then you can make calls from 23:00 to 23:59 on the earlier day and from 00:00 to 05:00 on the next day. Date and Time based comparisons use the date and time format specified in **Global Date Format** field.
Max Contact Time	Max Contact Time defines the time till when the contact can be contacted using this address. So from Max Contact Time to 23:59, this address is not used. This address is used, either from 00:00 or Min Contact Time, if set, till Max Contact Time. For example, if you are running a campaign and you do not want to contact the contact after 8pm, you can set the Max Contact Time to 20:00:00.
Weekdays Only	Weekdays Only property is of Boolean type. If set to true, this address is used only on weekdays. If false, the address is used on all days. This property uses the weekend days set in the global configuration. The default value is false.
Contact Attribute	Contact Attribute is a mandatory property. All predefined and custom attributes of type phone and email are listed in the drop-down list. Select the phone number attribute which you use to call or send SMS or select the email address to send mail.
Edit Description	Use to edit the description of the address node.

Sender's Address

Note:

The Sender's Address node was referred to as ANI in releases before POM 2.5 Service Pack 1 release.

Use Sender's Address to set a conditional Sender's Address.

For example, to override the address set in the sender's address property of Call node, you can add a condition based Sender's Address.

Note:

All mandatory properties of the node appear as bold.

Sender's Address node has one child node; Condition on page 329.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Sender's Address.
Description	Use to add description for the Sender's Address node.
Attribute	You can set the condition using Attribute property for a particular contact attribute. All contact attributes are prepopulated in the drop-down list. Values in Attribute drop-down follow the multitenancy rules. For more information about multitenancy, see *Organizational Level Access* section in the *Administering Avaya Aura® Experience Portal* guide.
Edit Description	Use to edit the description for the Sender's Address node.

Condition

Use the Condition node to set the condition for Sender's address (Calling ID for voice calls, SMC channel for SMS and From Address for email). The condition you specify is evaluated, and if the condition matches, the Address set in Condition node is displayed or sent to the contact.

Condition has no child nodes. All mandatory properties for the node appear as bold.

Note:

Date and Time based comparisons use the date and time format specified in **Global Date Format** field.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Condition.
Value	The value set in the Value property is matched against the value of the contact attribute set in the Sender's address node. If the value matches, the address set in the Address property is sent to the contact as Sender's Address.
Description	Use to specify the description for Condition node.
Address	Use Address property to set the address to be sent, if the condition matches. **Note:** POM does not support non-english language characters for this field, if Sender's address is added under Mail action node.

ResultProcessors

ResultProcessors is a container node for Result nodes.

Within ResultProcessors, you can add multiple Result nodes to handle different dispositions or contact attempt results. ResultProcessors have only one child node; Result on page 331.

Note:

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is ResultProcessors.
Description	Use to specify a description for the ResultProcessors node.
Next State	Next State has the default value as done. If a particular result is not handled by adding a result node, then the Next State value from the ResultProcessors node is used as the Next State for that result. By default it has 3 values, initial, done and wait. As you add new handlers in the campaign strategy, those states are available in the **Next State** drop-down list.

Table continues…

Property Name	Description
Custom Processor	Use to select the custom processor class that POM invokes for each completion code. You can have: • Publish: If you select this option, POM publishes all results to a ActiveMQ server `pom.attempt.result.topic` . You can write a client program to subscribe to this topic to read the results from the JMS topic. You can have multiple clients reading results from the topic. POM provides a sample client which you can use as a reference. This sample client reads the results and writes them to a file in the Export folder. You can execute the sample client using `$POM_HOME/bin/testResProcClient.sh` You can change the location of export folder from the Global Configuration page. For more information about the sample client, see *Developer Guide for Proactive Outreach Manager*. POM publishes every result as an object of type `PomResultInfo`, comprising of: *String* campaignName,*int* jobID, *long* pimSessionID, *String* contactID, *int* contactGroupID, *String* contactGroupName, *String* address, *String* result, *String* zoneName For more information about Publish, see *Application notes* on Avaya Support site at http://support.avaya.com. • Custom: If you select this option, you can specify a Java class for processing custom results. This Java class must implement the `PomCustomResultProcessor` interface. POM initiates this class and invokes when a result is available. The result data is passed as part of `PomResultInfo` parameter. • None
Result Processor Custom Class	Use to specify the custom class.
Wait Timeout (sec)	
Wait Timeout Completion code	
Edit Description	Use to edit the description for the ResultProcessors node.

Result

Use the Result node to handle different dispositions or call attempt results. The action you want to take, such as use another channel to contact, retry the channel or just move out the contact from the campaign once you obtain the result, use the Result node.

Based on the value in the Value property, and the call pacing type you select, the child nodes for Result node change. For all other values, you can use application or retry. If you use application, you can also use the custom action.

At the time of result processing, if the contact has a callback set, then while processing the result, only the Custom class is invoked, if specified. The rest of the result processing for that contact is skipped till the callback is attempted. So, callbacks take precedence over retries.

Note:

If any completion code needs agent treatment in a campaign strategy, then ensure you set the **Next State** to `wait` so that the contact is not marked as `done`.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Result.
Description	Use to specify the description for the Result node.
Value	All available completion codes are listed in the drop down. Select the result (completion code) to take action on. Based on the received result, you can decide whether to keep the contact in the campaign, or move the contact to done state and move the contact out of the job.
Next State	By default there are 3 values in the drop- down list; initial, wait and done. As you add new handlers in the campaign strategy, those states are available in the **NextState** drop-down list.
Next State After (sec)	Use this value to specify time value in seconds. After the value specified is reached, the state of the contact is set to the value mentioned in the Next State. This is useful if you want to wait for another result before taking further action on this result.
Wait Timeout (sec)	
Wait Timeout Completion Code	
Edit Description	Use to edit the description of the Result node.

Call Result Custom node

A **Custom** node can be used in **Result** node of a **Call** action. When you use the **Custom** node in the **Result** node, of a **Call** action, you must select theOrchestration Designer application to be used for that result. Orchestration Designer applications can be used only for results corresponding to successful calls.

A **Custom** node does not have any child node. All mandatory properties of the node appear as bold.

Property	Value
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Custom.
Description	Use to specify a description for the Custom action

Table continues…

Property	Value
Application	Select the desired Orchestration Designer application from the drop down. AnOrchestration Designer application shows up in the list only when it is configured as POM Application in Avaya Aura® Experience Portal.
VDN	Enter a string here. This is passed as a parameter to the Orchestration Designer application. This property is available only when Custom node is used under call action results.
Edit Description	Use to edit the description for Custom action.
The following fields are not applicable if you are running a non-agent campaign.	
Callback Parameters	
Preferred Agent Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a preferred agent callback.
Campaign Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a callback for a campaign.
General Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a general callback.
Can Cancel Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot cancel a callback.

Custom result node under Application node of SMS, Email, and Custom

A **Custom** node can be used in **Result** node of **SMS**, **Mail**, and **Custom** action. When you use the **Custom** node, POM uses the specified Java implementation to carry out custom action or result processing.

A **Custom** node does not have any child node. All mandatory properties of the node appear as bold.

Property	Value
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Custom.
Description	Use to specify a description for the Custom action
Custom Class	Use to specify the custom class POM can use for a custom implementation. Custom class must be the fully qualified Java class name and this class must be available on all POM servers in the system.

Application

Use the Application node as a container node, to invoke one of the available application types.

For Call action based on the value in the Value property, you select for the Result node.

For SMS and mail action, two child nodes are available: **AvayaNotify** and **Custom**. You can use only one node at a time.

Note:

All mandatory properties of the node appear as bold.

Property Name	Description
Name	Use to specify the name for the application node.
Description	Use to specify the description of the application node.
Edit Description	Use to edit the description of the application node.

Agent

Use this node to specify the action to take for agent based campaigns.

Note:

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use to specify a display name in the campaign strategy editor. If you do not specify any name, the default name is Agent.
Description	Use to specify a description of the node.
Agent Script	Use to specify the agent script that the system displays on the agent desktop. **Note:** POM might display an agent script associated for Answer_Human to the agent even if POM detects an Answer_Machine. to honour compliance timers.
Callback Parameters	
Preferred Agent Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a preferred agent callback.

Table continues…

Property Name	Description
Campaign Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a callback for a campaign.
General Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a general callback.
Can Cancel Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot cancel a callback.
Nailing Call Timeout (sec)	Use to specify the time in seconds to wait for the agent to pick up the nailing call. The minimum value is 10 seconds and the maximum value is 1800 seconds.
Edit Description	Use to edit the description of the node.

Avaya Notify

Use Avaya Notify application to:

- Play the text, if you use it under Call action node.
- Send an SMS, if use it under sms action node.
- Send an email message, if you use it under mail action node.

Avaya Notify does not have any child node.

Note:

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Avaya Notify.
Description	Use to specify a description for the Avaya Notify application.
Text ID	Notification Text IDs are pre-populated in the Text ID property drop-down list. You can use the notification text corresponding to the selected Text ID with the Avaya Notify application.
Edit Description	Use to edit the description for the Avaya Notify application.

Avaya Agent

Avaya Agent application is only available under **Call** action node.

Avaya Agent application is similar to **Avaya Notify** application, it also plays out the notification text when the call is answered, and additionally, transfers the call to the destination number you provide.

Avaya Agent application has no child node. All mandatory properties for the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use to specify a display name. The default name is Avaya Agent.
Text ID	Text ID works in the same way as for Avaya Notify application.
Destination	Provide a destination number to transfer the call after playing the notification text. If you provide VDN, then the call gets transferred to that VDN. POM does not verify if the agents are available to take the call before transferring it. **Note:** If you do not enable the **Enhanced CCA** parameter in campaign strategy, then the **Destination** value for VDN is not considered by POM and the call is not routed to agent VDN. If you provide `tel:AvayaPOMAgent` as the destination, then the calls are transferred to a POM agent nailed to the respective campaign. Ensure you configure pacing parameters required for agent based campaigns.
Description	Use to specify the description for Avaya Agent.
The following fields are not applicable if you mention a VDN number in the destination:	
Callback Parameters	
Preferred Agent Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a preferred agent callback.
Campaign Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a callback for a campaign.
General Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a general callback.
Can Cancel Call back	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot cancel a callback.

Custom action node

Use this node to run the campaign using a custom implementation, and not use the standard call, SMS, or email action. This custom action uses the Application node and you must specify the custom application class name under the Application node. For information on creating the custom application, see *Developer's Guide for Proactive Outreach Manager.*.

The Custom action node has 4 children nodes; Restrictions on page 318, Address on page 328, Application on page 334, and ResultProcessors on page 330.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Custom.
Description	Use to specify a description for the custom action node.
Min Contact Time	MinContactTime defines the earliest time when the contact can be contacted. So from 00:00 to MinContactTime , you cannot make any calls. You can make the calls from MinContactTime to either MaxContactTime, if set, or until 23:59. **Note:** If the MinContactTime is greater than the MaxContactTime then the condition is reverse, that is , you can make calls from MaxContactTime until 23:59 from the earlier day, and from 00:00 to MinContactTime , the next day. For example, MinContactTime is 23:00 and MaxContactTime is 05:00. Then you can make calls from 23:00 to 23:59 on the earlier day and from 00:00 to 05:00 on the next day. Date and Time based comparisons use the date and the time format specified in Global Date Format field.
Max Contact Time	MaxContactTime defines the time till when you can make calls. So from MaxContactTime to 23:59, you cannot make any calls. You can make calls, either from 00:00 or MinContactTime, if set, till MaxContactTime. For example, if you are running a campaign and you do not want to make calls after 8pm, you can set the MaxContactTime to 20:00:00.
Edit Description	Use to edit the description for the custom action node.

Url

Use Url application to assign the application Url, and call the application when the call is answered.

Url application node does not have any child node.

Note:

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Url.
Description	Use to specify the description for the Url node.

Table continues…

Property Name	Description
Url	You can provide the application Url in the Url property. To add some contact attribute as part of the Url, then click **Edit Url**. The drop-down list has all contact attributes pre-populated. Select any contact attribute and then click **Insert** to insert at the cursor location in the Url. For example: To add a first name in the url, you can mention: http:// <domain name>/hello.jsp?first_name= <firstName>&last_name=<lastName>, and select the $first_name from the contact attribute drop-down. **Note:** Multi-tenancy rules are applicable to the contact attribute drop-down. For information on multi-tenancy, see *Organizational level access* section in the *Administering Avaya Aura® Experience Portal* guide.
Edit URL	Use to edit the URL.
Edit Description	Use to edit the description for the URL node.

Retry

Use the **Retry** node to retry if you cannot reach the contact.

For example, if the number is busy then wait for a couple of minutes and then try calling back again.

Retry can have multiple address child nodes. If you specify more than one address child node, POM dials the nodes in the order in which you specify the nodes.

Note:

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Retry.
Description	Use to describe the retry node.
Count	Use to set the maximum number of retries. While processing any result (result means the completion code of the previous attempt) for a retry, before making any retry attempt, the system counts all the previous retries attempted for that contact within that handler. A Retry attempt is only made if the number of previous retry attempts is less than the value specified in the count parameter of retry node for that result, else the attempt is not made. The contact moves to the state or handler mentioned in the FailState in the retry node.

Table continues…

Property Name	Description
Interval (sec)	Use to set the time in seconds to wait before a retry. For example, if you specify the **Count** as 3, and **Interval** as 10, 20, 30, then POM attempts the first retry after 10 seconds, the second retry after 20 seconds, and the third retry after 30 seconds. If you specify the **Count** as 3, and **Interval** as 20, then POM attempts each retry after 20 seconds.
Address Looping	The options are: You can choose to Enable or Disable the address looping. If you enable **Address Looping** and you have specified the **Count** as 6, and have defined 2 addresses, then POM attempts the first retry on the first address and the second retry on the second address. Since the **Count** is 6, but there are only 2 addresses, POM will attempt the third retry again on the first address, and then the fourth retry again on the second address in a loop manner till the number of retries matches the value specified in the **Count** field. If you disable **Address Looping**, then POM selects the first matching address from all addresses under the **Retry** node after evaluating the minimum and maximum times specified for the addresses. POM attempts the next address only if the previous address is restricted due to the minimum and maximum times.
Fail State	Use to move the contact to **Fail State**, if all retries fail. **Note:** If you set the **Fail State** to “Wait”, then after all the retry attempts, the contact does not move to another handler. The campaign does not stop after attempting all the contacts and remains in Running state.
Edit Description	Use to edit the description of the retry node.

Examples of Retry

Consider a campaign strategy where the retries are set as follows:

Result	Count	Interval	FailState
Call Busy	2	30	done
Ring No answer	4	60	done

See the following examples for the behavior of POM in different scenarios.

Example 1

1. POM makes the first attempt to contact the customer and gets the completion code as Call Busy.
2. A retry is mentioned on Call Busy so the first retry will be made after 30 seconds. POM again gets the completion code as Call Busy.
3. Second retry will be made after 30 seconds. POM gets the completion code as Ring No Answer.

4. A retry is mentioned on Ring No Answer so the third retry will be made after 60 seconds. POM gets the completion code as Call Busy.
5. While processing Call Busy POM has already made 3 retries, whereas the allowed value is only 2, so POM does not attempt the contact and the contact will move to fail state specified here as done.

Example 2

1. POM makes the first attempt to contact the customer and gets the completion code as Call Busy.
2. A retry is mentioned on Call Busy so the first retry will be made after 30 seconds. POM again gets the completion code as Call Busy.
3. Second retry will be made after 30 seconds. POM gets the completion code as Ring No Answer.
4. A retry is mentioned on Ring No Answer so the third retry will be made after 60 seconds. POM gets the completion code as Ring No Answer.
5. Fourth retry will be made after 60 seconds. POM gets the completion code as Ring No Answer.
6. While processing Ring No Answer POM has already made 4 retries whereas the allowed value is only 4, so POM does not attempt the contact and the contact will move to fail state specified here as done.

Example 3

1. POM makes the first attempt to contact the customer and gets the completion code as Ring No Answer.
2. A retry is mentioned on Ring No Answer so the first retry will be made after 60 seconds. POM again gets the completion code as Ring No Answer.
3. Second retry will be made after 60 seconds. POM gets the completion code as Call Busy.
4. While processing Call Busy POM has already made 2 retries whereas the allowed value is only 2, so POM does not attempt the contact and the contact will move to fail state specified here as done.

Examples of address looping

Consider the following examples of address looping in a campaign strategy.

Example 1

Consider you want to make a main attempt on phone 1 and 3 retries on phone 2, phone 3, and phone 4 respectively. To achieve this, do the following:

1. Use Phone 1 as address under the **Call** node.
2. Drag 3 addresses under **Retry**.
3. Select Phone 2 for first address, Phone 3 for second and Phone 4 for third.

Example 2

Consider you want to make 1 main attempt and 5 retries using 2 addresses in the sequence:

- Phone 1
- Phone 2
- Phone 1
- Phone 2
- Phone 1
- Phone 2

To achieve this, do the following:

1. Use Phone 1 as address under the **Call** node.
2. Drag 2 addresses under **Retry**.
3. Select Phone 2 for first address, and Phone 1 for second.

Example 3

Consider you want to make a main attempt on phone 1 and 4 retries on phone 2, phone 1, phone 3 and phone 3 respectively. To achieve this, do the following:

1. Use Phone 1 as address under the **Call** node.
2. Drag 4 addresses under **Retry**.
3. Select Phone 2 for first address, Phone 1 for second, Phone 3 for third and fourth.

Example 4

Consider you want to make a main attempt on phone 1 and 4 retries on 3 different numbers with a time restriction on second retry phone number. Also, the second retry phone number falls in the min and max time. To achieve this, do the following:

1. Use Phone 1 as address under the **Call** node.
2. Drag 3 addresses under **Retry**.
3. Select Phone 2 for first address, Phone 3 for second, and Phone 4 for third.
4. For Phone 3 address, set the min and max time.
5. Set the retry count to 4.
6. The retry sequence will be:
   - First retry to Phone 2.
   - Second retry to Phone 4.
   - Third retry to Phone 4.
   - Forth retry to Phone 2.

Consider the following examples of address looping when skip empty address looping is enabled.

Example 1

Consider one call attempt is made in the database with completion code set to Contact_Address_Empty. To achieve this, do the following:

1. Use Phone 1 as address under the **Call** node. The Phone 1 value is empty.
2. Drag a address under **Retry**.

SMS

Use the sms node to send SMS. The SMS node has 5 children nodes; Restrictions, Address, Sender's address, Applications, and ResultProcessors.

Note:

All mandatory properties of the node appear as bold. Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for SMS Delivered with the value of "Next State" property set to "done". The notifications and delivery receipts are considered as inbound traffic. For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is SMS.
Description	Use to specify the description for SMS node.
Sender's Address	Sender's Address defines the Sender's address that is displayed to the caller. If the Sender's address node is not added, then use this Sender's Address as Sender's address.
Min Contact Time	MinContactTime defines the earliest time when POM can send the SMS. So from 00:00 to Min Contact Time , you cannot send any SMS. You can send the SMS from Min Contact Time to either Max Contact Time, if set, or till 23:59. **Note:** If the Min Contact Time is greater than the Max Contact Time then the condition is reverse, that is , you can send SMS from Max Contact Time till 23:59 from the earlier day, and from 00:00 to Min Contact Time , the next day. For example, Min Contact Time is 23:00 and Max Contact Time is 05:00. Then you can send SMS from 23:00 to 23:59 on the earlier day and from 00:00 to 05:00 on the next day. Date and Time based comparisons use the date and time format specified in **Global Date Format** field.

Table continues…

Max Contact Time	Max Contact Time defines the time till when you can make calls. So from Max Contact Time to 23:59, you cannot send any SMS. You can send SMS, either from 00:00 or Min Contact Time, if set, till Max Contact Time. For example, if you are running a campaign and you do not want to send SMS after 8pm, you can set the Max Contact Time to 20:00:00.
Re-check Interval (min)	Use this to specify a time interval after which when a contact attempt is restricted because it matched some restriction of type 'temporary' it will be again checked for all the restrictions defined in that handler. If no value is specified for this parameter then it will be considered as 1 minute.
On Media Server Failure	On Media Server Failure has two values in the drop-down; retry or no_retry. If you choose retry, you can keep on trying to establish a connection with the media server. If you choose no_retry, then you can mark the disposition as Media_Server_Failure and move to the next contact.
Edit Description	Use to edit the description for the SMS node.
Applications	
SMS Application	The built-in POM application used for inbound SMS and delivery receipts.
Pacing Parameters	
SMS Pacing Type	Use to select the pacing type as None, Time-based, or Skill-based. **Note:** The *Skill Based* **Call Pacing Type** is not visible if you have installed POM in Oceana mode.
If you select the **SMS Pacing Type** as Time-based, you see the following additional fields:	
Pace	Use to specify the number of SMSs to send.
SMS Pace Time Unit	Use to specify the number of SMS to send for the selected time unit. You can specify the time unit in seconds, minutes, and hour. For example, 5 SMSs to be sent per minute.
If you select the **SMS Pacing Type** as skill-based, you see the following additional fields:	
Skill	Use to specify the inbound skill to monitor. If you disable the skill for pacing, while the skill-based campaign is running, the changes do not take effect immediately on the running campaign. You must stop the skill-based campaign manually and change the skill being monitored from the campaign strategy.
Parameter	Use to select a parameter for the skill based pacing.
Expected Wait Time	You can edit this property only when you select value **Expected Wait Time** in the **Parameter** property. You can select either **High**, **Med**, **Low**, or a combination of these values. When you click **SHOW SOURCE** button to view the `XML` file, the “ewtLevels” key value pair with selected levels is displayed on the screen.

Table continues…

Desired Value	Depending on the parameter you select, specify different values. For Expected Wait Time, specify a valid integer value between 1 to 7200. For Service Level , specify a valid integer value between 1 to 100 .For Avg Speed of Answer , specify a valid integer value between 1 to 1000 .For Queue Length, specify a valid integer value between 1 to 7200.
Initial Pace	Use to specify the number of SMSs POM can send in the **Pace Interval**.
Pace Interval	Use to specify the time unit for pacing.
Pacing Variation (%)	Use to specify the % value of pace using which the actual pacing is varied to match the maximum pace. POM also uses the value you specify to match or reduce the pacing to match to the initial pace.
Max Pace	Use to specify a maximum pace value with which the campaign can run. The value must be between 1 and 500000.
Edit Description	Use to change the description of the node.

Mail

Use the mail node to send an email message.

The Mail node has 6 children nodes; Restrictions, Address, Sender's address, Attachment, Application, and ResultProcessors.

The Application node under Mail node has AvayaNotify and CustomMail as child nodes.

In the Address node's Contact Attribute property, only the type email contact attributes are displayed in the drop-down list.

Note:

All mandatory properties of the node appear as bold. Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for Email Delivered with the value of "Next State" property set to "done". For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

The following table lists the properties of the node and their descriptions:

Property Name	Description
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Mail.
Description	Use to specify a description for the Mail node.
Sender's Address	Sender's Address defines the Sender's address that is displayed to the recipient. If the Sender's address node is not added, then use this Sender's Address as Sender's address. **Note:** POM does not support non-english language characters for this field.

Table continues…

Sender's Display Name	Use to specify the name displayed as the Sender's email id.
Reply To	Use to specify the address where the receiver sends a reply.
Min Contact Time	Min Contact Time defines the earliest time when POM can send the email message. So from 00:00 to Min Contact Time , you cannot send any email messages. You can send the email messages from Min Contact Time to either Max Contact Time, if set, or till 23:59. **Note:** If the Min Contact Time is greater than the Max Contact Time then the condition is reverse, that is , you can send email messages from Max Contact Time till 23:59 from the earlier day, and from 00:00 to Min Contact Time , the next day. For example, Min Contact Time is 23:00 and Max Contact Time is 05:00. Then you can send email messages from 23:00 to 23:59 on the earlier day and from 00:00 to 05:00 on the next day. Date and Time based comparisons use the date and time format specified in **Global Date Format** field.
Max Contact Time	Max Contact Time defines the time till when you can send email messages. So from Max Contact Time to 23:59, you cannot send any email messages. You can send email messages, either from 00:00 or Min Contact Time, if set, till Max Contact Time. For example, if you are running a campaign and you do not want to send email messages after 8pm, you can set the Max Contact Time to 20:00:00.
On Media Server Failure	On Media Server Failure has two values in the drop-down; retry or no_retry. If you choose retry, you can keep on trying to establish a connection with the media server. If you choose no_retry, then you can mark the disposition as Media_Server_Failure and move to the next contact.
Edit Description	Use to edit the description of the Mail node.
Applications	
Mail Application	The built-in POM application used for inbound email messages and the delivery receipts.
Pacing Parameters	
If you select the **Pacing Type** as Time-based you see the following additional fields:	
Pace	Use to specify the number of email messages POM can send per second. You can specify a value between 1 and 1000000.
Mail Pace Time Unit	Use to specify the pace interval. You can specify the value in seconds, minutes or hours.
If you select the **Pacing Type** as Skill-based you see the following additional fields. **Note:** The *Skill Based***Call Pacing Type** is not visible if you have installed POM in Oceana mode.	

Table continues…

Skill	Use to specify the inbound skill to monitor. If you disable the skill for pacing, while the skill-based campaign is running, the changes do not take effect immediately on the running campaign. You must stop the skill-based campaign manually and change the skill being monitored from the campaign strategy.
Parameter	Use to select a parameter for the skill based pacing.
Expected Wait Time	You can edit this property only when you select value **Expected Wait Time** in the **Parameter** property. You can select either **High**, **Med**, **Low**, or a combination of these values. When you click **SHOW SOURCE** button to view the `XML` file, the “ewtLevels” key value pair with selected levels is displayed on the screen.
Desired Value	Depending on the parameter you select, specify different values. For Expected Wait Time, specify a valid integer value between 1 to 7200. For Service Level , specify a valid integer value between 1 to 100 .For Avg Speed of Answer , specify a valid integer value between 1 to 1000 .For Queue Length, specify a valid integer value between 1 to 7200.
Initial Pace	Use to specify the number of SMSs POM can send in the **Pace Interval**.
Pace Interval	Use to specify the time unit for pacing.
Pacing Variation (%)	Use to specify the % value of pace using which the actual pacing is varied to match the maximum pace. POM also uses the value you specify to match or reduce the pacing to match to the initial pace.
Max Pace	Use to specify a maximum pace value with which the campaign can run. The value must be between 1 and 500000.
Edit Description	Use to change the description of the node.

Custom

A **Custom** node can be used under **Application** node. When a **Custom** node is used under **Application** node inside **Custom** action, POM uses the specified Java implementation to carry out custom action or result processing. When it is used under **Application** node inside a **Call**, **SMS**, or **Mail** action, you must select the built in Avaya Aura® Orchestration Designer application for the actions to be taken for calls, SMSs, or mails. You can also configure your own custom applications from **System Configuration** > **Applications**.

When you select **Custom** action in the **Application** node, and configure your own custom applications, then the custom application is invoked for a **Call**, **SMS**, or **Mail** action.

Important:

For custom **Call**, **SMS**, or **Mail** applications, ensure you provide the text that you want to send/play through calls, SMS or mail, in the custom application

Custom node does not have any child node.

Custom Mail action

A **CustomMail** node can be used in **Application** node of **Mail** action. When you use the **CustomMail** node in **Application** node of a **Mail** action, you must select the built in Avaya Aura® Orchestration Designer application for the actions to be taken for the e-mails. You can also configure your own custom applications from **System Configuration** > **Applications**. When you configure your own custom applications, then the custom application is invoked for the **Mail** action.

A **CustomMail** node does not have any child node. All mandatory properties of the node appear as bold.

Property	Value
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Custom.
Description	Use to specify a description for the Custom action
Application(e-mail)	Select the desired Avaya Aura® Orchestration Designer application from the drop down. An Avaya Aura® Orchestration Designer application shows up in the list only when it is configured as POM Application in Avaya Aura® Experience Portal. **Important:** For custom **Mail** application, ensure you provide the text that you want to send through e-mail, in the custom application

Custom SMS action

A **Custom** node can be used in **Application**, or in **Result** node of **SMS** action. When you use the **Custom** node in **Application** node of an **SMS** action, you must select the built in Avaya Aura® Orchestration Designer application for the actions to be taken for the SMSs. You can also configure your own custom applications from **System Configuration** > **Applications**. When you configure your own custom applications, then the custom application is invoked for the **SMS** action.

A **Custom** node does not have any child node. All mandatory properties of the node appear as bold.

Property	Value
Name	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Custom.
Description	Use to specify a description for the Custom action
Application(SMS)	Select the desired Avaya Aura® Orchestration Designer application from the drop down. An Avaya Aura® Orchestration Designer application shows up in the list only when it is configured as POM Application in Avaya Aura® Experience Portal. **Important:** For custom **SMS** application, ensure you provide the text that you want to send through SMS in the custom application

Attachment

Attachment node is used to send attachments with the mail. You can add up to 10 attachments. The total size of the attachments should be in the range supported by standard email exchange servers, that is, 10–25 MB. If the size of the attachments is very huge, the campaign can get stuck if you have retry enabled for the campaigns.

Ensure that the attached file does not have blank spaces in the file name.

Note:

All mandatory properties of the node appear as bold.

Attachment node is used as a container node for its only child node Url.

Property	Value
Name	Use to specify a name for the attachment node.
Description	Use to specify the description for the attachment node.
URL	Use to specify the location and name of the file to be sent as an attachment. The file must be accessible over http or must be a file available on the POM server. Specify the http url of the file or the file path. Specify the file path as `file:///<absolute path>` and ensure that you have the desired permission. For example, `file:////tmp/attachment/avya.jpg`

Creating campaign strategy by using a template

Procedure

1. In the navigation pane, select **POM** > **POM Home**.
2. In the content pane, select **Campaigns** > **Campaign Strategies**.
3. On the Campaign Strategies page, click **Add**.
4. In the **Name** field, type a name for the campaign strategy.
5. To create a strategy based on a predefined template, select the **Use Template** check box.
6. From the **Template** list, select the template that you want to use.

   POM displays the default and user-defined templates.

   Note:

   If you use default templates for creating campaigns, POM sets the allocation type for handlers to Dynamic. For more information on reserved and dynamic allocation of ports, see *Avaya Proactive Outreach Manager Overview and Specification*.
7. Click **Continue**.

Creating a user defined campaign strategy

Before you begin

Ensure that you install and enable the Adobe Flash Player.

Procedure

1. In the navigation pane, select **POM** > **POM Home**.
2. In the content pane, select **Campaigns** > **Campaign Strategies**.
3. On the Campaign Strategies page, click **Add**.
4. In the **Name** field, type a name for the campaign strategy.
5. **(Optional)** To create a strategy based on a predefined template, select the **Use Template** check box.
6. **(Optional)** From the **Template** list, select the template that you want to use.

   POM displays the default and user-defined templates.
7. Click **Continue**.

   POM displays the Campaign Strategy Editor page.
8. On the Campaign Strategy Editor page, do the following:
   a. To move a node from the **Selected Node** area to the **Campaign Strategy** area, click and drag the node from the **Selected Node** area, and drop the node in the **Campaign Strategy** area.

      To delete a node that you added, click **DELETE**.
   b. Click **SAVE**.

   POM adds your campaign strategy template in the list of the default and user-defined templates on the Campaign Strategies page.

Creating a completed campaign strategy from draft state

Procedure

1. In the left pane, click **POM > POM Home**.
2. Click **Campaigns > Campaign Strategies**.
3. Open any campaign strategy in draft state.
4. Drag all required nodes and set all required properties.
5. Click **Save**.

Creating a campaign strategy in a template state

Procedure

1. In the left pane, click **POM > POM Home**.
2. Click **Campaigns > Campaign Strategies**.
3. Click **Save As** for any completed campaign strategy.
4. Specify a name for the template.
5. Click **Save As Template**.

Creating a campaign strategy from a system template

Procedure

1. In the left pane, click **POM > POM Home**.
2. Click **Campaigns > Campaign Strategies**.
3. Click **Add** and give a name for the strategy.
4. Select **Use template** and select the system template to use from the template list.
5. Click **Continue** and drag the necessary nodes to complete the strategy.

Creating a campaign strategy in draft state

About this task

You can save a strategy in draft state if the strategy is incomplete or contains errors that need to be resolved. Strategies in draft state cannot be used in a campaign.

Procedure

1. In the left pane, click **POM > POM Home**.
2. Click **Campaigns > Campaign Strategies**.
3. Open any completed campaign strategy for editing.
4. Click **Save Draft** instead of **Save.**

   Alternatively, perform the following steps:
5. Open any campaign strategy in completed or template state.
6. Click **Save Draft**.

Note:

You can save a completed campaign strategy as a draft only if the campaign strategy is not used in any campaign.

Creating a campaign strategy for a call handler

About this task

Use this procedure to create a campaign strategy for voice calls using the **SimpleCall** template.

Procedure

1. In the left pane, click **POM > POM Home**.
2. Click **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. In the Template field, click **SimpleCall** .
7. Click **Continue**.
8. Select the **Call** node and select the application for the **Driver Application** property.

   Note:

   You must add the POMDriverApp application through the EPM application menu before you can use it.
9. Select the **Text Item** node, and specify the value for the **Text** property.
10. Click **Save**.

Creating a campaign strategy for an email handler

About this task

Use this procedure to create a campaign strategy for sending emails by using the **SimpleMail** template.

Procedure

1. In the navigation pane, click **POM > POM Home**.
2. Click **Campaigns > Campaign Strategies**.
3. Click **Add**.

4. Specify the name of the campaign strategy.
5. Select the **Use Template** check box.
6. In the Template field, click **SimpleMail**.
7. Click **Continue**.
8. Select the **Mail** node and do the following:
   a. Select the application for the **Mail Application** property.

      You must add the `AvayaPOMEmail` application through the EPM application menu before you use it.

   b. Specify a value for the **Sender's Address** property.
9. Select the **Text Item** node, and specify a value for the **Text** property.

   Ensure that the value of the **Next State** property of the **Result Processor** node is set to `wait`, and you have a **Result** handler for the email delivered with the value of the **Next State** property set to `done`. For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.
10. Click **Save**.

Creating a campaign strategy for an SMS handler

About this task

Use this procedure to create a campaign strategy for sending an SMS using the **SimpleSMS** template.

Procedure

1. In the left pane, click **POM > POM Home**.
2. Click **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. In the Template field, click **SimpleSMS**.
7. Click **Continue**.
8. Select the **Text Item** node, and specify a value for the **Text** property.

   Note:

   Ensure that the value of the **Next State** property of the Result Processor node is set to `wait`, and you have a Result handler for SMS Delivered with the value of the **Next**

State property set to `done`. For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

9. Click **Save**.

Creating time-based call campaign strategy

About this task

This section explains how to create a campaign strategy using the **Time Based Call** template.

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Time Based Call** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify the **Text** property.
9. Select the **Call** node and specify the **Call Applications** property as **PomDriverApp**.

   Note:

   You must add the PomDriverApp application through the EPM Application menu, before you can use it.

10. Specify the **Call Pace** value under the **Pacing Parameters**. You can specify any value between 1 and 1000000.
11. Specify the **Call Pace Time Unit** value in seconds, or minutes, or hours.
12. Click **Save**.

Creating time-based SMS campaign strategy

About this task

This section explains how to create a campaign strategy using the editor.

Procedure

1. In the left pane, select **POM > POM Home**.

2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Click **Continue**.
6. Select the **Text Item** node and specify the **Text** property.
7. Select the **SMS** node and specify the **SMS Applications** property as **AvayaPOMSMS**.

   Note:

   You must add the AvayaPOMSMS application through the EPM application menu, before you can use it.
8. Specify the **Sender's Address** as specified in the AvayaPOMSMS application through EPM application menu.
9. Select the **SMS pacing type** as Time Based.
10. Specify the **SMS Pace** value under the **Pacing Parameters**. You can specify any value between 1 and 1000000.
11. Specify the **SMS Pace Time Unit** value in seconds, or minutes, or hours.

    Note:

    Ensure that the value of **Next State** property of the Result Processor node is set to `wait` and you have a Result handler for SMS Delivered with the value of **Next State** property set to `done`. For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.
12. Click **Save**.

Creating time-based email campaign strategy

About this task

This section explains how to create a campaign strategy using the editor.

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Click **Continue**.
6. Select the **Text Item** node and specify the **Text** property.

7. Select the **Mail** node and specify the **Applications** property as **AvayaPOMEmail**.

   Note:

   You must add the AvayaPOMEmail application through the EPM Application menu, before you can use it.

8. Specify the **Sender's address** as specified in the AvayaPOMEmail application through EPM application menu.
9. Specify the **Email pacing type** as Time Based.
10. Specify the **Pace** value under the **Pacing Parameters**. You can specify any value between 1 and 1000000.
11. Specify the **Mail Pace Time Unit** value in seconds, or minutes, or hours.

    Note:

    Ensure that the value of **Next State** property of the Result Processor node is set to `wait` and you have a Result handler for Email Delivered with the value of **Next State** property set to `done`. For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

12. Click **Save**.

Creating a skill based call campaign strategy

About this task

This section explains how to create a call based campaign strategy using the **Skill Based Call** template.

If POM is configured in the CCElite mode, then the drop down for selecting the **Skill** value gives all skills with type as Inbound that you have added on POM using the CCElite configuration page. If POM is configured in the AACC mode, then the drop down for selecting **Skill** value gives all voice skills configured on AACC.

You cannot create a skill based call campaign strategy if you have configured POM in Oceana mode.

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Skill Based Call Template** from the **Template** drop-down list.

7. Click **Continue**.
8. Select the **Text Item** node and specify a value for the **Text** property.
9. Select the **Call** node and specify the **DriverApp** property as **POMDriver**.

   Note:

   You must add the POM Driver Application and other POM applications through the EPM Application menu, before you can use it.

10. Specify the **Skill** value.

    Note:

    The drop down list gives all skills with type as Inbound that you have added on POM using the CCElite configuration page.

11. Specify the **Parameter** value.
12. Specify the **Desired Value** value under the **Pacing Parameters**. You can specify an optimum value between 70 and 100%. This range can vary depending on the **Parameter** value you specify in step 11.
13. Specify the **Initial Pace** value. You can specify any value between 1 and 9999.
14. Specify the **Pace Interval** value. You can specify any value between 1 and 9999.
15. Specify the **Pacing Variation (%)** value.
16. Specify the **Maximum Pace** value.
17. Specify the **Contact Attribute** under the **Address** node.
18. Specify the **Text ID** property under the **Avaya Notify** node.
19. Specify the **Next State** property under the **ResultProcessors** node.
20. Click **Save**.

Creating skill-based SMS campaign strategy

This section explains how to create a skill-based SMS campaign strategy using the Skill Based SMS template.

Note:

You cannot create a skill based SMS campaign strategy if you have configured POM in Oceana mode.

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.

3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Skill Based SMS Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify a value for the **Text** property.
9. Select the **SMS** node and specify a value for the **SMS Application**.

   Note:

   You must add the SMS application through the EPM Application menu, before you can use it.

10. Select the **SMS** node and specify the **Pacing Parameters**.
11. Specify the **Skill** value.
12. Specify the **Parameter** value.
13. Specify the **Desired Value** value under the **Pacing Parameters**. You can specify an optimum value between 70 and 100%. This range can vary depending on the **Parameter** value you specify in step 12.
14. Specify the **Initial Pace** value. You can specify any value between 1 and 9999.
15. Specify the **Pace Interval** value. You can specify any value between 1 and 9999.
16. Specify the **Pacing Variation (%)** value.
17. Specify the **Maximum Pace** value.
18. Specify the **Contact Attribute** under the **Address** node.
19. Specify the **Text ID** property under the **Avaya Notify** node.
20. Specify the **Next State** property under the **ResultProcessors** node.

    Note:

    Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for SMS Delivered with the value of "Next State" property set to "done". For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

21. Click **Save**.

Selecting attributes for external selection

About this task

Use this procedure to select maximum five contact attributes that POM uses while creating a campaign.

POM sends the attributes in a selection request to an external system.

Before you begin

Enable the external selection feature in the global configuration settings.

For more information, see Manage global configuration page field descriptions on page 103.

Procedure

1. Log on to the Avaya Aura® Experience Portal web console with the administrator user role.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Campaign** > **Campaign Manager**.
4. On the Campaign Manager page, click **Add**.

   POM displays the Add a Campaign dialog box.
5. In the **Name** field, type the name of the campaign.
6. Select one of the following:
   - **New Campaign**
   - **Copy existing Campaign**
7. **(Optional)** To define a new campaign, select **New Campaign**.
8. **(Optional)** To use an existing campaign select **Copy existing Campaign**.
9. Click **Continue**.
10. On the Define Campaign page, select the parameters from the following to define the campaign:
    - **Name and Description**
    - **Campaign Strategy**
    - **Campaign type**
    - **Contact Record Assignment to Agent**
    - **Contact List**
    - **DNC Group**
    - **Context Store**
11. On the Define Campaign page, in the **External Selection** area, select the **External Selection** check box.
12. Click **Next**.

13. On the Manage Global Configuration page, do the following:
    - To move an entry from the **Available** list to the **Selected** list, select the entry and click the **move** icon.

      POM populates the **Available** list with the attributes of the contact list that you select.

      In case of an infinite campaign without a contact list, POM displays all attributes of all contact lists.
    - To move all entries from the **Available** list to the **Selected** list, click the **moveall** icon.
    - To move an entry from the **Selected** list to the **Available** list, select the entry and click the **remove** icon.
    - To move all entries from the **Selected** list to the **Available** list, click the **removeall** icon.
14. In the **Failsafe Timer (milliseconds)** field, type a value between 20 to 500.
15. Click **Next**.

Related links

Select attributes for external selection page field descriptions on page 359

Select attributes for external selection page field descriptions

Name	Description
Available	A list of the applicable contact attributes for the external selection request. The list of the available attributes varies with POM installation mode.
Selected	A list of the selected attribute for an external selection.

Button	Description
Move	To move the attribute to the **Selected** column. Attributes only from the **Selected** column are considered in attribute matching.
Move All	To move more than one attributes to the **Selected** column. You can move a maximum of five attributes.
Remove	To remove the attribute from the **Selected** column. You can remove attributes only from the **Selected** column.

Table continues…

Button	Description
Remove All	To remove more than one attributes from the **Selected** column.
Move to top	To move the attribute at the top of the list.
Move up	To move the attribute to up in the list.
Move down	To move the attribute to down in the list.
Move to bottom	To move the attribute at the bottom of the list.
Next	To go to the next page.
Finish	To create the campaign. The system displays the summary of the campaign that you created on the Campaign Creation Wizard-Summary page.
Failsafe Timer (milliseconds)	The time for which POM waits for the external selection system to respond to the selection request sent by POM.

Related links

Selecting attributes for external selection on page 358

Creating skill-based email campaign strategy

This section explains how to create a skill-based email campaign strategy using the Skill Based Mail template.

Note:

You cannot create a skill based email campaign strategy if you have configured POM in Oceana mode.

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Skill Based Mail Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify a value for the **Text** property.
9. Select the **Mail** node and specify a value for the **Mail Application**.

Note:

You must add the Mail application through the EPM Application menu, before you can use it.

10. Select the **Mail** node and specify the **Pacing Parameters**.
11. Specify the **Skill** value.
12. Specify the **Parameter** value.
13. Specify the **Desired Value** value under the **Pacing Parameters**. You can specify an optimum value between 70 and 100%. This range can vary depending on the **Parameter** value you specify in step 12.
14. Specify the **Initial Pace** value. You can specify any value between 1 and 9999.
15. Specify the **Pace Interval** value. You can specify any value between 1 and 9999.
16. Specify the **Pacing Variation (%)** value.
17. Specify the **Maximum Pace** value.
18. Specify the **Contact Attribute** under the **Address** node.
19. Specify the **Text ID** property under the **Avaya Notify** node.
20. Specify the **Next State** property under the **ResultProcessors** node.

    Note:

    Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for Email Delivered with the value of "Next State" property set to "done". For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

21. Click **Save**.

Creating a cruise control campaign strategy

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. Click **Campaigns** > **Campaign Strategies**.
3. Click **Add**.
4. In the name field, type a name of the campaign strategy.
5. Select the **Use Template** check box.
6. In the **Template** field, click **Cruise Control Template**.
7. Click **Continue**.

8. On the Campaign Strategy Editor page, do the following:
   a. Click the **Call** node.

      Note:

      You must add the POM Driver Application, Nailer application and other POM applications through the EPM Application menu, before you can use it.

   b. In the **Driver Application** field, click **POMDriver**.
   c. In the **Nailer Application** field, click the appropriate value.
   d. In the **Nuisance Call Application** field, click the appropriate value.
   e. In the **On Hold Application** field, click the appropriate value.
   f. In the **Desired Service Level** field, type an appropriate value between 70 and 100%.
   g. In the **Min. Agents** field, type an appropriate value between 0 and 9999.
   h. In the **Max. Agents** field, type an appropriate value between 1 and 9999.
   i. In the **Agent Outbound Skill** field, type an appropriate value.

      Note:

      If POM is configured in the CCElite mode, the drop-down list displays all skills that you have added as Outbound in POM on the CCElite configuration page. If POM is configured in the AACC mode, the drop-down list displays all POM outbound skills that you have configured on AACC.

   j. In the **ACW Time (sec)** field, type an appropriate value.
   k. In the **Default Completion Code** field, type an appropriate value.
   l. Click **Save**.

Creating expert call ratio campaign strategy

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. Click **Campaigns** > **Campaign Strategies**.
3. Click **Add**.
4. In the name field, type a name of the campaign strategy.
5. Select the **Use Template** check box.
6. In the **Template** field, click **Expert Call Ratio Template**.
7. Click **Continue**.

8. On the Campaign Strategy Editor page, do the following:
   a. Click the **Call** node.
   b. In the **Driver Application** field, click **POMDriver**.

      Note:

      You must add the POM Driver Application, Nailer application and other POM applications through the EPM Application menu, before you can use it.
   c. In the **Nuisance Call Application** field, click the appropriate value.
   d. In the **On Hold Application** field, click the appropriate value.
   e. In the **Expert Call Ratio Type** field, click the appropriate value.

      You can specify the value as either Agent Work Time or Agent Update Time.

      - If you select Agent Work Time, you can enter any value between 1 and 100. The optimum values are between 29 and 71.
      - If you select Agent Update Time, you can enter any value between 1 and 100. The optimum values are between 32 and 78.
   f. In the **Value (%)** field, type an appropriate value between 0 and 100.
   g. In the **Initial Hit Rate (%)** field, type an appropriate value.

      Tip:

      The Initial Hit Rate specifies the average number of calls per agent that the system makes during the first 5 minutes of the job. The initial hit rate is the number of call completes, compared with the call attempts. If you set the rate too low, between 20 and 30, the dialer can make more connects than the agents can handle. If you set the rate too high, above 70, the system can fail to make enough connections to keep the agents busy.
   h. In the **Maximum Hit Rate (%)** field, type an appropriate value between 1 and 100.
   i. In the **Min. Agents** field, type an appropriate value between 0 and 9999.
   j. In the **Max. Agents** field, type an appropriate value between 1 and 9999.
   k. In the **Agent Outbound Skill** field, type an appropriate value.

      Note:

      The drop-down list displays all skills that you added as Outbound in POM on the CCElite configuration page.
   l. In the **ACW Time (sec)** field, type an appropriate value.
   m. In the **Default Completion Code** field, type an appropriate value.
   n. Click **Save**.

Creating preview campaign strategy

About this task

This section explains how to create a campaign strategy using the **Preview** template.

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Preview Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Call** node and specify the **DriverApp** property as **POMDriver**.

   Note:

   You must add the PomDriverApp application, Nailer application and other POM applications through the EPM Application menu, before you can use it.
9. Select the **Text Item** node and specify the value for the **Text** property.
10. Specify the **Nuisance Call Application** value.
11. Specify the **On Hold Application** value.
12. Specify the **Timed Preview** value.
13. Specify the **Min. Agents** value. You can specify any value between 0 and 9999.
14. Specify the **Max. Agents** value. You can specify any value between 1 and 9999.
15. Specify the **Agent Outbound Skill** value.

    Note:

    The drop-down list displays all skills that you added as Outbound in POM on the CCElite configuration page.
16. Specify the **ACW Time (sec)** value.
17. Specify the **Default Completion Code** value.
18. Click **Save**.

Creating progressive campaign strategy

About this task

This section explains how to create a campaign strategy using the **Progressive** template.

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Progressive Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Call** node and specify the **DriverApp** property value as **POMDriver**.
9. Specify the **Nailer** application value as **Nailer**.

   Note:

   You must add the PomDriverApp, Nailer and other POM applications through the EPM Application menu, before you can use it.
10. Specify the **Nuisance Call Application** value.
11. Specify the **On Hold Application** value.
12. Specify the **Over Dial Ratio** value. You can specify any value between 1 and 100.
13. Specify the **Min. Agents** value. You can specify any value between 0 and 9999.
14. Specify the **Max. Agents** value. You can specify any value between 1 and 9999.
15. Specify the **Agent Outbound Skill** value.

    Note:

    The drop-down list displays all skills that you added as Outbound in POM on the CCElite configuration page.
16. Specify the **ACW Time (sec)** value.
17. Specify the **Default Completion Code** value.
18. Click **Save**.

Creating a campaign strategy from multiple addresses retry template

About this task

This section explains how to create a campaign strategy for multiple addresses retry using the template. You can use the multiple addresses retry template to give alternate contact details and for POM to try connecting using more than one address. For example, if you have specified 2 phone numbers, and you want POM to try establishing a connection using both the numbers, you can use the multiple addresses retry template.

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select the **Multiple Addresses Retry Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify a value for the **Text** property.
9. Select the **Call** node and specify the **Driver Application** property as *POMDriver*.

   Note:

   You must add the POMDriver application through the EPM Application menu before you use the POMDriver application.
10. Select the **Address** node and specify the **Contact Attribute** value.
11. Select the **Result Processor** node and specify the **Next State** and **Custom Processor** values.
12. Select the **Result (Answer Human)** node and specify the **Value** and **Next State** values.
13. Select the **Retry** node and specify the **Count**, **Interval (sec)**, and **FailState** values. You can specify any value from 1 to 100 for the **Count** property, and any value from 0 to 172800 seconds for the **Interval (sec)** property.

Creating a campaign strategy from multiple channel selector template

About this task

This section explains how to create a campaign strategy for multiple channel selection using the template. To specify any condition and then change the behavior of the campaign, you can do that using the multiple channel selector template. For example, to make voice calls from 9 a.m to 5 p.m, and then after 6 p.m., you want to send SMS to the contact, you can make use of the multiple channel selector. You can choose the selector node and specify a condition under that node.

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select the **Multiple Channel Selector** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify a value for the **Text** property.

Importing campaign strategy

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. On the Campaign Strategies page, click **Import**.

   You can only import a .xml file which you export from the POM environment. You cannot import a file after making changes to the file. After imported, POM saves the strategy in a draft state.
4. Make changes in the campaign strategy to suit your requirements and save the strategy.

Exporting campaign strategy

Procedure

1. In the left pane, select **POM > POM Home**.

2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click on the Campaign Strategies page.

   The system displays a dialog box.
4. Save the file in the file location.

   You can view the exported file in an editor or import it on a POM system.

Editing a campaign strategy

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click any campaign strategy name.

   The system opens the campaign strategy in the editor.

   Note:

   If any running job uses the campaign strategy and if you edit the strategy, the changes are applied only when the running job is paused and resumed or you run a new job.

Deleting a campaign strategy

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Select the campaign strategy to delete and click **Delete**.
4. On confirmation popup, click **Yes**.

   Note:

   You cannot delete a campaign strategy if it is used in any campaign. You have to remove the association with the campaign to delete the campaign strategy.

Silence Call Detection

Silence Call Detection overview

This feature provides different methods to handle a call when the platform does not detect voice energy.

In POM, when an outbound call connects, the call is either answered by the customer, an answering machine, or passes through the call classification timeouts. After a call is answered and no voice energy is detected, MPP generates a Call Classification Analysis (CCA) timeout event. This event enables POM to mark the call as Answer Human. Answer Human is the same as the customer answering a call.

On CCA timeout, the resulting action occurs based on the following configuration of the silence call parameter:

- Silence call detection ON — POM defines the call flow in the contact strategy.
- Silence call detection OFF — POM classifies the call as Answer Human.

The customer has an option to configure different actions for a silence call.

Based on the configuration, if POM detects a silence call, POM performs one of the following actions:

- Connects a call to the agent.
- Runs an application.
- Disconnects the call and attempts to connect the call on another phone.

Configuring Silence Call Detection

About this task

Silence Call Detection option is present under Call Classification Analysis (CCA) Parameters for a call node.

Before you begin

Silence Call Detection can only be configured if:

- Enhanced CCA parameter is ON.
- Pacing type is Progressive, Cruise Control, or Expert Call Ratio.
- Compliance timers are disabled.
- Strict Nuisance Reporting parameter is OFF.

Procedure

1. Log in to Avaya Aura® Experience Portal.
2. Click **POM** > **POM Home** > **Campaigns** > **Campaign strategies**.

Campaign strategy is displayed.

3. Click the required campaign strategy.
4. In the **CCA Parameters** area, set the **Silence Call Detection (SCD)** feature to ON.
5. Add a result node to handle the silence call and provide an action. Silence Detected completion code is available in the result node.

   The following nodes are available in result node to provide an action for a silence call.

   - Retry - Retry the call.
   - Agent - Provide the details of an agent to whom the call has to be routed.
   - Application - Execute an application, such as, play notification, play notification text and route call to an agent.

Chapter 23: Campaign Pacing

Campaign Pacing overview

Use pacing to control the distribution of number of calls, SMS, or emails you want the POM system to make or send depending upon availability of the resource like ports, licenses and agents. POM supports time-based and skill-based pacing for call, SMS and email.

POM supports various modes of pacing for agent campaigns such as preview, progressive, and predictive campaign.

Time-based pacing for automated voice campaigns

Use the time-based pacing to control the number of calls the system makes per second, minute, or hour. You can specify the pacing type in the Call node of the campaign strategy.

Time-based pacing for SMS campaigns

Use the time-based pacing for SMS to monitor and control the number of SMS the system sends per second, minute, or hour. You can specify the pacing type in the SMS node of the campaign strategy.

Time-based pacing for email campaigns

Use the time-based pacing for email to monitor and control the number of emails the system sends per second, minute, or hour. You can specify the pacing type in the Mail node of the campaign strategy.

Skill-based pacing for campaigns

You can use skill-based pacing with Call Center Elite or with Avaya Aura ® Contact Center (AACC). Skills are monitored using Call Management System (CMS) for Call Center Elite. To use skill-based pacing for campaigns with AACC, configure the skills on AACC. For more information about configuring and creating skills in AACC, see *Avaya Aura® Contact Center Proactive Outreach Manager Integration* documentation.

The inbound skills on Call Center Elite are monitored and are used to control the rate of outbound calls or SMS or emails. You must map the skills from the CMS to the skills created in POM and then POM accordingly varies the outbound call, SMS, or email flow based on the traffic on the inbound skill.

Note:

To create and run skill based campaigns using Call Center Elite, you must configure RT Socket on the CMS server. While configuring the RT Socket to send CMS real time data to POM server, ensure you use the *tvi1* report format.

You can use the skill based pacing to control the rate of the outbound calls, SMS, or emails based on certain inbound parameters. The parameters are queue length, expected wait time, average speed of answer, and % answered within service levels.

You can select the **EWTLevel** values as either **High**, **Med**, **Low**, or combination of any of these three values while configuring skill based pacing in a campaign strategy. For cases where you select more than one **EWTLevel** values, the maximum of the selected **EWTLevel** values is used to make the decision by comparing the value against the configured threshold value. If the maximum value of selected **EWTLevel** is higher than desired level, then the pacing will be decreased, else the pacing will be increased.

If the queue length, or the average speed of answer, or the maximum value of the selected EWTLevel is higher than the desired value, then the pacing is decreased, else the pacing is increased. However, if the service level parameter value is higher than the desired value, then the pacing is increased, else the pacing is decreased. Consider the following example to understand how POM increases or decreases the pace:

Consider you have created a skill based campaign strategy CS1 for handling calls, with configurations as shown in the following table:

Parameter	Value
Parameter	Queue Length
Desired Value	3
Initial Pace	1
Pace Interval	MINUTE
Pacing Variation (%)	50
Max Pace	5

As per the configurations, POM will start pacing with initial pace 1 per minute and control the outbound calls based on the **Queue Length** parameter. POM keeps calculating the pace after every 2 seconds and increases or decreases the pace depending upon the **Parameter** and **Desired Value**. POM considers the **Pacing Variation (%)** value for increasing or decreasing the pace. To increase the current pace, the POM adds the **Pacing Variation (%)** to the current pace value. To decrease the current pace, POM subtracts the **Pacing Variation (%)** from the current pace value. POM considers the maximum and minimum pace values while adjusting the pace. The minimum pace value is 1.

The following table illustrates how POM adjusts the pace after every 2 seconds depending upon the strategy configurations:

Table 4: Pacing behavior for parameter Queue length

Queue length received from AACC/CMS	Current Pace (per min)	Pacing behavior	Updated Pace (per min)
1	1	The queue length is less than the desired value, and the current pace is less than the max pace value. So, POM increases the pace.	1 + 0.5 = 1.5. Considering the floor value, updated pace is 2.
2	2	The queue length is less than the desired value, and the current pace is less than the max pace value. So, POM increases the pace.	2 + 1 = 3.
3	3	The queue length is equal to the desired value, and the current pace is less than the max pace value. So, POM increases the pace.	3 + 1.5 = 4.5. Considering the floor value, updated pace is 5.
3	5	The queue length is equal to the desired value, but the current pace is also equal to the max pace value. So, POM does not change the pace.	5
4	5	The queue length is greater than the desired value. So, POM decreases the pace.	5 - 2.5 = 2.5. Considering the floor value, updated pace is 3.
5	3	The queue length is greater than the desired value, and the current pace is greater than the min pace value. So, POM decreases the pace.	3 - 1.5 = 1.5. Considering the floor value, updated pace is 2.

Table continues…

Queue length received from AACC/CMS	Current Pace (per min)	Pacing behavior	Updated Pace (per min)
5	2	The queue length is greater than the desired value, and the current pace is greater than the min pace value. So, POM decreases the pace.	2 - 1 = 1
5	1	The queue length is greater than the desired value, but the current pace is equal to the min pace value. So, POM does not change the pace.	1

Consider the following example to understand how POM increases or decreases the pace if you select either LOW, or Med, or High as the **EWT Level**:

Table 5: Pacing behavior for parameter Expected Wait Time (EWT)

Parameter	Value
Parameter	Expected Wait Time
EWT Level	Med
Desired Value	3
Initial Pace	1
Pace Interval	MINUTE
Pacing Variation (%)	50
Max Pace	5

As per the configurations, POM will start pacing with initial pace 1 per minute and control the outbound calls based on the **Expected Wait Time** parameter. POM calculates the pace after every 2 seconds and increases or decreases the pace depending upon the **Parameter** and **Desired Value**. POM considers the **Pacing Variation (%)** value for increasing or decreasing the pace. To increase the current pace, POM adds the **Pacing Variation (%)** to the current pace value. To decrease the current pace, POM subtracts the **Pacing Variation (%)** from the current pace value.

POM considers the maximum and minimum pace values while adjusting the pace. The minimum pace value is 1.

The following table illustrates how POM adjusts the pace after every 2 seconds depending upon the strategy configurations:

Table 6: Pacing behavior for parameter Expected Wait Time (EWT) with EWT Level value Med

EWT Level Med Value received from CMS RTS Socket	Current Pace (per min)	Pacing behavior	Updated Pace (per min)
1	1	The EWTLevel value is less than the desired value, and the current pace is less than the max pace value. So, POM increases the pace.	1 + 0.5 = 1.5. Considering the floor value, updated pace is 2.
2	2	The EWTLevel value is less than the desired value, and the current pace is less than the max pace value. So, POM increases the pace.	2 + 1 = 3
3	3	The EWTLevel value is equal to the desired value, and the current pace is less than the max pace value. So, POM increases the pace.	3 + 1.5 = 4.5. Considering the floor value, updated pace is 5.
3	5	The EWTLevel value is equal to the desired value, but the current pace is also equal to the max pace value. So, POM does not change the pace.	5
4	5	The EWTLevel value is greater than the desired value. So, POM decreases the pace.	5 - 2.5 = 2.5. Considering the floor value, updated pace is 3.
5	3	The EWTLevel value is greater than the desired value, and the current pace is greater than the min pace value. So, POM decreases the pace.	3 - 1.5 = 1.5. Considering the floor value, updated pace is 2.

Table continues…

EWT Level Med Value received from CMS RTS Socket	Current Pace (per min)	Pacing behavior	Updated Pace (per min)
5	2	The EWTLevel value is greater than the desired value, and the current pace is greater than the min pace value. So, POM decreases the pace.	2 - 1 = 1
5	1	The EWTLevel value is greater than the desired value, but the current pace is equal to the min pace value. So, POM does not change the pace.	1

Consider you select a combination of LOW, or Med, or High values. For example, if you select the EWTLevel as Low and Med, then POM considers the maximum of EWTLevel values to increase or decrease the pace as follows:

Table 7: Pacing behavior for parameter Expected Wait Time (EWT)

Parameter	Value
Parameter	Expected Wait Time
EWT Level	Low, Med
Desired Value	3
Initial Pace	1
Pace Interval	MINUTE
Pacing Variation (%)	50
Max Pace	5

As per the configurations, POM will start pacing with initial pace 1 per minute and control the outbound calls based on the **Expected Wait Time** parameter. POM keeps calculating the pace after every 2 seconds and increases or decreases the pace depending upon the **Parameter** and **Desired Value**. POM considers the **Pacing Variation (%)** value for increasing or decreasing the pace. To increase the current pace, POM adds the **Pacing Variation (%)** to the current pace value. To decrease the current pace, POM subtracts the **Pacing Variation (%)** from the current pace value.

POM considers the maximum and minimum pace values while adjusting the pace. The minimum pace value is 1.

The following table illustrates how POM adjusts the pace after every 2 seconds depending upon the strategy configurations:

Table 8: Pacing behavior for parameter Expected Wait Time (EWT) with EWT Level value Low, Med

EWT Level Values received from CMS RTS Socket		Current Pace (per min)	Pacing behavior	Updated Pace (per min)
Low	Med			
1	1	1	POM considers the maximum of EWTLevel values. In this case, since both the values are same, the EWTLevel value considered will be 1. The EWTLevel value is less than the desired value, and the current pace is less than the max pace value. So, POM increases the pace.	1 + 0.5 = 1.5. Considering the floor value, updated pace is 2.
2	1	2	POM considers the maximum of EWTLevel values, which, in this case is 2. The EWT value is less than the desired value, and the current pace is less than the max pace value. So, POM increases the pace.	2 + 1 = 3
2	3	3	POM considers the maximum of EWTLevel values, which, in this case is 3. The EWTLevel value is equal to the desired value, and the current pace is less than the max pace value. So, POM increases the pace.	3 + 1.5 = 4.5. Considering the floor value, updated pace is 5.

Table continues…

EWT Level Values received from CMS RTS Socket		Current Pace (per min)	Pacing behavior	Updated Pace (per min)
2	3	5	POM considers the maximum of EWTLevel values, which, in this case is 3. The EWTLevel value is equal to the desired value, but the current pace is also equal to the max pace value. So, POM does not change the pace.	5
4	2	5	POM considers the maximum of EWTLevel values, which, in this case is 4. The EWTLevel value is greater than the desired value. So, POM decreases the pace.	5 - 2.5= 2.5. Considering the floor value, updated pace is 3.
5	4	3	POM considers the maximum of EWTLevel values, which, in this case is 5. The EWTLevel value is greater than the desired value, and the current pace is greater than the min pace value. So, POM decreases the pace.	3 - 1.5 = 1.5. Considering the floor value, updated pace is 2.

Table continues…

EWT Level Values received from CMS RTS Socket		Current Pace (per min)	Pacing behavior	Updated Pace (per min)
4	2	2	POM considers the maximum of EWTLevel values, which, in this case is 4. The EWTLevel value is greater than the desired value, and the current pace is greater than the min pace value. So, POM decreases the pace.	2 - 1 = 1
2	5	1	POM considers the maximum of EWTLevel values, which, in this case is 5. The EWTLevel value is greater than the desired value, but the current pace is equal to the min pace value. So, POM does not change the pace.	1

Call pacing for agent-based campaigns

Call pacing methods are used for agent- based campaigns to control the call rate based on the availability of agents.

The pacing methods are:

- Predictive Expert Calling Ratio: You can use this method to optimize the use of agents, or manage and change call handling time, or place as many calls as possible during the job. Expert Calling Ratio allows you to change the way POM determines when to place the next call while a job is running.

  An administrator sets parameters of Predictive Expert Calling Ratio campaign for efficient agent utilization and better calling speed.

  The parameters of Predictive Expert Calling Ratio campaign are as follows:

  - **ECR update probability**
  - **Expert Call Ratio Type**
  - **Minimum Hit Rate**

Alternatively, you can use a cruise control algorithm which automatically ensures efficient agent utilization and better calling speed and maintaining the desired service level as mentioned in the campaign strategy and Real Time Monitor per job setting.

- Predictive Cruise Control: You can use this method to limit abandoned or nuisance calls while maximizing the agent utilization (AU). Cruise control automatically maintains the service level of outbound dialing during a job and connects the calls to agents within a specified time period. During the job, you do not have to monitor or change the call pacing settings. The algorithm tries to maximize the AU while maintaining the service level. So in some extreme conditions such as low hit rate, the AU drops.

  For the minimum agent requirement to achieve efficient agent utilization for Predictive Cruise Control type of pacing, see the *Agent Utilization* section.
- Progressive: You can use this method to ensure that for each call that POM launches, an agent is available. This method ensures that nuisance calls are minimal, but also reduces the agent utilization. The pace of the job is slow as the system keeps waiting for an agent. The system does not do over dialing using forecasting as for predictive methods. You can accelerate the pacing by defining the overdial ratio as more than 1. For example, if you set the ratio as 1, POM launches 1 call for each available agent.

  For Progressive type of pacing, there is no minimum agent attachment requirement.
- Preview: You can use this method if you want the agent to preview the customer record before dialing. This helps in better customer service.

  Also, for Preview type of pacing, there is no minimum agent attachment requirement.

Note:

POM uses REFER and Replaces SIP extensions to connect the customer call with the agent nail-up in case of Progressive & Predictive type of campaigns and for Consult, Transfer and Conference functionality for all type of campaigns.

POM has the following port utilization for different dialing types:

- Preview: 2 ports.
- Predictive: 2 ports + 1 port (INVITE/REPLACE).
- Progressive: 2 ports + 1 port (INVITE/REPLACE).

Consult/Conference/Transfer scenarios will require extra ports. For more details on ports, refer the Sizing tool.

Custom pacing for all automated voice campaigns

You can use the web services, `SetMaxAttemptsCountForTask` and `GetActiveJobTaskIdForTask` for custom pacing. For more information on the web services, see *Developer Guide for Proactive Outreach Manager.*

Reset Cruise Control Pacing Parameters

As per legal compliance requirements, the number of nuisance calls should not go beyond three percent for each day. You must reset the cruise control parameters to support the per day nuisance limit for the cruise control algorithm. POM resets these parameters for the jobs based on

the user defined inputs. You must configure all the values of these parameters in database. You must update the pim_config table for following parameters:

- ResetPacingParamTimeZone: ResetPacingParamTimeZone is the timezone for which you want to reset the pacing parameters. Time zone values should be Java Time zone IDs. In case of DST, you must provide time zone id such that it considers the DST changes. Default Value is Europe/London.
- PacingParamResetType: PacingParamResetType parameter can have two values:
  - AfterNHours: Use this to reset after ‘n’ number of hours from start of the job. You can configure number of hours in ResetPacingParamDuration parameter. Use the value ‘0’ to reset the pacing parameters after ’n’ number of hours.
  - midNight: Use this to reset the pacing parameters every midnight at 12:00 AM. Use value ‘1’ to reset the pacing parameters every midnight.

  The default value of parameter PacingParamResetType is 0.
- ResetPacingParamDuration: Set this value if you are setting the PacingParamResetType to “AfterNHours”. The ResetPacingParamDuration value indicates after how many hours you must reset the pacing parameters. The default value is 0, which means, do not reset the pacing parameters.

Chapter 24: Campaigns

Campaigns overview

A campaign delivers a specific message to all contacts through selected channels such as email, SMS, voice, and custom.

POM provides a Web-based wizard to create agent-based campaigns or automated agentless campaigns. A campaign has a name, a campaign strategy, and one or more contact lists.

To run agent-based campaigns, a SIP and a Campaign Manager connection is mandatory. Ensure you have enough SIP ports reserved for POM applications and campaigns. Voice notification campaigns can run without Campaign Manager if SIP Proxy is available. Email and SMS notifications can stand alone without SIP or Campaign Manager.

Note:

For agent-based campaign, for CCA to detect answer machine and then stop those calls from getting patched with live agent, ensure you disable the compliance timers. CCA also gets more time to detect answer machine or answer human which improves the detection percentage. For more information about compliance timers, see *Enable Compliance Timers* on Media Servers and Media Specific Parameters page field descriptions on page 399.

You can associate contact lists with campaigns. The campaigns run based on the records in the contact list. You can have more than one contact lists associated with a campaign.

Campaigns can be of two types: finite and infinite campaigns. Finite campaigns stop after processing all contacts or when the campaigns meet the specified finish criteria. An infinite campaigns does not stop after processing the contacts associated with it, you cannot specify a finish criteria for infinite campaign. You must stop the infinite campaign manually. Use infinite campaigns to send unplanned notifications, and insert contacts dynamically using POM Web services.

Optionally, you can set filter criteria on the contact lists. If you specify a filter criteria, POM applies the criteria at the beginning of a campaign and selects only those contacts meeting the specified criteria.

You can define and associate one or more custom completion codes with a campaign when you need some user input. For example, if you have a blood donation campaign, when the potential donor answers the telephone, POM plays a custom Avaya Aura® Orchestration Designer application with a message that prompts the potential donor to press 1 if interested, or 2 if not interested. On pressing 1 or 2, the Avaya Aura® Orchestration Designer application updates the

appropriate completion code (Interested in Blood Donation, Not interested in Blood Donation) using Pluggable Data Connector (PDC).

A campaign can end naturally after processing all contacts or you can specify following criteria to end the campaign:

- Goal-based campaign: This campaign stops after receiving an expected number of responses from contacts. For example you can stop a campaign when the amount collected exceeds 30000. In case of goal based campaigns, the termination of campaign is decided based on the value of the attribute specified. For example, a collection type of campaign can be terminated if the amount collected is >=30000. In such cases, if the amount collected attribute is present in more than one contact lists, the goal based campaign calculates the value amount collected attribute across all contact lists and then terminates the campaign when the criteria is achieved. If you want to set different goals for different campaigns where only contact list associated with the campaign is considered, then use distinct attribute across contact lists.
- Time-based campaign: This campaign stops after running for a specific time duration. For example, you can stop a campaign after 12 hours.
- Completion code-based campaign: This campaign stops after the campaign achieves a specific completion code condition. For example, you can stop a blood donation campaign after you receive 50 “AcceptedResponse” completion codes.

  Note:

  While scheduling a campaign with a completion code-based finish criteria, ensure that you set the archival at the job end.

  For campaigns having agents with completion code based finish criteria, if system completion codes are used as completion criteria for a campaign, then the campaign might not finish execution after meeting the criteria. Because completion codes are overwritten based on completion codes given by an agent.

After you create a campaign, you can schedule it to run at a specified date and time or run immediately. You can run the campaigns once or multiple times. For example, a birthday campaign can run daily, or a credit card notification campaign can run on every Monday. For recurring campaigns, the frequency of recurrence can be daily, or weekly, or monthly, or you can customize it to suit your requirement.

Note:

You cannot create multiple job instances for the same campaign. POM allows you to create another job instance of the same campaign only if the job state is **Completed, Creating History**.

You can monitor an active campaign and you can pause, resume, or stop the campaign from the POM monitor.

The POM monitor displays different job states. There can be multiple job states. The valid values are:

- Job Queued: The job is queued for running. The job does not perform any dialing operations.

- Job Active: The job is running and is performing dialing operations.
- Job Completed, Creating History: The job has stopped dialing the records and is creating reports related information in the database. The job has completed dialing all records and there are no more records for dialing.
- Job Pause: The user initiated a pause action on the job. After this state, the job moves to the Pausing state.
- Job Pausing: The job is pausing the dialing. After this state, the job moves to the Paused state.
- Job Paused: The job is paused and is not dialing any records. In case of agent-based campaigns, all agents are released from the job.
- Running, Filter In Progress: The job is filtering the records as per the filter criteria, and the contact attempts are also in progress.
- Queued, Filter In Progress: The job is filtering the records as per the filter criteria and the contact attempts have not started yet.
- Job Resumed: The user initiated a resume action on the job. After this state, the job moves to the Active state.
- Job Stop: The user initiated a stop action on the job. After this state, the job moves to the stopping state.
- Stopped, Callback: The user stopped the job and the job is waiting for callback records to complete.
- Stop, StoppedCallback: The user initiated a stop action on the job which is in StoppedCallback state.
- Job Stopped: The user stopped the job and the job does not perform any dialing operations.
- Job Stopping: The job is stopping the dialing. After this state, the job moves to the Stopped state.
- Callback: The job has completed attempts on all the contacts except the callbacks. A job in callback state has only callbacks waiting for their attempt time to arrive.

There can be more than one job states for a single job. For example, a job can be in Running, Filter in Progress state which means that the job is dialing records and also filtering the records as per the selection criteria mentioned in the Campaign Creation Wizard and Campaign Strategy. Another example can be that a job can be in Completed, Creating History state which means that the job has completed dialing all records and there are no more records for dialing, and the job moves the records to the archival state.

A global user has access to all campaigns across organizations. An Org user has access to campaigns that users create, belonging to the specific organization.

Note:

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user

who belongs to an organization created in Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.

Campaign restrictions: As a POM administrator, you have the rights to set campaign restrictions at the highest level while creating campaigns. These restrictions are applicable to all campaigns. If you meet the criteria specified in the restriction, the system does not attempt the contact and updates the contact with a completion code as Restricted DNC or Restricted Other.

You can override the campaign restrictions at the campaign level while defining the campaign strategies.

For example, if you have set a campaign restriction to not call a contact registered in the Do Not Call (DNC) list, you can override the restriction for a specific contact at the campaign level.

Related links

POM shipped applications overview on page 95
Filtering and sorting records dynamically on page 554

2 way SMS and e-mail campaigns

In addition to creating voice, SMS, email campaigns, you can also create 2 way SMS and email campaigns. These campaigns help you to send and receive responses and you can then take appropriate actions based on different conditions. You must make appropriate changes or create campaign strategies in specific manner to use 2 way SMS and email campaigns. POM uses Web services to enable the 2 way communication. POM provides stock applications for both SMS and email. The applications receive SMS, email responses then update the attribute value, and completion code for the specific POM contact.

Campaign strategy related changes for 2 way SMS and e-mail campaigns

To use POM's functionality to send and receive SMS and email, use the SMS and Mail nodes and select the POM shipped application in the property node.

If you have your own custom SMS or email application, use the Custom node under the SMS Handler or the Mail Handler, and then specify the name and the application. For SMS campaigns, you see only the SMS related applications under the Custom node. For email campaigns, you see only email related applications under the Custom node. You can also use the Selector node to help POM take decisions based on the response to the SMS or email campaigns.

Note:

You must configure the SMS and email applications before creating the campaign strategy.

Configuring external selection settings

About this task

Use this procedure to enable POM to display contact list attributes.

Procedure

1. Log on to the Avaya Aura® Experience Portal web console with the administrator user role.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Configurations** > **Global Configurations**.

   POM displays the Manage Global Configuration page
4. In the **Agent settings** area, select the **External Selection** check box.
5. Click **Apply**.

Result

The agent manager invokes the selection class from an external system. This external system is connected to POM.

Selecting attributes for external selection

About this task

Use this procedure to select maximum five contact attributes that POM uses while creating a campaign.

POM sends the attributes in a selection request to an external system.

Before you begin

Enable the external selection feature in the global configuration settings.

For more information, see Manage global configuration page field descriptions on page 103.

Procedure

1. Log on to the Avaya Aura® Experience Portal web console with the administrator user role.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Campaign** > **Campaign Manager**.
4. On the Campaign Manager page, click **Add**.

   POM displays the Add a Campaign dialog box.
5. In the **Name** field, type the name of the campaign.
6. Select one of the following:
   - **New Campaign**

- **Copy existing Campaign**

7. **(Optional)** To define a new campaign, select **New Campaign**.
8. **(Optional)** To use an existing campaign select **Copy existing Campaign**.
9. Click **Continue**.
10. On the Define Campaign page, select the parameters from the following to define the campaign:
    - **Name and Description**
    - **Campaign Strategy**
    - **Campaign type**
    - **Contact Record Assignment to Agent**
    - **Contact List**
    - **DNC Group**
    - **Context Store**
11. On the Define Campaign page, in the **External Selection** area, select the **External Selection** check box.
12. Click **Next**.
13. On the Manage Global Configuration page, do the following:
    - To move an entry from the **Available** list to the **Selected** list, select the entry and click the **move** icon.

      POM populates the **Available** list with the attributes of the contact list that you select.

      In case of an infinite campaign without a contact list, POM displays all attributes of all contact lists.
    - To move all entries from the **Available** list to the **Selected** list, click the **moveall** icon.
    - To move an entry from the **Selected** list to the **Available** list, select the entry and click the **remove** icon.
    - To move all entries from the **Selected** list to the **Available** list, click the **removeall** icon.
14. In the **Failsafe Timer (milliseconds)** field, type a value between 20 to 500.
15. Click **Next**.

Related links

Select attributes for external selection page field descriptions on page 359

Configuring the SMS delivery and CAV for 2 way SMS campaigns

Procedure

1. From the left pane, select **System Configuration > Application** and click **Add**.
2. Select the **Type** as SMS and click **Continue**.
3. Ensure that the message type for the SMS application is Regular and Delivery.
4. Ensure that the application type is Inbound with a valid short code number associated with the application.
5. Specify the URL as *https://<application server ip>:port-number-configured-onpom-server/<AvayaPOMSMS>/Start* Application Type=SMS, Inbound Type
6. Select the option button **Yes** for **Notification Enabled**, and specify the notification URL. The notification URL and the application URL must be same.
7. Specify the following CAV's for the SMS applications:
   a. Web Service IP Address [Primary] or [Secondary] (IP address where the POM Web service is located)
   b. Completion Code (the completion code to update on receiving an SMS response)
   c. Attribute Value (the attribute value to update on receiving an SMS response)
   d. Campaign Name (the name of the campaign in which the application is used)
   e. SMS Dialing Code to Ignore (the possible phone or SMS prefix added by operator or POM respectively)

Configuring custom SMS application

You can configure a custom application to handle the SMS notifications and delivery.

Procedure

1. Ensure you add the custom application through EPM by specifying the following:
   a. In the left pane, select **System Configuration > Applications**, and click **Add**.
   b. Specify a name for the custom application, and select the **Type** as SMS, and click **Continue**.
   c. Specify the **Message Type** as Regular.
   d. Specify the URL as *https://<application server ip>:port-number-configured-on-application-server/AvayaPOMSMS/Start Application Type = SMS, Inbound Type*
   e. Select the option button **Yes** for **Notification Enabled**.

   f. Specify the notification URL with the Web service IP address as *http://<application server IP>:port-number-configured-on-application-server/AvayaPOMSMS/Start?WebServiceIP=<web service IP address>*.
   g. Click **Save**.
2. In the left pane, select the **System Configuration > Applications**.
3. Select the POM shipped application for SMS, AvayaPOMSMS.
4. Change the **Message Type** as Delivery.
5. Ensure that the application type is Inbound with a valid short code number associated with the application.
6. Click **Save**.
7. Edit the Configurable Application Values (CAV) for POM shipped application AvayaPOMSMS, and delete the Webservice IP address.
8. Click **Apply** and **Save**.

Configuring the email delivery and CAV for 2 way email campaigns

Procedure

1. From the left pane, select **System Configuration > Application** and click **Add**.
2. Select the **Type** as Email and click **Continue**.
3. Ensure that the message type for the Email application is Regular and Delivery.
4. Ensure that the application type is Inbound and specify the appropriate launch parameters for the Email application.
5. Specify the URL as *https://:<application server ip>:port-number-configured-on-application-server/AvayaPOMEmail/Start* Application Type = Email, Inbound Type
6. Select the option button **Yes** for **Notification Enabled**, and specify the notification URL. The notification URL and the application URL must be same.
7. Specify the following CAV's for the email applications:
   a. Web Service IP Address [Primary] or [Secondary] (IP address where the POM Web service is located)
   b. Completion Code (the completion code to update on receiving an email response)
   c. Body Attribute Name (the contact list attribute in which the email body of the receiving email is stored)
   d. Subject Attribute Name (the contact list attribute in which the subject of the receiving email is stored)

e. Campaign Name (the name of the campaign in which the application is used)

Configuring custom Email application

You can configure a custom application to handle the email notifications and the delivery.

Procedure

1. Ensure you add the custom application through EPM by specifying the following:
   a. In the left pane, select **System Configuration > Applications**, and click **Add**.
   b. Specify a name for the custom application, and select the **Type** as Email, and click **Continue**.
   c. Specify the **Message Type** as Regular.
   d. Specify the URL as *https://<application server ip>:port-number-configured-on-application-server/AvayaPOMEmail/Start* Application Type = Email, Inbound Type
   e. Select the option button **Yes** for **Notification Enabled**.
   f. Specify the notification URL with the Web service IP address as *http://<application server IP>:port-number-configured-on-application-server/AvayaPOMEmail/Start?WebServiceIP=<web service IP address>*.
   g. Click **Save**.
2. In the left pane, select the **System Configuration > Applications**.
3. Select the POM shipped application for Email, AvayaPOMEmail.
4. Change the **Message Type** as Delivery.
5. Ensure you specify the appropriate launch parameters for the email application.
6. Click **Save**.
7. Edit the Configurable Application Values (CAV) for POM shipped application AvayaPOMEmail, and delete the Webservice IP address.
8. Click **Apply** and **Save**.

Campaign Manager page field descriptions

Use this page to create, edit, delete campaigns. You can also use the Save As option to create campaigns based on existing campaigns. A campaign can send notifications to the contact records by either placing calls, or sending an email, or sending an SMS. A job is a running instance of the campaign. A recurring campaign creates multiple jobs for that campaign until the campaign schedule is terminated. You can run campaigns once or multiple times. You can also schedule the campaigns to run once or multiple times.

Note:

You can run only one job at a time for a campaign.

When you mark any campaign for deletion, POM also deletes all the historic data associated with the campaign from POM database. Depending on the size of this historic data, campaign deletion might take some time. During this time, POM displays the status of such campaigns as “Deleting”. While the Campaign is being deleted, you cannot perform any action on it. To ensure the deletion activity is complete, refresh the page manually.

Delete a Campaign during a maintenance window while no other job is running. If you are deleting a campaign on MSSQL database, and if the database is set to Full Recovery Model, the database transaction log might increase unexpectedly. If the transaction log is full, then the following exception is logged in `PIM_CmpDir.log` and `PIM_CmpMgr.log` files:

```
com.microsoft.sqlserver.jdbc.SQLServerException: The transaction log
for database <DBNAME> is full due to 'ACTIVE_TRANSACTION'.
```

For more information on Recovery Model and transaction log management, refer Microsoft SQL server documentation or consult a qualified database administrator.

Field or Button	Description
Text Box	Use to enter the campaign name in the search criteria.
	Use to start the search.
	Use to clear or cancel the search.
You see the following fields when you click Advanced	
Select	Use the drop down list to choose the search criteria. You can specify the search criteria using any one option: • Name • Strategy • List
Select	Use the drop down list to specify an operator. You can use any of the following operators: • Equal to (=) • Not Equal to (!=) • in • like • not like Depending on the operator you select, you get the search results.
Quick	Use to return from Advanced.
Show	Displays the selected number of agent scripts.
Page	Use to specify the number of records to be displayed per page.

Table continues…

Field or Button	Description
	Use to go to the first page.
	Use to go to the previous page.
Text Box	Use the text box to specify a particular page to navigate.
Last poll	Displays the time after the Campaign Manager screen is refreshed.
Go	Use to navigate to the specified page number.
	Use to go to the next page.
	Use to go to the last page.

Field or Button	Description
Name	Displays the name of existing campaigns.
Type	Displays the type of campaigns as finite or infinite.
Campaign Strategy	Displays the name of campaign strategy used while creating the campaign.
Contact Lists	Displays the name of contact lists you use while creating the campaign.
Last Executed	Displays the timestamp of the last job instance run for a given campaign. A job is an instance of a campaign. If the job is running, you can see the "Last Executed" status as “In Progress”. For campaigns that were never run will show the "Last Executed" status as - **Note:** If the job status is In Progress, you can pause, resume or stop the campaign from the POM Monitor. In Progress means the campaign job can be in any one of the states - running, pausing, paused, callback, or stopping.
Waiting Callbacks	Displays the count of callback which are in the `Waiting for Job state` for the corresponding campaign.

Table continues…

Field or Button	Description

Actions	You can perform the following actions:
	• Click to view campaign summary of the selected campaign.
	• Click to associate rules with the selected campaign for a specific zone.
	• Click icon to link a campaign to another campaign so that when one campaign stops, its linked campaign starts. Select a campaign from the drop-down list to link to the campaign. Only one campaign of the same organization can be selected as the linked campaign.
	• Click to save the campaign with other name.
	• Click to start the campaign immediately.
	The system displays the message:
	`Job has been created for campaign "<campaign name> ". Please go to POM Monitor to view the job.`
	If you try to run one more instance of a running campaign, the system displays the confirmation message:
	`This campaign has a job in progress. Do you want to run one more job?`
	`[Yes]  [No]`
	You cannot run more than one instance of an infinite campaign. If you try to run one more instance of an infinite campaign, the system displays the confirmation message:
	`This campaign has a job in progress. Do you want to run one more job?`
	`[Yes]  [No]`
	If you click `Yes`, the system displays the following message:
	`Job for infinite Campaign already exists, so will not create a new Campaign job.`
	• Click to schedule the campaign.
	• Click to delete the campaign. You cannot delete the campaign if the campaign is in In Progress state.

Add	Use to create a new campaign.

Create campaign page field description

Use this page to start creating a campaign either by using already created campaign as template or create new campaign.

Field or Button	Description
Name	Use to specify a unique name for the campaign.
New Campaign	Use the option button to create a new campaign.
Copy existing campaign	Use the option button to create a campaign based on an existing campaign. If you choose to copy an existing campaign, you can see a list of campaigns. You can select the campaign to copy. On pressing Continue, new campaign is created.
Continue	Use to go to the Define Campaign page.

Campaign Manager-Associate rules page field description

You can associate rules to running campaigns for a particular zone. The association page displays both, the enabled and disabled rules in the system. The enabled rule names are suffixed with **Enabled**, while the disabled rules names are suffixed with **Disabled**.

Note:

Ensure you click **Save** / **Apply** to apply the rule for each zone

Field	Description
Global Rule	
Use default global rule ordering	Select this check box to retain the default order of execution of global rules. The following fields are enabled when you clear this checkbox: • **Global Rule Order**: Displays the global rules configured in the system. • **Move to top**: Use this to move the rule at the top of the list. • **Move up**: Use this to move the rule up in the list. • **Move down**: Use this to move the rule down in the list. • **Move to bottom**: Use this to move the rule at the bottom of the list.
Campaign Rule	

Table continues…

Field	Description
Select zone associated to campaign	Use the drop down list to select the zone associated to the selected campaign. So, the rules that you associate with the campaign will apply to the selected zone.
Available Rules	Displays the rules that you configured in the system.
Move	Click to associate the selected rule with the campaign.
Move All	Click to associate all the rules with the campaign.
Remove	Click to remove the selected rule associated with the campaign.
Remove All	Click to remove all the rules associated with a campaign.
Selected Rules	Displays the rules that you select to associate with the campaign.

Button	Description
Save	Click to save the changes that you make to the rule association. On clicking **Save**, the Campaign Manager page is displayed.
Apply	Click to apply the changes that you make to the rule association. On clicking **Apply**, the same association page is displayed to further edit the rule association if required.

Associating rules with a campaign

Procedure

1. From the left pane, select **POM** > **POM Home**.
2. From the drop down menu, select **Campaigns** > **Campaign Manager**.
3. On Campaign Manager page, click to associate rules to the selected campaign.
4. From the **Select zone associated to campaign** drop down, select the zone associated with the campaign.
5. Select the rules that you want to associate with the campaign from **Available Rules** selection box. You can associate multiple rules with a campaign.
6. Click **Move** to associate the selected rule with the campaign.
7. Click **Move All** to associate all the rules with the campaign.
8. Click **Save**.

Removing rules associated with a campaign

Procedure

1. From the left pane, select **POM** > **POM Home**.
2. From the drop down menu, select **Campaigns** > **Campaign Manager**.
3. On Campaign Manager page, click to associate rules to the selected campaign.
4. In the **Selected Rules** selection box, select the rules that you want to disassociate from the campaign.
5. Click **Remove** to remove the selected rule from the campaign.
6. Click **Remove All** to remove all the rules associated with the campaign.
7. Click **Save**.

Define campaign page field descriptions

Use this page as a first step for creating campaigns. You can create a campaign using only this page, as using the rest of the options or pages is optional. For example, even if you have not created a campaign strategy or a contact list before creating the campaign, you can create, add campaign strategies, and the contact lists using the options on this page.

To change configuration around media servers, define sorting order, filtering criteria, custom completion codes, agent address books, or finish criteria for campaign then you must continue to go to the respective pages.

Field or Button	Description
Name and Description: A unique identifier for the campaign with a short description of the campaign or purpose of the campaign.	
Campaign Strategy	You can also create a new campaign strategy dynamically by using if you have not created a campaign strategy before creating the campaign. You must refresh the page using if you are adding a campaign strategy dynamically. Refreshing the page updates the list of campaign strategies. You can view the details of the campaign by using . **Note:** The Campaign Strategies that are in "Completed" state only, will be available in the drop down.
Campaign Type	By default Finite campaign is selected. If you select an infinite campaign , the **Do not associate any contact list at start** option is available and you can choose to start the campaign without a contact list.

Table continues…

Field or Button	Description
External Selection	Select this check box to enable or disable the external selection feature.
Contact Record Assignment to Agent	Select to filter the contact record based on attribute and Agent ID. The attribute matching based record selection is applicable for the campaign having a single action node in a handler and all the call action nodes of either progressive or preview type. You can select either **Attributes** or **Agent ID** or both for a contact record assignment.
Contact List	Use an existing contact list or you can create a new contact list to be associated with the campaign using . If you have not created a contact list before creating the campaign, you can create the contact list dynamically and upload the contact records. You must refresh the page using if you are adding a contact list dynamically. Refreshing the page updates the contact lists.
DNC Group	
Apply DNC Group	Select to associate DNC group(s) to the campaign. You can associate multiple DNC groups per campaign. For new campaigns, the **Apply DNC Group** check box is selected by default. If you want to modify a DNC group association of a running campaign, then you must first pause the campaign, make changes, and then resume the campaign for the changes to be effective.
Default DNC group	POM displays the **Default DNC group** drop-down list when you select the **Apply DNC Group** check box. Using this drop-down list, select a default DNC group for agent. POM adds the DNC contacts marked by an agent to this DNC group.
Context Store	
Publish Attempt Data To Context Store	Select to publish the contact attempt data to Context Store.
Next	Use to continue creating the campaign using the wizard to configure further details.
Finish	Use to create and save the campaign.

Associate Attributes for Contact Record Assignment to Agent page field descriptions

This page is available only if, in the **Contact Record Assignment to Agent** section, either **Attribute** or **Agent ID** or both is selected.

Caution:

- Only the custom attributes are supported.
- Attribute skill configuration is case sensitive.

Field	Description
Based On Attributes field appears only if on the Define Campaign page, you select the **Attribute** check box in the **Contact Record Assignment to Agent** section.	
Available	A list of the applicable contact attributes for the contact record assignment to the Agent. The list of the available attributes varies with POM installation mode.
Selected	A list of the selected attribute for a campaign.
Based On Agent ID field appears only if on the Define Campaign page, you select the **Agent ID** check box in the **Contact Record Assignment to Agent** section.	
Select	A list of attributes assigned to an agent.

Button	Description
Move	To move the attribute to the **Selected** column. Attributes only from the **Selected** column are considered in attribute matching.
Move All	To move more than one attributes to the **Selected** column.
Remove	To remove the attribute from the **Selected** column. You can remove attributes only from the **Selected** column.
Remove All	To remove more than one attributes from the **Selected** column.
Move to top	To move the attribute at the top of the list.
Move up	To move the attribute to up in the list. The attribute order in the **Selected** column is considered for attribute matching in the order of record assignment.
Move down	To move the attribute to down in the list.
Move to bottom	To move the attribute at the bottom of the list.
Note: If case of a conflict in attribute matching, when two record has same matching attribute count, then the sorting order is applied to the attributes. Attributes matching is done in the chronological order starting from the top.	
Next	To go to the next page.
Finish	To create the campaign. The system displays the summary of the campaign that you created on the Campaign Creation Wizard-Summary page.

Attribute configuration based on POM install modes

The following table explain the derivation of list of available attributes in each install mode.

POM installation mode	Available attributes for the Record assignment based on the attributes	Available attributes for the Record assignment based on the Agent ID
For Finite/ infinite with contact list attribute selection:		
CC Elite	Common attributes between, multiple contact lists selected for a campaign and attributes configured on the CC Elite Configurations page.	All the common attributes of a selected contact list in the Campaign Creation Wizard.
AACC	-	All the common attributes of a selected contact list in the Campaign Creation Wizard.
Oceana	All the common attributes from the multiple selected contact lists.	All the common attributes of a selected contact list in the Campaign Creation Wizard.
For Finite/ infinite with contact list attribute selection:		
CC Elite	Common attributes between all the POM attributes and the attributes configured on the CC Elite Configurations page.	All POM attributes.
AACC	-	All POM attributes.
Oceana	All POM attributes.	All POM attributes.

Media Servers and Media Specific Parameters page field descriptions

Use this page to select the media servers to be used for this campaign and perform media specific configurations. The type of media used by a campaign is determined by the campaign strategy selected.

Field or Button	Description
Depending on the type of campaign you create you can see following fields:	
SMS Prefix	POM adds the number that you specify before the phone number as a prefix before sending out the SMS. For example, if the number is 12345 and prefix is 91, POM sends the SMS to 9112345.

Table continues…

Field or Button	Description
Voice and Video	The list of all EPM servers. You can select one or more EPM servers to associate with the campaign. These can be simple voice calls or video calls depending on the deployed application. If you select more than one EPM servers, then it results in more calls per hour. Also, you can achieve load balancing, and the multiple servers provide a backup mechanism if one of the servers is not functional. For details on load balancing, see *Proactive Outreach Manager High Availability* guide. **Note:** If you select only one EPM server, then POM sends all the `LaunchCCXML` web service requests to the selected EPM server. If you select more than one EPM server, then the POM server balances the load on the `LaunchCCXML` web service request in round-robin method to start the call.
Zone Name	To specify the zone with which to associate the campaign. You can associate one campaign with one or more than one contact lists which are defined at the zone level. If you do not associate a campaign with any contact list, POM assigns the campaign to the default zone. Depending on the contact list you select, values of EPM servers might change. If you have different contact lists associated with zones and you select multiple EPM servers at different zones, you see multiple entries in the EPM server. For more information about zones, see *Administering Avaya Aura® Experience Portal*.
Dialing Prefix	To specify the prefix to dial such as the country code or area code.
CCA Start: Use to specify when the Call Classification Analysis (CCA) can start. You can use one of the option buttons to choose the CCA start.	
On Connect	To start the CCA when the call is answered.
On Progress	To start the CCA immediately when POM finishes dialing the number and the call progress starts.
CCA Timeout	To specify the **CCA timeout** value. This value depends on the **On Connect** and **On Progress** values. The default value for **On Connect** is 7500 milliseconds and the default value for **On Progress** is 24000 milliseconds. You can set **CCA timeout** value in the range 5000 and 20000 milliseconds for CCA **On Connect** and 5000 to 45000 milliseconds for CCA **On Progress**.

Table continues…

Field or Button	Description
Enable Compliance Timers	To enable or disable the compliance timers. The compliance timers are by default enabled. If you disable the timers, then the POM driver waits for the result of the call classification before starting any application or connecting to the agent, and the maximum wait time for CCA result is defined by the **CCA Timeout**. On enabling compliance timers, POM waits for call classification results till the expiry of the compliance timers. If call classification results are not available within the given time, then Answer Human treatment is started for the call. The completion code gets updated as per the classification events received till the call is alive for Notification campaign, or before getting patched to the agent for Agent based campaign. For Notification campaign, on late detection of Answer Machine, the Answer Human application being played is stopped and Answer Machine application is started. **Note:** For the Start Of Voice timer and Live Voice timer logs, see the CCXML logs on MPP server. **Start of Voice Timeout (milliseconds)**: Use this to configure the value for the timer. The default value is 2000 milliseconds. **Live Voice Timeout (milliseconds)**: Use this to configure the value for the timer. The default value is 1800 milliseconds. The combined value of the **Start of Voice Timeout (milliseconds)** and **Live Voice Timeout (milliseconds)** cannot be more than the **CCA Timeout** value. For more information about the timers, see the POM Driver application description in shipped applications on page 95. The value of the individual timers cannot exceed the value configured in the **CCA Timeout** field, and the sum of the two timers cannot exceed the value configured in the **CCA Timeout**. For example, if you specify a value for **CCA Timeout** as 20000 milliseconds, and the **Start of Voice Timeout (milliseconds)** as 13000 milliseconds, then specify the value for **Live Voice Timeout (milliseconds)** as either 7000 or less than 7000. Also, if you specify the value of **Live Voice Timeout (milliseconds)** as 20000 milliseconds, then specify the **Start of Voice Timeout (milliseconds)** as 0. **Note:** Ensure you configure the **Cut Through** and **Max Voice** values under **System Configuration** > **MPP Servers** > **VoIP Settings** in Avaya Aura® Experience Portal. The values must be within **Live Voice Timeout (milliseconds)** so that MPP can classify the call as “Live Voice” or “Answer Machine”. For example, you can configure the values as shown below: **Parameter** / **Value (in milliseconds)** **Cut Through** Initial: 1100 Short: 700

Table continues…

Field or Button	Description
	<table><tr><th>Parameter</th><th>Value (in milliseconds)</th></tr><tr><td>Long</td><td>1100</td></tr><tr><td colspan="2">Max Voice</td></tr><tr><td>Initial</td><td>1700</td></tr><tr><td>Short</td><td>1700</td></tr><tr><td>Long</td><td>1700</td></tr></table> For more information, see the “Call Progress group” section under “VoIP Settings page field descriptions for MPP” in *Avaya Aura® Experience Portal documentation library*.
AMD False Positive Rate	False positives are live recipients of a call which are mistakenly identified as answering machines and therefore, are either played an answering machine message or are hung up depending on the prevailing strategy to manage answer machines at the time. System considers such calls as nuisance calls alongside abandoned calls and so, require an estimate to include in the abandoned rate calculation. Use **AMD False Positive Rate** to specify the false positives. **AMD False Positive Rate** is used in the nuisance rate calculation.
Consider Answer Machine by Agent	For the calls which are answered by answering machine, but falsely detected as live voice calls and therefore, connected to the agent, agent must mark such calls with Answer Machine by Agent completion code. When **Consider Answer Machine By Agent** check box is selected, such calls are considered in the Nuisance rate calculations. Administrator must associate with Answer Machine by Agent completion code on the Completion Code Association page.

Record Selection and Sort Criteria page field descriptions

Use this page to configure contact filtering and sorting. POM processes the contacts before making the calls or sending email messages, or sending SMSs while running the campaign. If you select multiple contact lists, POM filters all records from all contact lists.

Field or Button	Description
Record Selection If you do not specify any criteria, the system displays all contacts in the contact list. If you do not specify any criteria, you see only the **Add Condition** button.	
Add Condition	Specify the contact attribute to use as a criteria. You can see the following fields:

Table 9: Field descriptions for Add Condition

Condition	Contact attribute	Operator	Value	Actions
Displays the list of all conditions as a serial number list.	Specify the contact attribute to use to filter the records using the drop down list. In case of MS-SQL database, if you select date type of attribute and are using Date Format drop-down to filter the records, you will see only the following three formats: MM, DD, YYYY.	Specify the operator to use with the contact attribute to filter the records. You can use equal to, not equal to, greater than or equal to, less than or equal to, greater than, less than, in, between, isNotNull, NotBetween, Not Like, and IsNull depending on the data type of the attribute you select. • For multi character wild card support, use % (percentage). Multi character wild card is supported only with Like and NotLike operators. • For single character wild card support, use _ (underscore). Single character wild card is supported only with Like and NotLike operators. For example, if customer names in the contact list are Avaya, Avasa, Asurian and the selection criteria is Ava_a, then only 2 records namely “Avaya” and “Avasa” are selected. • For multi-value operators like between and not between, you must give two input values separated with “and”. For example, the salary between *2000 and 3000*.	Specify the value to use to filter the records. The system displays the first 100 matching values. For example, if you are filtering records with last name containing “Wa”, the system will display the first 100 records which have the last names containing “Wa”.	You can select a value from the list of available values using the drop down list. The system displays the first 1000 matching values. Use to delete the filter criteria.

Note:

If you specify more than one attributes, the system filters the contacts according to the order in which you specify the filters. For example, you select the salary and the first name attribute. If you mention the filtering criteria as salary greater than 1000 and name equal to John, the system displays all values which match both conditions.

Table continues…

Condition	Contact attribute	Operator	Value	Actions
If you specify more than one condition, the system displays the **Show Contacts** drop-down list with three options: • All of the conditions are met: The system will display the records only if all the conditions match. For example, if you select first name = John and salary =3000, it will display only those records where the first name is John and the salary is 3000. • Any of the conditions are met: The system will display the records if any one of the conditions match. For example, if you select first name = John and salary =3000, it will display all those records where the first name is John and the salary is 3000. So you will see records where only the first name matches, or only the salary matches, or both the first name and salary matches. • Custom: The system displays the records as per your criteria. You can use a combination of contact attributes to filter the records. While creating custom criteria, ensure you do not repeat or skip the **Condition** number in the **Custom Condition** string. For example, if you have 4 conditions, 1, 2, 3, and 4, then you cannot write custom criteria as: (1 and 2) OR (1 and 3). You can decide the order in which you want the filter criteria to work and whether the condition will be checked inclusive of all conditions or exclusive of some conditions.				

Sort Criteria	
Contact Attribute	Specify the attribute to sort the data either in ascending or descending order. If you do not specify any order, the records are sorted based on the order specified in the data base. You can use the icon to add more than one attributes and sort on all those attributes. **Note:** You can add maximum 10 sort conditions.
View Records	

Table continues…

Show Results	Displays the total number of records that satisfy the filter criteria. From the 3.12. release, if you have filter criteria based on the contact list and filter template association, then the Show result attribute displays the records that satisfy the filter criteria based on the association. This data is available in sequential manner according to the sequence of the association. To view the contact record details, use **The number of contacts filtered are XX** link. **Note:** On clicking **Show Results**, if you get an “Internal Server Error” or “Service Temporarily Unavailable” error, then it indicates that POM cannot complete the request before page time out. You can avoid getting the error by changing the page time out value in the `/etc/httpd/conf/httpd.conf` file. You must restart the `httpd` service, and the `tomcat` service for the changes to take effect.
Pause Dialing During Record Selection	
Pause Dialing During Record Selection	Select the **Pause Dialing During Record Selection** check box if you want to start dialing only after POM finishes filtering all records based on the filter criteria specified. If you do not select the **Pause Dialing During Record Selection** check box, then POM starts dialing immediately as soon as the first set of records get filtered. POM picks contacts for dialing from filtered contacts as per specified sort criteria. So, if **Pause Dialing During Record Selection** is enabled then, as all records are already filtered, POM applies the sort criteria on all filtered records, and then picks the contacts for dialing. When **Pause Dialing During Record Selection** is disabled, then as filtering process is in progress, POM applies the sort criteria on the records that are filtered till that time, and picks up those filtered records for dialing. POM checks for the **Pause Dialing During Record Selection** configuration every time it filters the records.

Note:

You can change the filter or sort criteria for a running campaign dynamically from POM Monitor.

Completion code association page field descriptions

Use this to associate the available custom completion codes with a campaign. The custom completion codes that you associate from this page are available on the **Finish Criteria** page.

To use the custom completion codes on agent desktop, agent scripts, or Pluggable Data Connector (PDC) application. You must associate the completion codes with a campaign. The completion codes that you associate with a campaign are available to an agent through the agent desktop.

Field or Button	Description
Completion Codes For Campaign	
Available	Lists all available custom completion codes.
Selected	Lists the completion codes you selected for the particular campaign. You can move the completion codes from the available list to the selected list. You can select one or more completion code at once for a campaign.
Exclude Completion Codes For Attempt Calculation	
Available	Lists all available custom completion codes.
Selected	Lists selected completion codes which is not considered while calculating attempts. You can move the completion codes from the available list to the selected list. You can select one or more completion codes at once for a campaign.

Associate Address page field descriptions

Use this to associate the available agent address book entries with the campaigns. The system displays the phone numbers of selected address book entries in the Agent Desktop during transfer and conference with external parties.

Field or Button	Description
Addresses	
Available	Lists all available agent address book entries.
Selected	Lists the agent address book entries that you select for the particular campaign. You can move the address entries from the available list to the selected list.

Finish Criteria page field descriptions

Use this page to configure the finish criteria for the campaign. The types of finish criteria are:

- Goal-based: This campaign terminates after receiving an expected number of responses from contacts.
- Time-based: This campaign terminates after running for a specific time duration. For example, you can terminate a campaign after 12 hours.
- Completion code-based: This campaign terminates after a specific completion code condition is achieved. For example, you can terminate a blood donation campaign after you receive 50 "AcceptedResponse" completion codes.

If no finish criteria is specified then the campaign terminates after all contacts are processed.

Field or Button	Description
Time Based Finish Criteria	
Finish After (Hours:Minutes)	Use to specify the campaign termination time in hours and minutes. **Note:** The value for hours ranges from 0 to 1000 and the value for minute ranges from 0 to 59. If you specify the **Finish After (Hours:Minutes)** value as “0:0”, then its **Time Based Finish Criteria** is ignored.
Check Time Based Finish Criteria For Paused Campaign	Select the **Check Time Based Finish Criteria For Paused Campaign** check box to check the finish criteria in paused campaigns, so that the campaigns are stopped automatically once the criteria is met. This option is not selected by default, and is applicable only for time based finish criteria.
Completion Code Based Finish Criteria	
Add Condition	

Condition	Completion code	Operator	Value	Actions
Displays all conditions in a serial number list.	Use the drop down list to specify the completion code to use to terminate the campaign. You can add more than one completion codes.	You can apply only one operator, > (greater than)	Specify the value to use to terminate the campaign. For example, you can specify the criteria as Answer Human is greater than 10. In such a case, the campaign is terminated after 10 calls are answered by a live voice.	Use to delete the condition.

Table continues…

Field or Button	Description
Goal Based Finish Criteria	
Contact Attribute	

Condition	Contact atribute	Operator	Value	Actions
Displays all conditions in a serial number list.	Use the drop down list to specify the contact attribute to terminate the campaign. You can add more than one contact attributes. **Note:** You can select only numeric contact attributes in the goal based finish criteria.	You can apply only one operator, sum> (sum greater than)	Specify the value to terminate the campaign. For example, you can specify the contact attribute paymentamount sum >30000. The campaign terminates when the payment amount collected is greater than 30000	Use to delete the condition.

Note:

If you specify a time based finish criteria or goal based finish criteria for a campaign, and the job status is "Running" , Filter in Progress, then the job continues to run until all records in the contact list are filtered. The job status changes to Running State, even if it meets the finish criteria. When the job status changes to "Running", the job stops.

Processing Parameters and Campaign Linking page field descriptions

Use this page to define actions to be taken after a campaign is finished or stopped.

Field or Button	Description
Export Data	

Table continues…

Field or Button	Description
Export Contacts on completion	Use to export the information about successfully attempted contacts along with the completion codes to a `.csv` file , after the job completes. For a finite job, if the **Export Contacts on completion** check box is selected and no schedule is configured, then by default POM runs the export after 60 minutes. The export files are stored under the folders mentioned in the **Campaign Data Export Folder** option on the **POM Home > Configurations > Global Configurations > Campaign settings** page. The default value of this parameter is `$POM_HOME/Export`. You can change the location where to store the .csv file. You can use this file to export all successful attempts of the given campaign after the campaign job is over. POM copies the data to the exported xls(CSV) file only after the contacts are dialed, and the history creation process is complete. The data to be exported in the CSV file is picked up from history tables only and not from the operational tables. So, any updates made to the contact, after the job that uses this contact is completed, won't be copied to the Export file, unless that job is reexecuted and is completed. POM copies data to contact history table in the following cases: • When contact is marked as "Done" or "Restricted". • When contact had callback and it was expired. • While creating history of unattempted contacts. If you select the **Export Contacts on completion** check box, you can see additional fields such as **Columns** and **Completion Codes**. You can select the columns to export with filtering the records using the completion code. For example, you can export only those contacts where the completion code is Answer Human, and contact details such as First Name, Last Name, Country. **Note:** While exporting contacts, you can see the contact attributes that you select in the in .csv file in the **Columns** field with the values. For POM 3.0.1 onwards, you cannot export the Last Attempt time and Last Successful Attempt time contact attributes. If you have specified these attributes earlier, POM ignores these attributes while exporting contacts. While exporting the contacts, the system considers the order of the attributes as you have specified during associating the attributes for a selected contact list. If you have not specified any order while associating the attributes, the system considers the default order while importing the contacts. The system maintains a sequence of the columns to export.

Table continues…

Field or Button	Description
	Example 1: You have 2 contact lists, say contactlist1 and contactlist2, both having the attribute salary in different order. Salary attribute in contactlist1 is the second attribute and salary attribute in contactlist2 is the third attribute. While exporting the contacts, the system gives preference to salary attribute in contactlist1 as the salary attribute is at a higher order. Example 2: You have 2 different attributes in contactlist1 and contactlist2, but are in the same location. Salary attribute in contactlist1 is the second attribute and count attribute in contactlist2 is the second attribute. While exporting the contacts, the system gives preference to salary attribute in contactlist1.
Custom Post Processing	
Campaign post processor class	You can write a custom java class to process all attempts after the campaign terminates. For example, you can use this to export contacts with customized details such as, campaign name, campaign ID, phone number, email address after the campaign job is over. You must specify the class path name. The class must implement the `PomJobPostProcessor` interface and you must copy the class to the `$POM_HOME/lib/custom` folder. For a sample class file, see the *Developer's Guide for Proactive Outreach Manager*.
Recorder attributes to event attributes	Select the **Send Attributes to Event SDK/Recorder** check box. The system displays the **Attributes** field. Select the attributes that you want to send to event SDK from the list. For the EventSDK and the call recorder API, you can select maximum twenty attributes. If you are using Avaya Aura® Workforce Optimization as the recorder application, you can select a maximum of ten attributes. If you clear the check box, the **Attributes** field is not displayed.
Campaign Linking	Use **Campaign Linking** to link a campaign to another campaign so that when one campaign stops, its linked campaign starts.

Campaign Creation Wizard - Summary page field descriptions

Use this page to view the campaign summary.

Field or Button	Description
Campaign Summary	
Name and Description	Displays the campaign name and the description.

Table continues…

Field or Button	Description
Campaign Type	Displays the campaign type as Finite or Infinite.
Campaign Strategy	Displays the strategy name used for the campaign.
Contact List (zone name)	Displays the name of the contact list used for the campaign with the zone the contact list belongs to.
Depending on the campaign strategy you select, you see the following fields:	
Voice and Video	Displays the media channel used for the campaign and the name of the server.
Associated Completion Codes	Displays the list of associated completion codes used for the campaign.

Run the Campaign	Use to run the campaign.
Schedule the Campaign	Use to schedule the campaign.
Go to Campaign Manager	Use to go to the Campaign Manager page.

Save campaign as page field descriptions

Use this to replicate an existing campaign. You can make minor changes or some modifications and keep the other configurations and the settings same as the existing campaign.

Note:

Campaign link configuration is preserved in the replicated campaign.

Field or Button	Description
Save Campaign As:	
Name	Displays the name of the existing campaign, using which you can create a new campaign.
New Name	Use to specify a new name for the copy of an existing campaign strategy. **Note:** It is mandatory to enter a name.
Save	Use to save the changes.

Manage Campaign Schedules page field descriptions

This page list the schedules associated with the campaigns. You can create, pause, resume, and delete schedules.

Note:

While scheduling campaigns, if the campaign schedule falls in the shift window with the Daylight Savings time (DST) clock change, the campaigns do not run.

Field or Button	Description
Campaign Summary:	
Name	Displays the name of the campaign.
Type	Displays the type of the campaign as finite or infinite.
Schedule Id	Displays the schedule ID.
Frequency	Displays the frequency of the campaign, as recurring or non recurring. Six frequencies are available for recurring campaigns. • Run Every N Minutes: This option creates a job for the campaign every N specified minutes. For example if you specify 45 then it creates jobs every 45 minutes. So if first job starts at 1200 hrs then the second starts at 1245 hrs and more until the finish date. • Daily: This option creates a job daily at the start time you mention during scheduling and continues until the finish date. • Weekdays only: This option creates a job on all days of the week except the weekend days mentioned in the **POM Home > Configurations > Global Configurations> Campaign Settings** field. • Weekly: This option creates jobs on specified days and weekly recurring jobs are automatically created. You can select the days of the week. For example, if you select Monday and Friday, then the weekly jobs are created on Monday and Friday at the start time mentioned during schedule until the finish date. • Monthly: This option creates the jobs on a monthly basis depending on the start date until the finish date. • Yearly : This option creates the jobs on a yearly basis depending on the start date until the finish date.
Export Frequency	Displays the export frequency: • Hourly: This option creates a job to export campaign for every hour. • Run every N hours: This option creates a job to export campaign every N specified hours. • Daily at: This option creates a job to export campaign daily at the specified time. • Archival at Job end: This option creates a job to archive at the end of export campaign.
Start Time	Displays the start time of the campaign schedule.

Table continues…

Field or Button	Description
End Time	Displays the end time of the campaign schedule.
Actions	You can perform the following actions: • Use the icon to pause the campaign schedule. • Use the icon to resume the campaign schedule. • Use the icon to delete the campaign schedule.
Add	Use to add the schedule for campaign.

Schedule creation page field description

Use this page to schedule a campaign. You can specify whether you want a recurring campaign or a run once campaign. You can also set the archival schedules for infinite campaigns.

If there are any country specific changes to the existing time zones, such as, addition of new time zones, changes to the Daylight Savings Time (DST) rules, you must delete and re-create a schedule.

For example, Russia has announced some changes to the standard time zones with effect from 26 October 2014. If any campaign schedule or data archival falls in the changed time zones, you must delete and re-create the schedules so that the campaigns and data archival continue to run properly.

The time zone field in the schedule is used to specify the schedule start time with respect to the specified time zone. The system converts the schedule start time to the current POM system time and runs the schedule as per the time on the POM server. The POM system scheduler honors the DST of the current POM server and not the time zone mentioned while creating the schedule. The system does not run the scheduled activities if the campaign director process is not running.

Field or Button	Description
Start Date & Time:	
Start Date/Time	Use to specify the start date and time for the campaign schedule. Click the date picker to select the date, month, and year.
Time	Use to specify the campaign schedule start time in 24 hour time format.
Time Zone	Use the drop-down list to specify the time zone.
Recurrence:	
The following field is available only if you check the **Recurring** selection box.	

Table continues…

Field or Button	Description
Recurring	Use the selection box to create a recurring campaign. This field is visible only for finite campaigns. Six frequencies are available for recurring campaigns. • Run Every N Minutes: This option creates a job for the campaign every N specified minutes. For example if you specify 45 then it creates jobs every 45 minutes. So if first job starts at 1200 hrs then the second starts at 1245 hrs and more until the finish date. • Daily : This option creates a job daily at the start time you mention during scheduling and continues until the finish date. • Weekdays only: This option creates a job on all days of the week except the weekend days mentioned in the **POM Home > Configurations > Global Configurations> Campaign Settings** field. • Weekly: This option creates jobs on specified days and weekly recurring jobs are automatically created. You can select the days of the week. For example, if you select Monday and Friday, then the weekly jobs are created on Monday and Friday at the start time mentioned during schedule until the finish date. • Monthly: This option creates the jobs on a monthly basis depending on the start date until the finish date. • Yearly: This option creates the jobs on a yearly basis depending on the start date until the finish date.
The following field is available only if you check the **Recurring** selection box.	
Finish Date	Use to specify the finish date for the campaign schedule. You can use the drop-down list to select the month or click the date picker.
Time	Use to specify the time at which to end the recurring campaign schedule.

Export Frequency: Use this field to set the export frequency for a campaign.	
Hourly	Use to schedule the campaign export on an hourly basis.
Run every N hours	Use to schedule the campaign export after a specified time interval in hours. For example, if you specify the value as 5, then the export schedule runs 5 hours after the campaign starts and every 5 hours until the campaign ends. **Note:** If the campaign starts at 10 a m, the schedule starts first at 3 p m, then at 8 p m, then at 1 a m and more.
Daily at	Use to schedule the export of an infinite campaign to run daily at the specified time.
Export at Job end	Use to schedule the export of a finite campaign at the end of a job.

Creating a campaign (defining a campaign)

Procedure

1. In the left pane, select **POM > POM Home**.

2. From the drop-down menu, select **Campaigns > Campaign Manager**.
3. Click **Add**.

   The system displays a dialog box where you can either create a new campaign or copy an existing campaign.
4. (Required) Specify the **Name** of the campaign. This is a unique identifier for the campaign.
5. Click **Continue**.
6. On the Define Campaign page, specify the **Description** for the campaign. You can use specific description to help you identify the purpose of the campaign.
7. Select the campaign strategy to associate with the campaign. You can either select an existing campaign strategy from the drop-down list or create a new campaign strategy. For more information about creating a campaign strategy, see Creating campaign strategy on page 348.
8. Select the campaign type as **Finite**, or **Infinite**.

   If you select the campaign type as Infinite, the **Do not associate any Contact List at start** selection box is enabled.
9. Select a contact list to associate with the campaign. You can either select from the existing lists, or create a new contact list.

   POM associates the campaign with the respective zones depending on the contact list you use in the campaign as contact lists are created at zone level.
10. Click **Next** to specify optional parameters such as sorting order, filtering criteria, associate custom completion codes, and the finish criteria on the next pages.
11. Click **Finish** button to complete the campaign creation process to specify optional parameters on next pages.

Creating a campaign (specifying the media server and media specific parameters)

Select the media servers to use for this campaign and perform media specific configurations. The media used by a campaign is determined by the campaign strategy that you select.

Procedure

1. Specify the specific EPM server to use for the campaign. The campaign by default uses all EPM servers configured to make outbound calls.

   POM displays the EPM servers of all zones depending on the associated campaigns with the respective zones.
2. Specify the prefix to dial such as the country code, area code. If you do not provide the prefix, POM tries to place the calls, but the calls are not successful.

3. Specify the **CCA Start** as either **On Connect** or **On Progress**.

   Use **On Connect** to start the CCA when the call is answered. The default value is 7500 milliseconds and the maximum value is 20000 milliseconds. You can specify any number in the range 5000 and 20000 milliseconds.

   Use **On Progress** to start the CCA immediately when POM finishes dialing the number and the call progress starts. The default value is 24000 milliseconds, and you can specify any number in the range 5000 to 45000 milliseconds.

4. Specify the **CCA timeout** value. This value depends on the **On Connect** and **On Progress** values. The default value for **On Connect** is 7500 milliseconds and the default value for **On Progress** is 24000 milliseconds.

5. Use the **Enable Compliance Timer** selection box. This is by default checked. If you disable the timers, then the POM driver waits for the result of the call classification before starting any application, and the maximum wait time for CCA result depends on **CCA Timeout**.

   - **Start of Voice Timeout (milliseconds)**: Use this to configure the value for the timer. The default value is 2000 milliseconds, and allows only numeric values. The combined value of the **Start of Voice Timeout (milliseconds)** and **Live Voice Timeout (milliseconds)** cannot be more than the **CCA Timeout value**.
   - **Live Voice Timeout (milliseconds)**: Use this to configure the value for the timer. The default value is 1800 milliseconds, and allows only numeric values. The combined value of the **Start of Voice Timeout (milliseconds)** and **Live Voice Timeout (milliseconds)** cannot be more than the **CCA Timeout value**.

   For more information about the timers, see the POMDriver application description in shipped applications on page 95.

   Note:

   The value of the individual timers cannot exceed the value configured in the **CCA Timeout** field, and the sum of the two timers cannot exceed the value configured in the **CCA Timeout**. For example, if you specify a value for **CCA Timeout** as 20000 milliseconds, and the **Start of Voice Timeout (milliseconds)** as 13000 milliseconds, then specify the value for **Live Voice Timeout (milliseconds)** as either 7000 or less than 7000. Also, if you specify the value of **Live Voice Timeout (milliseconds)** as 20000 milliseconds, then specify the **Start of Voice Timeout (milliseconds)** as 0.

6. Click **Next** to continue.

Creating a campaign (defining record selection and sort criteria)

Use this step to define specific filter criteria and sorting order for contact list selected. If no criteria are specified all contact records present in the contact list are selected for the campaign.

Procedure

1. Click **Add Condition**.
2. Use the drop-down list to select a **Contact Attribute** to use for filtering the records.
3. Select the operator from the drop-down list. Depending on the attribute you select, the list of the operators varies.
4. You can enter a specific value in the **Value** field. Also, you can select values by clicking to display the available values.

   If you select more than one attributes, the condition is AND or OR depending on the way you add attributes.

   For example, if you have selected the following attributes:

company	salary	Date_Of_Birth
= ABC	>= 5000	= $TODAY
in XYZ, UWX	between 2000 and 4000	isNull

   The criteria applied are:

   - Select records having company as DELL, and salary greater than or equal to 5000, and Date_Of_Birth is today.

   OR

   - Select records having company as Avaya or IBM, and salary between 2000 and 4000, and Date_Of_Birth is not specified.
5. Click to delete any contact attribute on which you do not want to filter the contact records.
6. Specify a **Contact Attribute** you can use to sort the contact information.

   You can sort contact data either in Ascending order or Descending order. If you do not specify the sort order, the contact data is listed in the same manner as it displays in the POM database.
7. Click to add the sorting for the contact attribute.
8. Click to delete any contact attribute you do not want to sort.
9. Click **Show Results** to see the results.

   You can see the number of records returned depending on the criteria that you specify.

   Note:

   You can change the filter or sort criteria for a running campaign dynamically from POM Monitor.

Related links

Filtering and sorting records dynamically on page 554

POM shipped applications overview on page 95

Creating a campaign (associating completion codes)

Use this step to associate custom completion codes with a campaign. You can use the completion codes selected here in subsequent steps of this wizard to define finish criteria.

Procedure

1. From the **Available Completion Code List**, select the completion codes to associate with the campaign.
2. Click **Move** or **Move All** depending on the number of completion codes you select, to move to the **Selected Completion Code List**.
3. Click **Next** to go to next step for campaign creation.

Creating a campaign (associating addresses)

Use this step to associate the agent address book entries with a campaign. The system displays the agent phone numbers of the selected agent address book entries in the Agent Desktop during transfer and conference with external parties.

Procedure

1. From the **Available Address List**, select the addresses to associate with the campaign.
2. Click **Move** or **Move All** depending on the number of addresses you select, to move to the **Selected Address List**.
3. Click **Next** to go to next step for campaign creation.

Creating a campaign (finish criteria)

Use this step to configure a finish criteria for the campaign.

Procedure

1. Specify the **Time Based Finish Criteria** to terminate the campaign after it runs for a specific time. For example, to terminate the campaign after it runs for 6 hours from the start time, you can specify that time in hours and minutes in the **Finish After (Hours:Minutes)** field.

2. Specify a **Completion Code Based Finish Criteria** to terminate the campaign based on existing completion codes.
   a. Click **Add Condition**.
   b. Use the drop-down list to select the completion code to use for specifying the finish criteria.
   c. Select the operator from the drop-down list. Only one operator is available; > (greater than)
   d. Specify the value in the **Value** field.

      If you select more than one completion codes, the condition is AND or OR depending on the way you add completion codes.

      For example, if you have selected the following completion codes:

Answer Human	Call Busy
> 300	
	> 30%

      The criteria applied is:

      - Terminate the campaign when the Answer Human dispositions are greater than 300.

      OR

      - Terminate the campaign when the Call Busy dispositions count exceeds 30% of total contacts for the job.

   e. Click to delete the completion code.
3. Specify a **Goal Based Finish Criteria** , when sum of (specific contact attribute) exceeds certain value. It can be set only for numeric contact attributes.
   a. Click **Add Condition**.
   b. Use the drop-down list to select the contact attribute to use for specifying the finish criteria.
   c. Select the operator from the drop-down list. Only one operator is available; sum > (sum greater than)
   d. Specify the value in the **Value** field.

      If you select more than one contact attributes, the condition is AND or OR depending on the way you add contact attributes.

      For example, if you have selected the following attributes:

paymentamount	dailytargetamount
sum > 3000000	
	sum > 250000

For example, if you select the **paymentamount** contact attribute , and specify the condition as sum > 3000000

The criteria applied is:

- Terminate the campaign when the payment amount collected exceeds 3000000.

OR

Terminate the campaign when the daily target amount collected exceeds 250000

4. Click **Next** to go to the next step for campaign creation.

Creating a campaign by using processing parameters

About this task

Use this procedure to define actions for POM after POM finishes a campaign.

For example, exporting the customized details of successful attempts after completing a campaign job.

For example, sending attributes for EventSDK and the call recorder API after completing a campaign job.

This procedure is optional.

Procedure

1. Select the **Export Contacts on Completion** check box to enable POM to export successful attempts of a campaign job to a `.csv` file after POM completes a campaign job.
2. In the **Custom Post Processing** area, in the **Campaign Post Processor Class** field, type the name of a customized Java class.

   POM uses this class to filter contact details, such as campaign name, campaign ID, phone number, email address and send these details to the `.csv` file.

   Ensure that you specify the class path name, such as `PomJobPostProcessor`, so that the class implements the custom post processing interface.

   For a sample class file, see the *Developer's Guide for Proactive Outreach Manager*.
3. Copy the class to the `$POM_HOME/lib/custom folder`.
4. **(Optional)** Select the **Send Attributes to Event SDK / Recorder** check box to see the **Attributes** list.
5. **(Optional)** From the **Attributes** list, select the attributes that POM must send to the EventSDK and the call recorder API.

   You can select maximum 20 attributes.
6. Click **Finish**.

POM displays the campaign summary page. You can run, schedule, or manage the campaign.

Creating a campaign (processing parameters)

Use this step to define the actions after a campaign is finishes or stops.

Procedure

1. Use the **Export Contacts on Completion** selection box to export contacts to a .csv file after the job completes. You can use this file to export all successful attempts of the given campaign after the campaign job is over.
2. Specify the name of the **Campaign Post Processor Class** to write a custom java class to process all attempts after the campaign terminates. For example, you can use this to export contacts with customized details such as , campaign name, campaign ID, phone number, email address after the campaign job is over. You must specify the class path name. The class must implement the `PomJobPostProcessor` interface and copy the class to the `$POM_HOME/lib/custom folder`. For a sample class file, see the *Developer's Guide for Proactive Outreach Manager*.
3. Use the **Send Attributes to Event SDK / Recorder** to select the attributes to event SDK or recorder.
4. Click **Finish** to create the campaign.

   Finish is the last step for creating a campaign. The Next button is disabled. The system displays a campaign summary page with all options. You can then either run, schedule, or manage the campaign.

Passing Data in External Transfer overview

With this feature POM passes the customer information to the external agent

This feature works with the following options in a Campaign.

- ContextStore ID
- UserContact ID

When the context store option is enabled with POM, and an agent initiates an external call, POM passes the context store ID (ContextStoreID) as the User to User Interface (UUI) and updates the context store with the current customer call information.

In the case of user id option (UserContactID) POM just passes the user ID and contact list ID as User to User Interface (UUI) in external transfer call.

Enabling Passing Data in External Transfer

About this task

Use this procedure to enable the external data transfer feature. With this feature a POM agent working on a campaign can transfer the customer data to the external agent.

Procedure

1. Log in to the Avaya Aura® Experience Portal web console.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Campaigns** > **Campaign Manager**.
4. On the Define Campaign page, click **Next**.
5. On the Contact List and Filter Selection page click **Next**.
6. On the Campaign Strategy Customization page click **Next**.
7. On the Completion Code Association page click **Next**.

   The web interface displays the Transfer and Conference Attributes (optional) page.

   Note:

   In the Campaign Creation Wizard (CCW), if the connector mode is none, Transfer and Conference Attributes (optional) page is not skipped as the Pass data in external transfer option is available on this page.

8. In the Pass Data in External Transfer area, select the value of the external data transfer parameter from the drop down.

   If the value is ContextStoreID then POM transfers the ContextStoreID of the customer to the CCElite Workspace which is agent desktop.

   If the value is UserContactID then POM transfers the UserContactID of the customer to the CCElite Workspace which is agent desktop.

   If none of the option is selected, then this feature is disabled.

9. Click **Finish**.

Creating a Campaign (contact list and filter selection)

In POM, this page is accessible only after you enable the advance list campaign management feature.

Use the contact list and filter selection page to do the following:

- Add contact list to the campaign.

- Associate filter template to the contact list.
- Set the dialing allocation for the selected contact list.
- Set the priority of the contact list according to the order specified.
- Preview the records selected for the selected contact list.

Associating a filter template to a contact list filters only those records from the contact list that match the filter conditions specified in the filter template. It is required that the attributes present in filter template must be part of contact list to which the filter template is associated. Associating a filter template to the contact list is optional. If no filter template is associated, POM selects all the records of the contact list.

You can add maximum fifteen contact lists to the campaign.

You can associate only one filter template to a contact list. However, you can associate the same filter template to multiple contact lists.

Dialing Allocation Percent

Use this field to allocate the percentage of dialing cycle to the contact list.

For example, in a dialing cycle, if hundred records are dialed, POM allocates fifty percent of the records to a contact list. POM dials fifty records from that list in that dialing cycle.

If you set the dialing allocation to hundred percent in a contact list, POM dials all the filtered records from that contact list before moving to any the other contact list. If you set the dialing allocation to hundred percent for multiple contact lists, POM dials all the records from each list, in the specified order.

For all contact list whose dialing allocation is not hundred percent, the total of the dialing allocations must be hundred percent.

Priority of the contact list is according to the order and the dialing allocation. If multiple contact lists have same dialing allocation, the order specifies their priority. While calculating the percentage of dialing allocation POM counts only unique attempts. POM does not count system retries, or callbacks.

The campaign reports specify the orders of record in which they are disposed. The disposition of records and its sequence are different than the dialing of the records.

Apply same filter

Select this check box to enable POM to apply the first filter template to all subsequent contact lists.

No Dialing Allocation

Select this check box to enable POM to disable dialing based on the dialing allocation and contact list priority.

You can select this check box only if you previously select the **Apply same filter** check box.

Dialing Allocation considerations

Considerations	Description
Dialing allocation is hundred percent for a list	If the dialing allocation is hundred percent, POM dials all the contacts from the contact list before moving to the next contact list. A contact list having hundred percent dialing allocation is considered by POM first, regardless of the order. If there are multiple contact lists having hundred percent allocation, POM selects each list based on the order in the association.

Table continues…

Considerations	Description
Dialing allocation is less then hundred percent for a list	For a contact list having less then hundred percent allocation, POM dials contacts based on the order of association and dialing allocation. Example 1: Consider the following allocation in the specified order: 1. List 1 with Filter template 1 and dialing allocation 40 percent. 2. List 2 with Filter template 1 and dialing allocation 50 percent. 3. List 3 with Filter template 1 and dialing allocation 10 percent. In this example, the order of dialing is list 1, list 2, and list 3 sequentially. When POM selects list 1 for dialing, POM dials 4 records out of 10 records and the allocation is 40 percent. Similarly, POM dials 5 records from list 2 and 1 record from list 3 Example 2: Consider the following allocation in the specified order: 1. List 1 with Filter template 1 and dialing allocation 40 percent. 2. List 2 with Filter template 1 and dialing allocation 50 percent. 3. List 3 with Filter template 1 and dialing allocation 10 percent. 4. List 4 with Filter template 1 and dialing allocation 100 percent. 5. List 5 with Filter template 1 and dialing allocation 100 percent. In Example 2, POM selects both list 4 and 5 having 100 percent allocation for dialing based on the order specified. First, POM dials all filtered records from list 4 and then dials all the filtered records from list 5. POM then selects all remaining contact lists with non hundred allocation.

Table continues…

Considerations	Description
Dialing allocation is zero percent	If the dialing allocation is zero percent, POM does not dial any record from the contact list. If there is one contact list having zero dialing allocation, job does not stop after POM dials all records from the contact list. The user can change the dialing allocation of a contact list to a non zero value when it is required to the dial the records from that contact list. The user can perform this action at any time.

Contact List and Filter Selection page field descriptions

Name	Description
Apply same filter	Select this check box to enable POM to apply the first filter template to all subsequent contact lists.
No dialing Allocation	Select this check box to enable POM to disable dialing that is based on the dialing allocation and contact list priority. You can select check box only if you previously selected the **Apply same filter** check box.
Contact List	Select the contact list for this campaign.
Filter Template	Filter and sort conditions for a campaign and file splitter can now be externalized to the filter template.
Dialing Allocation Percent	Dialing Allocation percent field allows you to allocate the percentage of dialing cycle to the contact list. Use this field to enable POM to allocate a percentage of dialing cycle that you set to the contact list.
Actions	Use the following actions to preview or delete the contact list and filter template association: • Click **Preview** to see the list of filtered contacts for the relevant association. • Click to delete the selected filter template.

Adding new contact list and filter template association

About this task

Use this procedure to add a contact list and associate a filter template to it for the campaign.

Procedure

1. Log in to the Avaya Aura® Experience Portal web console.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Campaigns** > **Campaign Manager**.
4. On the Define Campaign page, click **Next**.

   The web interface displays the Contact List and Filter Selection page.
5. **(Optional)** To apply the same filter to all the contact lists, select the **Apply same filter** check box.
6. **(Optional)** To continue without assigning a dialing ratio to a contact lists, select the **No dialing ratio** check box.
7. Click **Add Association**.
8. In the contact list column, select the contact list.
9. In the filter template column, select the filter template.
10. In the **Dialing Allocation Percent** field, type a numeric value less then or equal to hundred.
11. To preview the contact list and the filter template that you associated to the list, click the **Preview** link.
12. To delete the contact list and the filter template that you associated to the list, click the **Delete** icon.
13. Click **Add Association** if you want to add to add a new contact list and new filter template association for a campaign.

Campaign Level Skill Assignment overview

In the previous versions, the agent skills and sender's address attributes were defined at the campaign strategy level. This campaign strategy was then assigned to multiple campaigns. Hence, all the campaigns with the same strategy had the same agent skills and sender address.

To overcome this, the current version of POM introduces the campaign level skill assignment feature.

By using this feature, you can define the following attributes at the campaign level in the campaign creation wizard:

- Agent outbound skill
- Sender's Address
- Sender's Display Name

.

Campaign Strategy Customization field descriptions

Name	Description
Skill Assignment	Select the skill that you want to assign to the campaign.
Sender's Address	Type the address of the sender.
Sender's Display Name	Type the display name of the sender.

Configuring campaign strategy parameters

Procedure

1. Log in to the Avaya Aura® Experience Portal web console.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Campaigns** > **Campaign Manager**.
4. On the Define Campaign page, click **Next**.
5. On the Contact List and Filter Selection page click **Next**.
6. On the Media Servers and Media Specific Parameters (optional) page click **Next**.

   The web interface displays the Campaign Strategy Customization page.
7. In the Skill Assignment area, select the skill that you want to assign to the campaign.
8. In the ANI Settings area, do the following:
   a. In the **Sender's Address** field, type inputs like the SIP, telephone, email , mobile number.
   b. In the **Sender's Display Name** field, type the display name of the sender.
9. Click **Finish**.

Campaign Linking overview

With this feature, you can link a campaign to another campaign, so that when one campaign stops, it's linked campaign starts.

Consider Campaign A and Campaign B where Campaign B is linked to Campaign A, then Campaign A is called the base campaign and Campaign B is called the linked campaign. The campaign linking is denoted as A → B.

The linked campaign starts only when it matches one of the following criteria:

- The base campaign stops.
- The base campaign attains the callback state.
- The base campaign attains the stopped callback state.
- The base campaign does not have any contacts that are yet to be dialed.

Consider the following campaigns:

- Campaign A
- Campaign B
- Campaign C
- Campaign D

When all these campaigns are linked to form a chain, it is called a Campaign Link chain. The Campaign Link chain is denoted as A → B → C → D.

In this chain:

- Campaign A is the base campaign of Campaign B, and Campaign B is the linked campaign of Campaign A.
- Campaign B is the base campaign of Campaign C, and Campaign C is the linked campaign of Campaign B.
- Campaign C is the base campaign of Campaign D, and Campaign D is the linked campaign of Campaign C.

If a campaign in a Campaign Link chain fails to start because of a resource or configuration problem, it cannot trigger its linked campaign and causes an interruption in starting the campaigns in the chain.

When the last campaign of a Campaign Link chain points to the first campaign, it is called a Campaign Link chain cycle. The Campaign Link chain cycle is denoted as A → B → C → D → A.

Important:

Ensure that you correctly configure the Campaign Link chain cycle. An incorrect configuration results in the starting and stopping of all campaigns in the cycle. This requires a manual intervention and reconfiguration.

Campaign Linking considerations

The following table lists the considerations about Campaign Linking:

Consideration	Description
Campaign deletion	• When you delete the base campaign, its linked campaign is not deleted. • When you delete the linked campaign, its base campaigns have their linked campaign as null.
Infinite campaigns	• You can configure the linked campaign for infinite campaigns, for infinite campaign when yet to dial records becomes 0 , linked campaign is not triggered.

Table continues…

Consideration	Description
Strict agent movement to linked campaigns	• To move the same set of agents to a linked campaign, the linked campaign must have the same skills as the agents. To restrict agent movement to the linked campaign, any other campaign must not have the same skills as the linked campaign, and the agents must only be assigned with the skills of the linked campaign. Consider four campaigns A, B, C and D where the linked campaigns A → B are configured with skills A(1), B(2), C(2,3), and D(3) and Agent 1 is assigned with skills 1 and 2. For strict agent movement, where Agent 1 must move from Campaign A to Campaign B, you must remove skill 2 from campaign C so that no other campaign now has skills that of Agent 1. It guarantees the movement of Agent 1 from Campaign A to Campaign B. If Campaign C continues to have skills 1 and 2 and Agent 2 moves to Campaign C when Campaign A stops, the user can manually move Agent 1 to Campaign B. The manual movement of agent to a campaign also ensures that the agent sticks to that campaign and does not move to any other campaign based on automatic agent balancing and prioritizing features of POM. • You must avoid using the linked campaign for infinite campaigns because they are not meant to stop. If you link an infinite campaign to another finite or infinite campaign, you must be careful if strict agent movement is required. If no other campaigns have the same skills as the infinite campaign and its linked campaign, agents might be idle if the records in the infinite campaign exhaust. Agents can also not move to another non-linked campaigns because they do not have the skills to acquire those agents. Therefore, for best utilization of agents, you must regularly ensure that the infinite campaign has calls to dial. • If a campaign uses multi-handler strategy and strict agent movement, the agents working on one of the handlers can sit idle if all contacts in that handler are dialed. If you want the agents to take calls from other handlers, the agents must be assigned with the skills of those handlers that are used in the strategy. On completion of the calls from one handler, agents can take calls from other handlers. On completion of the campaign, the linked campaign starts and the agents move to the linked campaign. The link campaign does not start until the contacts of all handler are dialed.
Stop campaign and campaign linking	• To stop a campaign and restrict the startup of the linked campaign, you must stop a campaign from POM Monitor. After you stop the campaign, POM Monitor prompts you whether the linked campaign must start or not. The linked campaign only starts depending on the users input or confirmation.

Configuring Campaign Linking

Procedure

1. Log in to the Avaya Aura® Experience Portal web console.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Campaigns** > **Campaign Manager**.
4. On the Campaign Manager page, locate the campaign for which you want to configure campaign linking.
5. In the Actions column, click the **Campaign Linking** icon for the campaign.
6. In the Campaign Linking dialog box, select a campaign from the drop-down list.

   You can only select one linked campaign. The drop-down list contains the campaigns that belong to the same organization.
7. Click **Save**.

   Any changes made to the linked campaign through the Campaign Manager page do not impact a running campaign. You can make changes to the running campaign through the Proactive Outreach ManagerMonitor.

Removing a linked campaign

About this task

Perform the following steps to remove a linked campaign.

Note:

You can also remove the linked campaign through the Processing Parameters and Campaign Linking page.

Procedure

1. Log in to the Avaya Aura® Experience Portal web console.
2. In the navigation pane, click **POM** > **POM Home**.
3. On the menu bar, click **Campaigns** > **Campaign Manager**.
4. On the Campaign Manager page, locate the campaign from which you want to remove campaign linking.
5. In the Actions column, click the **Campaign Linking** icon for the campaign.

   The web interface displays the Campaign Linking dialog box.
6. In the drop-down list, click the **Select** option.
7. Click **Save**.

POM ports and licenses

Using POM, you can run multiple simultaneous campaign jobs. The port licenses available to POM are distributed among all running jobs. The distribution mechanism uses the Minimum Ports, Maximum Ports, and Priority parameters, which are set for each campaign task in the campaign strategy. The priority is a number with the minimum value 1 and the maximum value 10. You can specify either a dynamic license or a reserved license. The higher the number, the higher is the priority.

The allocation of ports to each job task is in proportion to the priority assigned to the job task. But POM license manager never allocates more than the Maximum Ports assigned to a job task. Also, the license manager tries to allocate at least the Minimum Ports to a job task.

Before starting an outbound call attempt, the Campaign Manager queries the license manager and if available, gets the total number of licenses available for a job task and marks the license as In use.

Note:

License allocation can be either reserved or dynamic.

Reserved licenses

The licenses which are not reallocated to other jobs or task unless recalculation occurs are called reserved licenses.

In case of reserved licenses, the campaign job or task does not release the licenses though the campaign job or task might not need the licenses.

The licenses allocated to the reserved job or task will be retained till the recalculation hapxpens. Jobs or tasks with reserved licenses cannot trigger the recalculation.

The license recalculation can occur when:

- A new job starts.
- A job is stopped.
- A job is paused.
- A job is resumed.
- If you change the priority, minimum port, or maximum ports value through the POM monitor.
- A dynamic job is not using the allocated quota, and there are other jobs in the system that need more licenses.
  - In case of dynamic jobs with outbound or notification licenses, if the job does not make call attempt for a duration of 1 minute then it is considered that the dynamic job does not need more licenses.

Whenever license recalculation is triggered, the license quota for all jobs is recalculated irrespective of their allocation type.

Dynamic licenses

POM helps in better allocation and license management with the help of dynamic licensing. Dynamic licensing is useful for a job or a task that does not require all allocated licenses. There are other jobs or tasks that require more licenses than the allocated licenses, simultaneously. With

the help of dynamic licensing, the system can release some licenses and assign the licenses to the other jobs or tasks.

You can choose to use reserved licensing or dynamic licensing. If you choose dynamic licensing, you must remember that:

- Only dynamic jobs or the tasks can donate the additional or excess licenses
- Any job or the task can borrow the additional or excess licenses
- No job or the task can use more licenses than the maximum value specified in the campaign strategy
- Dynamic jobs or the tasks always reserve minimum licenses specified the campaign strategy although the job or task might not need the licenses.
- Dynamic jobs or the tasks start donating licenses. Only the current job or the task does not request for a license and the other jobs need more licenses.
- After donating licenses, dynamic jobs or the tasks get the license back only when the dynamic job or the task needs the licenses.
- The system allocates the licenses that are released by dynamic job to other jobs according to their priorities, and the minimum and the maximum values.

The following table shows the license calculation for different scenarios:

		Priority	Min	Max	Allocated licenses
Total licenses available = 120					
1	No constraints				
	Job1	2	10	100	20
	Job2	2	10	100	20
	job3*	8	10	100	80
2	Max reached for one - excess redistributed				
	job1	2	10	100	30
	job2	2	10	100	30
	job3*	8	10	60	60
3	Shortfall for two - recovered from one with excess				
	job1	2	25	100	25
	job2	2	25	100	25
	job3*	8	10	100	70
4	Max for all - license wastage				
	job1	2	5	10	10
	job2	2	5	10	10
	job3*	8	5	90	90
5	Excess not enough to recover shortfall - three remain below min				

Table continues…

		Priority	Min	Max	Allocated licenses
	job1	1	50	100	10
	job2	2	50	100	20
	job3	4	50	100	40
	job4*	8	50	100	50

* denotes dynamic jobs.

POM marks a license as “In use” just before making a call attempt. The POMDriver application releases the “In use” licenses once the call is over, call failed, call is disconnected, or a call is transferred to an agent.

If an error occurs in the POMDriver application or POM application, and the call is terminated, the Campaign Director periodically checks for such failures and forcefully releases the call and license. The two scenarios are there, where the Campaign Director releases the call and license:

1. Error in the POMDriver application, where the call is in progress, but the MPP fails before outcome of the call is available. Campaign Director looks for calls where the in progress duration exceeds the configured time in minutes (Maximum call in-progress time parameter in global configuration). If the Campaign Director finds such calls, the Campaign Director forcefully releases the license engaged for such calls and marks the status of this call as Attempt Timeout so that the contact can be dialed again.
2. Error in the POMDriver application where an answering machine or live voice answers the call. The driver application launches the dialog application, but the application does not exit properly, as the application server where the POMDriver application is running, crashes. Campaign Director looks for calls where the calls in answered state exceed the configured time in minutes, that is, the maximum call time parameter in global configuration. If the Campaign Director finds such calls, the Campaign Director forcefully releases the license engaged for such calls and updates the call completion time.

Dynamic licensing behavior for agent based campaigns

POM allocates licenses to the job only when the agents are logged in and are attached to a job, and releases the licenses from the job whenever the agents are detached from the job. When the job snoozes, POM releases all the agents immediately along with the licenses. The license goes back to the license pool. Also, during manual movement of agents, POM moves the licenses too, along with the agents.

Chapter 25: Campaign Attributes

Campaign Attributes overview

You can use campaign attributes to track or monitor campaign performance. Each campaign attribute has a name and a datatype, which can be either Currency or Long. You cannot change the name and datatype of the attribute after creating or adding the campaign attribute. POM can use the campaign attributes through the native agent scripts or external scripts to monitor the performance of campaigns.

For example:

If you are running a blood donation campaign and you want to know about the responses to the campaign, you can create a campaign attribute <XYZ> with long datatype. You can increment the response to the campaign in the XYZ attribute. At real time through the POM Monitor, the attribute values in the Campaign Detail View show the total responses for the blood donation campaign.

If you are running a fund raising campaign and you want to know the total funds collected at the end of the campaign, you can create a campaign attribute <ABC> with Currency datatype. The agent can keep updating the fund value in the ABC attribute. At real time through the POM Monitor, the attribute values in the Campaign Detail View show the total amount collected for the fund raising campaign.

You cannot delete a campaign attribute if any native agent script is using the specified campaign attribute, or if any of the reporting tables have the specified campaign attribute.

You can create more than one campaign attributes for a given campaign or use the same campaign attribute for more than one campaign.

You can update the campaign attribute values using the Web services and the agent scripts.

Manage campaign attribute page field descriptions

This page displays the list of all existing campaign attributes. Depending on your user role, you can add, change, or delete the campaign attributes. If a multitenant user creates a campaign attribute, POM associates the campaign attribute to the user's organization.

Field or Button	Description
Name	Displays the name of the campaign attribute.
Data Type	Displays the data type of the campaign attribute.

Table continues…

Field or Button	Description
Action	Use to delete the campaign attribute.
Add	Use to add a new campaign attribute.

Add new campaign attribute page field descriptions

Use this page to add a new campaign attribute. You can add an attribute with either the Long datatype or the Currency data type.

Field or Button	Description
Add Campaign Attribute	
Attribute name	Specify a unique name for the attribute to add.
Data type	Use the drop down list to select the data type to associate with the attribute.
Description	Specify a brief description about the attribute.
Save	The button to save the changes.

Adding a new campaign attribute

About this task

Perform the following steps to add a new campaign attribute.

Procedure

1. From the left pane, select **POM > POM Home > Campaigns > Campaign Attributes**.
2. Click **Add**.
3. Specify values for **Attribute name**, **Data type**, and **Description** fields.
4. Click **Save**.

Edit campaign attribute page field descriptions

Use this page to edit the description for the existing campaign attributes. You cannot edit the name and the data type of the campaign attribute.

Field or Button	Description
Edit Campaign Attribute	
Attribute name	Displays the attribute name of the campaign attribute you select. You cannot edit this field.
Data type	Displays the data type of the campaign attribute you select. You cannot edit this field.
Description	Specify a new brief description about the campaign attribute.
Save	The button to save the changes.

Editing a campaign attribute

About this task

Perform the following steps to edit an existing campaign attribute.

Procedure

1. From the left pane, select **POM > POM Home > Campaigns > Campaign Attributes**.
2. From the list of existing campaign attributes, click the attribute you want to edit.
3. Edit the **Description** field.

   You cannot edit the values for **Attribute name** and **Data type** fields.
4. Click **Save**.

Deleting a campaign attribute

About this task

Perform the following steps to delete a campaign attribute.

Procedure

1. From the left pane, select **POM > POM Home > Campaigns > Campaign Attributes**.
2. Select the campaign attribute to delete and click .

   The system displays a message to confirm the deletion of the campaign attribute.
3. Click **Yes** to delete the campaign attribute.

Chapter 26: Campaign Restrictions

Campaign Restrictions overview

The POM administrator has the rights to set campaign restrictions at the highest level while creating campaigns. These restrictions are applicable to all campaigns.

The POM administrator can override the campaign restrictions at the individual campaign level while defining the campaign strategies.

Note:

If the administrator makes any changes in the Campaign Restrictions, then he must pause and resume all the running campaigns for the changes to take effect.

Campaign restrictions page field descriptions

Use this page to define the campaign restrictions.

Note:

If you have specified any time based restriction for a campaign, then while making a contact attempt, current POM system time is converted to the time zone of the contact being attempted. The attempt is performed only if the converted value falls within the allowed time interval.

Field or Button	Description
Hide Tool Box	Click to hide the left pane of the campaign strategy editor.
Show Source	Click to view the source.
Save	Click to save the campaign restriction.
Copy	Click to copy the selected node to clipboard.
Paste	Click to paste the selected node from the clipboard.
Delete	Click to delete the selected node.

The applicable nodes for campaign restrictions are:

- Restrict on page 321

- RestrictException on page 325

These nodes are described in detail on the campaign strategy editor page.

Note:

When you use the Restrict node under Campaign Restrictions, the node has an additional optional property “ID”. The ID specified here is used to override a global restriction at the campaign level using the Override node.

Chapter 27: Purge Schedules

Purge Schedules overview

With the purge schedule feature, you can schedule deleting the POM records for the following instances:

- To delete all contact attempt records for the completed jobs before the campaign data retention period.
- In case of infinite campaigns, all the archived contact attempt records before the campaign data retention period are purged.

Purge schedule configuration page field descriptions

Use this page to define the purge schedule configuration settings.

Field or Button	Description
Campaign Data Purge Schedule: Use to delete all contact attempt records for the completed jobs before the campaign data retention period. In case of infinite campaigns, all the archived contact attempt records before the campaign data retention period are purged. For agent-based campaigns, the campaign data purge also purges all agent related data.	
Purge records	Use the option button to enable purging of campaign data records.
Campaign data retention period	Use this to retain the campaign data for the specified number of days. All records older than the number of days specified in data retention period are purged. **Note:** If you make any changes in the purge schedule, ensure you change the configured rules accordingly if required, because you cannot configure rules with duration greater than the data retention period for restricted attempts.
Daily run at	The campaign data is purged at the time you specify in the **Daily run at** field.
Import Data Purge Schedule: Use to delete all import history for all completed jobs before the import data retention period.	

Table continues…

Field or Button	Description
Purge Records	Use the option button to enable purging of import data records.
Import Data Retention Period	Use this to retain the import data for the specified number of days. All records older than the number of days specified in data retention period are purged.
Daily run at	The import data is purged at the time you specify in the **Daily run at** field.
Apply	The button to apply the changes.

Purging campaign data

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Purge Schedules**.
3. Use the option button **Purge Records** to purge the campaign data.
4. If you select **Yes**, specify the **Campaign Data Retention Period** as number of days and **Start Time** in hours, minutes, and seconds format.

   You can use the drop-down menu to select the values for specifying the start time.
5. Click **Save**.

Purging import data

Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Purge Schedules**.
3. Use the option button **Purge Records** to purge the import data.
4. If you select **Yes**, specify the **Import Data Retention Period** as number of days and **Start Time** in hours, minutes, and seconds format.

   You can use the drop-down menu to select the values for specifying the start time.
5. Click **Save**.

Chapter 28: Holiday Configuration

Holiday Configuration overview

With this feature, POM restricts the outbound dialing on the specified days. There are different types of holidays such as country, state, and campaign. The current version of POM supports a fixed date format of MM/DD/YY, to specify the holiday range.

There are maximum twenty holidays of each type (country, state, campaign) that you can configure in POM.

The holiday configuration feature supports the following types of holiday restrictions:

- Temporary restriction:

  In temporary restriction, POM resumes outbound dialing after the restriction period ends.

  For example, if January 1 is a holiday in the USA, POM attempts dialing after January 1 changes to January 2.

- Permanent restriction:

  In permanent restriction, POM stops dialing on the day specified as a holiday. POM and does not attempt dialing again.

  For example, if December 25 is a recurring holiday in the USA, for USA contacts, POM does not dial after December 25.

When you set a campaign level holiday, POM dials the contacts simultaneously. After dialing some contacts, POM identifies that a holiday is set for campaign level. POM then stops dialing As the campaign level holiday is always temporary, POM resumes dialing after the temporary restriction criteria ends.

Holiday feature page field descriptions

Name	Description
Name	Name of the holiday.
Organization	Name of the organization for which the holiday is defined.

Table continues…

Name	Description
Level	Level at which the holiday is defined. Whether the holiday is defined for state, country or campaign level.
Selections	Displays information about the selected organizations, countries, and states for which the holiday is defined.
Start Time	Time when the holiday starts.
End-Time	Time when the holiday ends.
Recurrence	Frequency of the holiday.
Enabled	Displays if the holiday feature is enabled.
Action	Click the icon to delete the holiday created.

Adding a holiday

Procedure

1. Log in to Avaya Aura® Experience Portal.
2. Click **POM** > **POM Home** > **Configurations** > **Holiday Configuration**.
3. Click **Add**.

   POM displays the Add Holiday page.
4. In the **Name** field, type the name of the holiday.
5. In the **Organization** field, move the required organization from **Available Organizations** to **Selected Organizations**.
6. For **Campaign** level, do the following:

   Move the required organization from **Available Organizations** to **Selected Organizations**.
7. For **State** level, do the following:
   a. In the **Country** field, select the country.
   b. Move the required states from **Available States** to **Selected States**.
   c. In the **Restriction Type** field, select the **Temporary Restriction** or **Permanent Restriction**.

      For **Permanent Restriction**, select an appropriate **Restriction Completion Code**.
8. For **Country** level, do the following:
   a. Move the required countries from **Available Countries** to **Selected Countries**.
   b. In the **Restriction Type** field, select the **Temporary Restriction** or **Permanent Restriction**.

For **Permanent Restriction**, select an appropriate **Restriction Completion Code**.

9. In the **Start Time** field, enter the start date using the calendar icon.
10. In the **End Time** field, enter the end date using the calendar icon.
11. Select **Yearly Recurrence** for yearly notification.
12. Select **Enabled** to enable this holiday.
13. Click **Save**.

Adding a holiday for a campaign

About this task

Use this procedure to configure POM to stop outbound dialing for a campaign during the days that you set as a holiday.

Note:

Holiday for campaign is always of the temporary restriction type.

Procedure

1. Log on to the Avaya Aura® Experience Portal.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Configurations** > **Holiday Configuration**.
4. On the Holiday page, click **Add**.

   POM displays the Add Holiday page.
5. In the **Name** field, type the name of the holiday.
6. In the **Organization** field, do one of the following:
   - To move an entry from the **Available Organizations** list to the **Selected Organizations** list, select the entry and click the **move** icon.
   - To move all entries from the **Available Organizations** list to the **Selected Organizations** list, click the **moveall** icon.
7. **(Optional)** In the **Organization** field, do one of the following:
   - To move an entry from the **Selected Organizations** list to the **Available Organizations** list, select the entry and click the **remove** icon.
   - To move all entries from the **Selected Organizations** list to the **Available Organizations** list, click the **removeall** icon.

8. In the **Campaign** field, do one of the following:
   - To move an entry from the **Available Campaign** list to the **Selected Campaign** list, select the entry and click the **move** icon.
   - To move all entries from the **Available Campaign** list to the **Selected Campaign** list, click the **moveall** icon.
9. **(Optional)** In the **Campaign** field, do one of the following:
   - To move an entry from the **Selected Campaign** list to the **Available Campaign** list, select the entry and click the **remove** icon.
   - To move all entries from the **Selected Campaign** list to the **Available Campaign** list, click the **removeall** icon.
10. In the **Level** field, select **Campaign**.
11. In the **Start Time** field, click the calendar icon and select the start date of the holiday.
12. In the **End Time** field, click the calendar icon and select the end date of the holiday.
13. In the **Yearly Recurrence** field, do one of the following:
    a. If the holiday occurs yearly, select **Yes**.
    b. If the holiday does not occur yearly, select **No**.
14. In the **Enabled** field, select one of the following:
    a. To stop outbound dialing, select **Yes**.
    b. To start outbound dialing, select **No**.
15. Click **Save**.

Adding a holiday for a state

About this task

Use this procedure to configure POM to stop outbound dialing for a state during the days that you set as a holiday.

Procedure

1. Log on to the Avaya Aura® Experience Portal web console with the administrator user role.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Configurations** > **Holiday Configuration**.
4. On the Holiday page, click **Add**.

   POM displays the Add Holiday page.

Note:

In the global configuration page enable the advanced guard time to get the list of states.

5. In the **Name** field, type the name of the holiday.
6. In the **Organization** field, do one of the following:
   - To move an entry from the **Available Organizations** list to the **Selected Organizations** list, select the entry and click the **move** icon.
   - To move all entries from the **Available Organizations** list to the **Selected Organizations** list, click the **moveall** icon.
7. **(Optional)** In the **Organization** field, do one of the following:
   - To move an entry from the **Selected Organizations** list to the **Available Organizations** list, select the entry and click the **remove** icon.
   - To move all entries from the **Selected Organizations** list to the **Available Organizations** list, click the **removeall** icon.
8. In the **Level** field, select **State**.
9. From the **Country** field, select the country in which the state is located.
10. In the **State** field, do one of the following:
    - To move an entry from the **Available States** list to the **Selected States** list, select the entry and click the **move** icon.
    - To move all entries from the **Available States** list to the **Selected States** list, select the entry and click the **moveall** icon.
11. **(Optional)** In the **State** field, do one of the following:
    - To move an entry from the **Selected States** list to the **Available States** list, select the entry and click the **remove** icon.
    - To move all entries from the **Selected States** list to the **Available States** list, click the **removeall** icon.
12. In the **Restriction Type** field, select one of the following:
    a. To temporarily restrict the outbound dialing, select **Temporary Restriction**.

       POM resumes the outbound dialing after the restriction period.

    b. To permanently restrict the outbound dialing based on the restriction completion code, select **Permanent Restriction**.

For permanent restriction, you must also select the completion code in the **Restriction Completion Code** field.

13. In the **Start Time** field, click the calendar icon and select the start date of the holiday.
14. In the **End Time** field, click the calendar icon and select the end date of the holiday.
15. In the **Yearly Recurrence** field, do one of the following:
    a. If the holiday occurs yearly, select **Yes**.
    b. If the holiday does not occur yearly, select **No**.
16. In the **Enabled** field, select one of the following:
    a. To stop outbound dialing, select **Yes**.
    b. To start outbound dialing, select **No**.
17. Click **Save**.

Adding a holiday for a country

About this task

Use this procedure to configure POM to stop outbound dialing for a country during the days that you set as holidays.

Procedure

1. Log on to the Avaya Aura® Experience Portal
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Configurations** > **Holiday Configuration**.
4. On the Holiday page, click **Add**.

   POM displays the Add Holiday page.
5. In the **Name** field, type the name of the holiday.
6. In the **Organization** field, do one of the following:
   - To move an entry from the **Available Organizations** list to the **Selected Organizations** list, select the entry and click the **move** icon.
   - To move all entries from the **Available Organizations** list to the **Selected Organizations** list, click the **moveall** icon.
7. **(Optional)** In the **Organization** field, do one of the following:
   - To move an entry from the **Selected Organizations** list to the **Available Organizations** list, select the entry and click the **remove** icon.

- To move all entries from the **Selected Organizations** list to the **Available Organizations** list, click the **removeall** icon.

8. In the **Level** field, select **Country**.
9. In the **Country** field, do one of the following:
   - To move an entry from the **Available Countries** list to the **Selected Countries** list, select the entry and click the **move** icon.
   - To move all entries from the **Available Countries** list to the **Selected Countries** list, select the entry and click the **moveall** icon.
10. **(Optional)** In the **Country** field, do one of the following:
    - To move an entry from the **Selected Countries** list to the **Available Countries** list, select the entry and click the **remove** icon.
    - To move all entries from the **Selected Countries** list to the **Available Countries** list, click the **removeall** icon.
11. In the **Restriction Type** field, select one of the following:
    a. To temporarily restrict the outbound dialing, select **Temporary Restriction**.

       POM resumes the outbound dialing after the restriction period.

    b. To permanently restrict the outbound dialing based on the restriction completion code, select **Permanent Restriction**.

       For permanent restriction, you must also select the completion code in the **Restriction Completion Code** field.
12. In the **Start Time** field, click the calendar icon and select the start date of the holiday.
13. In the **End Time** field, click the calendar icon and select the end date of the holiday.
14. In the **Yearly Recurrence** field, do one of the following:
    a. Select **Yes** if the holiday occurs yearly.
    b. Select **No** if the holiday does not occur yearly.
15. In the **Enabled** field, select one of the following:
    a. To stop outbound dialing, select **Yes**.
    b. To start outbound dialing, select **No**.
16. Click **Save**.

Assigning a holiday using the campaign creation wizard

About this task

Use this procedure to configure POM to enable the holiday feature from the campaign creation wizard.

Procedure

1. Log on to the Avaya Aura® Experience Portal web console with the administrator user role.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Campaigns** > **Campaign Manager**.
4. On the Campaign Manager page, click the **Holiday Association** icon.

   POM displays the Holiday Association dialog box.
5. To enable POM to establish outbound dialing on the days that are marked as holidays, select the **Ignore All Holidays** check box.
6. To move an entry from the **Available Holidays** list to the **Selected Holidays** list, select the entry and click the **move** icon.
7. To move all entries from the **Available Holidays** list to the **Selected Holidays** list, click the **moveall** icon.
8. To move an entry from the **Selected Holidays** list to the **Available Holidays** list, select the entry and click the **remove** icon.
9. To move all entries from the **Selected Holidays** list to the **Available Holidays** list, click the **removeall** icon.
10. Click **Save** to remain on the same page.
11. Click **Apply**.

Chapter 29: Advanced campaign list management

Advanced Campaign List Management overview

The advanced campaign list management capability is available in the Proactive Outreach Manager current release. It includes the following features:

- File splitters
- Filter template
- List priority

Enabling advanced campaign list management

About this task

Use this procedure to enable the advanced campaign list management feature. After you enable this feature, you cannot disable it.

Procedure

1. Log in to the Proactive Outreach Manager server as a root user.
2. Run the following command on the Proactive Outreach Manager server to enable the advanced campaign list management feature:

   `$POM_HOME/bin/enable_Advanced_List_and_Campaign_Mgmt`

Chapter 30: File Splitters

File Splitters overview

With this feature, POM can handle the large files that contain data about the contact lists. It uses the predefined criteria from the filter templates to divide the file into multiple contact lists. File splitter divides large files into multiple files, and uploads them in the contact lists.

File Splitters page field descriptions

Field	Description
Name	Name of the file splitter.
Description	The description of the file splitter.
Organizations	Move the required organizations from **Available Organizations** to **Selected Organizations**.
Criteria	Add the **Filter Template**, **Contact List**, and **Zone**. Maximum of fifteen criteria are allowed.
File type	Select **Local File Import** or **FTP/SFTP File Import**. Maximum of two GB master file size is allowed. Encoding format UTF–8 is supported.
Local File Import	Specify the **Local path on the POM server (Including file name)**. For **FTP/SFTP File Import**.
FTP/SFTP File Import	Specify the **FTP/SFTP host name**, **User name**, **Password**, and the **Remote path**. For secured connection, select the **Secured** check box.

Table continues…

Field	Description
How are fields separated from each other ?	Select the required option: The options are: • Comma(,) • Tab • Colon(:) • Semicolon(;) • Pipe(|) • Other
Automatically update state for phone numbers	
Advanced Options	Select the required options: The options are: • Empty Contact List before import • Automatically update time zone for phone numbers • Check phone numbers for reject patterns • Check phone numbers for phone formats rule • Check phone numbers/E-Mails for DNC • Clean up non numeric characters from phone numbers • Empty phone on match with reject patterns or phone formats rule • Empty invalid e-mail addresses • On duplicate record found, select either to update an existing record or ignore new contact. • The following advanced options are available if the advanced guard time is enabled: - Automatically update state for phone numbers - Automatically update wireless for phone numbers

Adding file splitters

Procedure

1. Log in to Avaya Aura® Experience Portal.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Contacts** > **File Splitter**.

Proactive Outreach Manager POM displays Manage File Splitter page.

4. Click **Add**.

   POM displays Add Splitter page.

5. On the Add Splitter page, enter appropriate values in the fields.
6. Click **Save**.

Editing file splitters

Procedure

1. Log in to Avaya Aura® Experience Portal.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Contacts** > **Splitter**.

   POM displays Manage File Splitter page.

4. Click the splitter you want to edit.

   POM displays Edit Splitter page.

5. On the Edit Splitter page, edit the values in the fields as required.
6. Click **Save**.

Manage File Splitters overview

This page displays the lists of splitters created for splitting files into contact lists. Depending on your user role, you can add, change, delete, analyze, preview, run, and schedule the splitter.

To search for a specific splitter from the list of splitters available you can define a search criteria with the **File Splitter Search Criteria** option.

The file splitter search criteria can search the splitter based on the following criteria:

- Contact Lists
- Name
- Organizations

.

Manage File Splitters page field descriptions

Name	Description
Name	Name of the file splitter.
Organizations	Name of the organization
Contact Lists	This list contains the contact details.
Last Executed	The date and time when the file splitter is last executed..
Status	Status of the file splitter.
Actions	Depending on your user role, you can perform the following actions for managing the splitters. Click to analyze the splitter. The analyze options performs the following actions: • Copies the file from the source location • Applies filter criteria on the file sequentially • Splits the file into multiple files to preview the data • After analysis, this file is available for preview or download **Note:** The spliited file remains in the system for 30 days. Click to preview the splitter. The preview action displays the count of contacts that are available in the splitted file. This file can be downloaded.. Click to run the splitter. It imports the splitted files to create contact list. Click to schedule the splitter With this option, you can schedule to run the file splitter once or on recurrent basis on the Proactive Outreach Manager server. Click to delete the splitter.

Preview Splitter overview

The preview action in file splitter displays the count of contacts that are splitted. These contacts are displayed according to the selected filter against each contact list. The download option provides a splitted csv file to the user.

Preview Splitter page field descriptions

Name	Description
Filter Template	Name of the filter template used.
Contact List	Name of the contact lists used.
Zone	Name of the Zone for the contact list..
Count	Number of records displayed based on the filter template applied.
Status	Detailed status of execution for each contact list.
Actions	Click download to download the csv file.
Remaining Records	The records in which the file splitter criteria is not matched
Failed Records	The records which could not be analyzed.

Create Splitter Schedule page field descriptions

Name	Description
Start Time	Time and Date slot to specify the start time for the splitter schedule.
Time Zone	Time Zone for which the splitter schedule runs.
Recurrence	Specify the recurrence schedule for the splitter.
End Time	Time and Date slot to specify the when the splitter schedule ends.

Creating a Schedule Splitters

About this task

Use this procedure to create a schedule for file splitters

Procedure

1. Log on to Avaya Aura® Experience Portal.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, click **Contacts** > **File Splitters**.

   POM displays the Manage File Splitter page.
4. Click **Actions** > **Schedule**.

   POM displays the Manage Splitter Schedules page.
5. Click **Create**.

   POM displays the Splitter Schedules page.
6. In the Start Time area, click the calendar icon and select the date and time slot.
7. In the Time Zone area, click the calendar icon and select the time zone for which you want the schedule to start.
8. In the Recurrence area, click the calendar icon and select the **Recurring** check box for running the schedule for the number of times that you specify.

   In the **Frequency** field, type a value.
9. In the End Time area, click the calendar icon and select the date and time slot.
10. Click **Save**.

Manage Splitter Schedules overview

This page displays the list of schedules created for splitter. Depending on your user role, you can create or delete schedules for the selected splitter.

Manage Splitter Schedules page field descriptions

Name	Description
Frequency	Frequency is the number of occurrences of a repeating schedules for splitter.
Start Time	The start time when the splitter schedule starts.
End Time	The end time when the splitter schedule ends.
Actions	Click to the delete the schedule for splitter.

Chapter 31: Rule Editor

Rule Editor overview

Rules are restrictions that you can configure for outreach attempts based on contact/address, number of attempts, channel, last attempt completion code, or nuisance frequency. For example, you can create a rule to allow maximum 3 attempts in 24 hours. POM provides a **Rule Editor** that allows you to configure rules. The Rule service must be running while performing any action in **Rule Editor**. Otherwise, the system displays an error message.

Rule Editor does not support multi tenancy.

If you have Experience Portal administrator role or POM Campaign Manager role, then by default you have access to the rule editor. You can also create a custom role for accessing the rule editor.

POM captures the rule configuration changes in audit logs.

In rule editor, you can:

- Configure rules that can be applied either to specific campaigns, or system wide.
- Exclude rules for callbacks, redial, external consult, or preview type of campaigns.
- Apply rules against Voice, SMS, Email, or custom type of channel.
- Apply rules for contact address or a contact record. A contact record is identified based on a contact ID that you give while importing a contact record into the POM system.
- Apply rules based on completion codes.
- Identify attempts that are restricted due to rules with custom completion codes.
- Enable or disable rules, retaining the campaign association, for a particular zone.
- Change the order of execution of the system and user defined rules at campaign level for a specific zone.
- Edit a rule at runtime in a running campaign.
- Delete a rule. POM also allows deletion of rule associated with a running campaign. On deletion of rule, its association with a campaign and job is also removed.
- Create custom rules using custom java class. For more information on creating a custom class for custom rules, refer *Developer Guide for Proactive Outreach Manager*.

Note:

You cannot configure rules with duration greater than the data retention period for restricted attempts. If you make any changes in the purge schedule, ensure you change the rules accordingly if required.

POM allows you to configure strategy restrictions, global restrictions and rules, such that the restrictions in a strategy are always given high precedence, followed by global restrictions, and

then the rules. Based on the completion code specified in the rule that restricted the contact, you can decide the further course of action by creating a handler node in campaign strategy. For example, before making an attempt, the campaign manager checks if the rule engine has restricted any calls by the **24Hour AMD** rule. If the campaign manager finds that the contact is restricted by the AMD rule, then it will switch to preview mode.

Note:

Consider a contact list which is part of two different campaigns. Also, consider that the same records are selected after applying filter in both the campaigns. It is very likely that all the records will get dialed from both the campaigns. If it is desired that a record or a contact needs to be dialed only once regardless of its selection in any of the campaigns in Proactive Outreach Manager, then a Rule must be created using Rule Editor. This Rule can be configured at global or campaign level to restrict number of dialing attempts made to a contact or a record or an address within a specified time. For example a rule can be created to dial a record only once in a span of 24 hrs, if such a rule is created at global level, then a contact will get dialed only once in a span of 24 hrs even if it is part of multiple campaigns. If such a Rule is created at campaign level, then the Rule should be associated to the campaigns where such behavior is desired.

Limitations

The **Rule Editor** has the following limitations:

- The rules are applied at zone level, but the rule engine counts the attempts across all zones for a contact. Also, the rules are not specific to any particular organization.

Creating a rule

Procedure

1. In the left pane, select **POM** > **POM Home**.
2. From the drop down menu, select **Campaigns** > **Rule Editor**.
3. Click **Add**.
4. Specify a **Name** for the rule.
5. Specify the **Level** of the rule as either **Global** or **Campaign**.
6. Specify whether you want to apply the rule either on a **Contact** or on **Address**. If you select **Address** option, then specify the attribute that you want to restrict from the **Address Attribute** drop down. The drop down lists all email and phone attributes.
7. Select **Yes** or **No** option to enable or disable the rule.
8. Specify the **Channel Type** for which you want to create the rule.
9. Specify whether you want to exclude the rule for any attempt type.
10. Select the **Rule Category** from the drop down.

Based on the category you select, system displays additional parameters on the screen that you must configure for the rule. For example, for **Custom** rule category, you must specify a **Class Name**.

11. Click **Save**.

Related links

Agents, agent states, call states, and job states on page 572

Create Rule page field descriptions

Field Name	Description
Rule Attribute	
Name	Use to specify a name for the rule. The name is the unique identifier of the rule.
Level	Use this to specify the scope of the rule. • **Global**: Select this option if you want to apply the rule to all running campaigns irrespective of the zone or tenant. • **Campaign**: Select this option if you want to apply the rule to a specific campaign.
Restrict On	Use to specify whether the attempt must be restricted on contact or address. **Contact**: Select this to restrict the attempt for the entire contact record. A contact record is identified based on a user contact ID that you give while importing a contact record into the POM system. If two different contacts in two separate contact lists have same user contact ID , then the rule engine will consider them as the same contact. So, if the rule restricts one contact record, then it will also restrict another contact record having the same user contact ID. A contact record might have multiple addresses. So, when you restrict an attempt on **Contact**, attempts to all addresses for that contact record are restricted. A contact address can be either phone or email. **Address**: Indicates the rule restricts attempt only to specific address of the contact record.
When you select **Restrict On** as **Address**, then you see the **Address Attribute** field on the screen.	

Table continues…

Field Name	Description
Address Attribute	Use to specify the contact address attribute on which you want to apply the rule. The **Address Attribute** drop down has all the attributes of type **Phone**, and **E-Mail**, and also the following values: • **All**: Use this if you want to apply the rule on all address attributes of the contact, and on external number. • **All Contact Address Attribute**: Use this if you want to apply the rule on all address attributes of the contact, except external number. • **External Number**: Use this if you want to apply the rule on an external number.
Enabled	Use this to enable or disable a rule. • **Yes**: Select to enable a rule. • **No**: Select to disable a rule.
Channel Type	Use this to specify all the different channels on which you want to apply the rule. You can select multiple channels on which you want to apply the rule. The following channel types are available: • **Voice** • **Email** • **SMS** • **Custom** The rule gets applied only for the selected channels. For example, if you select **Voice** channel, then the rule gets executed only for **Voice** channel and not for **SMS**, **Email**, or **Custom** channel.
Exclude if current attempt type	Use to specify the attempt types for which rules will not be executed. You can select multiple attempt types at a time. You can exclude the rule for the following attempt types: • **Preview** • **Callback** • **Redial** • **External Consult** For example, if you select the **Exclude if current attempt type** as **Callback**, then the rule will not be executed for a “callback” attempt.

Table continues…

Field Name	Description
Rule Category	Use this to specify the type of rule you want to create. You can create following types of rules: • **Attempt Frequency**: Select this option to create a rule to restrict attempts beyond the maximum attempts allowed in the specified duration. For example, you can create a rule to allow maximum of 2 attempts in last 3 hours. • **Attempt Completion Code**: Select this option to create a rule to restrict attempts based on the previous completion code within the specified duration. For example, if a contact receives a **Call_busy** completion code in last 24 hours, then restrict that contact. • **Nuisance Frequency**: Select this option to create a rule to restrict attempts based on the frequency of nuisance calls. For example, you can create a rule to allow maximum 2 nuisance calls in last 3 hours. • **Custom**: Select this option to create a custom rule to restrict a contact attempt. For more information on creating a custom class for custom rule, refer *Developer Guide for Proactive Outreach Manager*.
If you select the **Rule Category** as **Attempt Frequency**, you see the following fields on the screen:	
Attempt From	Use to specify whether you want the rule engine to count the attempts from all running campaigns or only a specific campaign. The following two options are available: • **All Campaign**: Select this option if you want to restrict attempts from all campaigns. • **Same Campaign**: Select this option if you want to restrict attempts only from the specific campaign.
Maximum Attempt	Specify the maximum number of attempts you want to allow in the given duration for a contact or address.

Table continues…

Field Name	Description
Same Calendar Day	Use to specify whether you want to execute the rule for the same calendar day. If you select **Same Calendar Day**, then the rule considers the time only till the midnight of the contact's time zone. For example, consider you have configured a rule that allows maximum 3 attempts in 24 hours. If you have selected the **Same Calendar Day** option and if you run the rule at 4 P.M., then the rule engine will check attempts only till midnight. If the **Same Calendar Day** is not selected, then the rule engine checks the attempts till 4 P.M. of the previous day.
Duration (In Hours)	Use to specify the time period for which the maximum number of configured attempts are allowed. The duration is always relative to current execution time. For example, if the rule is to allow maximum of 2 attempts in last 3 hours, and suppose the rule is executed at 4 PM, then rule engine counts all the attempts between 1 PM to 4 PM.
Previous Channel Type	Use to specify different channel types for which you want to consider the maximum attempt count. You can select multiple channels to be counted. For example, if you configure a rule for maximum of 2 attempts in last 24 hours and select the **Previous Channel Type** as **Voice**, then the rule engine counts all the voice call attempts *only*. If you select the **Previous Channel Type** as **Voice** and **Email** while configuring the rule, then the rule engine counts all attempts on both the channels cumulatively.
Exclude Completion Code in Attempt Count	Use to specify the completion codes for which previous attempts will not be counted during rule execution. For example, if you select **Ring No Answer** for **Exclude Completion Code in Attempt Count**, then the previous attempt having completion code as "RING_NO_ANSWER" will not be counted while calculating number of attempts.
Restriction Completion Code	Use to specify the completion code and assign the completion code to the attempt which was restricted by this rule.
If you select the **Rule Category** as **Attempt Completion Code**, you see the following fields on the screen:	

Table continues…

Field Name	Description
Attempt Completion Code	Use to specify the attempt completion code for which you want to restrict the attempt. For example, if a contact receives a **Call_busy** completion code in last 24 hours, then restrict that attempt. You can select more than one completion code for a rule. If multiple completion code selected for a rule, then the rule checks, if any of the completion code appears in the configured duration.
Same Calendar Day	Use to specify whether you want the rule to consider the attempts for the same calendar day. If you select **Same Calendar Day**, then the rule consider the attempts made only till the midnight. For example, consider you have configured a rule that allows maximum 3 attempts in 24 hours. If you have selected the **Same Calendar Day** option and if you run the rule at 4 P.M., then the rule engine will count attempts only till midnight. If the **Same Calendar Day** is not selected, then the rule engine counts the attempts till 4 P.M. of the previous day.
Duration (In Hours)	Use to specify the time period in which only one attempt for the configured completion code is allowed. The duration is relative to current rule execution time. For example, consider you have configured a rule to restrict an attempt to a contact with **Call_busy** completion code in last 3 hours. If the rule is executed at 4 PM, then the rule engine checks if there is an attempt for a contact having completion code as **Call_busy** between 1 PM to 4 PM. If the rule engine finds such an attempt, then it restricts further attempts to that contact or address as per the rule configuration.
Restriction Completion Code	Use to specify the completion code that you want to update the contact with, when the contact is restricted by this rule.
If you select the **Rule Category** as **Nuisance Frequency**, you see the following fields on the screen:	
Number of Nuisance Call	Use to specify the maximum number of nuisance calls that you want to allow in the specified duration.
Duration (In Hours)	Use to specify the duration in which the configured number of nuisance calls will be allowed. For example, you can configure a rule to restrict attempt to a contact after 5 nuisance calls are detected to that contact in last 24 hours.

Table continues…

Field Name	Description
Consider All Phone Address As Nuisance	Select to restrict the associated address. When you select this check box, all the contacts containing common contacts from the restricted contacts also get restricted. For details, see the 72Hours Nuisance rule section in *Avaya Proactive Outreach Manager Overview and Specification*.
Restriction Completion Code	Use to specify the completion code and assign the completion code to the attempt which was restricted by this rule.
If you select the **Rule Category** as **Custom**, you see the following fields on the screen:	
Class Name	Specify a fully qualified java class name, such as **"com.avaya.pim.api.PomCustomRule.TestCustomRule"**, for providing custom implementation of the rule. The rule engine invokes this class during execution. A custom class has to implement the interfaces provided by POM. The response time of a custom rule directly impacts the number of attempts made in a given time slot, which in turn results in lower agent utilization. **Note:** If the custom rule execution takes longer time, for example, more than 5 - 7 seconds, then there is a possibility of the call becoming a nuisance call. For more information on custom class, refer *Developer Guide for Proactive Outreach Manager*.
Custom Key Value Pair	Use to specify parameters to the custom class in the form of a key - value pair. Click + icon to add a key - value pair. You can add multiple key - value pairs at a time. Click - icon to delete a key - value pair.
Restriction Completion Code	Use to specify the completion code and assign the completion code to the attempt which was restricted by this rule. If the custom class overrides the completion code, then the restricted attempt is assigned the new completion code. Else, the restricted attempt is assigned the completion code that you specify in **Restriction Completion Code**.

Button	Description
Save	Click to save the rule.

Related links

Agents, agent states, call states, and job states on page 572

Rules page field description

The Rules page displays the rules configured in the system. By default, POM provides two system rules: **72Hours NUISANCE**, and **24Hours AMD**. For more information on system rules, see *Avaya Proactive Outreach Manager Overview and Specification*.

Name	Description
Name	Displays the unique name of the rule.
Type	Indicates whether the rule is a system rule or user defined rule.
Level	Indicates the scope of the rule. The scope can be either **Global**, or **Campaign** level.
Restrict on	Indicates whether the rule restricts an attempt on contact or address.
Category	Indicates the criteria based on which you want to create the rule.
Restriction Completion Code	Indicates the completion code which will be updated when the rule restricts the contact.
Enabled	Indicates whether the rule is enabled or disabled.
Action	Indicates the action you can take on the rule. You can take the following actions: • : Click to create a copy of an existing rule. • : Click to delete a rule. • : Displays the campaigns associated with the rule.

Button	Description
Add	Click to add a new rule.
Global Rule Default Order	Click to specify the order of execution of global rules.

Global Rule Default Order page field description

The page displays the default order in which the global rules are applied in the system.

Name	Description
Move to top	Use this to move the rule at the top of the list.
Move up	Use this to move the rule up in the list.
Move down	Use this to move the rule down in the list.
Move to bottom	Use this to move the rule at the bottom of the list.

Button	Description
Apply	Use this to apply the changes made to the order of the rules.
Cancel	Use this to cancel the changes that you make to the order of the rules and return to the Rules page.

Display campaigns associated for rule page field description

Name	Description
Campaign Name	Displays the name of the campaign associated with the rule.
Zone Name (Comma separated list)	Displays the zones within the campaigns for which the rule is associated.

Chapter 32: Callback Manager

Callback Manager overview

The Callback Manager page is available to view and modify the callbacks created. Using the Callback Manager page, an administrator can perform following set of operations on callback records:

- Edit a single callback
- Bulk Edit
- Terminate
- Delete

While editing the callback properties, the operations allowed depend on the current state and type of the callback.

Callback Manager Page Field Descriptions

Callback Manager page displays the list of callbacks. Depending on your role, you can search, sort, edit, terminate, and delete a Callback.

Name	Description
Callback search criteria	

Table continues…

Name	Description
Search By:	Select an attribute based on which you want to search a callback record with the appropriate operator. The **Search By:** drop down has the following options: • **Callback ID** • **System Contact ID** • **Campaign Name** • **Created For Agent** • **Created By** • **State** • **Type** • **Start Time** • **End Time** • **Next Attempt After** For more information on logical operators for attributes for searching a callback, see *Logical Attribute Operators.*
Show	Select the number of records that you want to display on each page.
Callback ID	Displays the callback ID of the callback.
System Contact ID	Displays the contact ID of the callback.
Campaign Name	Displays the name of the campaign having callbacks.
Type	Displays the following types of the callback: • Agent • Campaign • Standard • Strict Agent

Table continues…

Name	Description
State	Displays the following states of the callback: • Active Attached To Job • Completed • Expired • Campaign Terminated • Overwritten • Contact Excluded • Waiting For Job • Manually Cancelled • Queued for Dialing • In Progress
Created By	Displays the ID of the person who created the callback. If the callback is created by an agent, then **Created By** displays the agent ID. If the callback is created by a web service, then **Created By** displays the name of the user that executed the web service.
Created for Agent	Displays the ID of the agent for whom the callback is created. The **Created for Agent** value is present for `Agent` and `Strict Agent` types of callbacks only.
Next Attempt After	Displays the next attempt time scheduled for the callback. next attempt time is determined by two global configuration parameters **Pre interval time(min)** and **Retry time(min)**. The First attempt time is callback start time given by user /agent - Pre interval time(min). If the callback gets postpone, then Next Attempt After value is set to "time at which the callback is getting postpone+Retry time(min). Next attempt time is calculated as: Next Attempt time = Start time-Pre-interval time. For example if Start Time is set to 4.00, Pre-interval time is 2 minutes, and Retry time is 30 minutes. So the first attempt that is nothing but Next Attempt starts at 3.58 and if there is no agent is available at that time retry will be after 30 minutes that is 4.28.
Start Time	Displays the start time of the callback.

Table continues…

Name	Description
End Time	Displays the end time of the callback. Callback doesn't expire if this value is - (dash) . Callback state is marked as `Completed` in the following cases as follows: • If it is agent based callback, then once the agent attends the callback, the callback state is marked as `Completed`. • If it is a notification callback, as soon as the notification call for the callback is launched, the callback state is marked as `Completed`. • If it is a sms / email callback, as soon as the sms / email is sent, the callback state is marked as `Completed`.
Action	Displays the following icons for the action that you can take on the callback record: • • • POM displays the icons depending on the status of the callback in the campaign.

Button	Description
Apply Criteria	Click to apply the search criteria.
Clear Criteria	Click to clear the applied criteria and display all callback records.
Go	Click to go to the page number that you specify in the text box provided.
Terminate	Click to terminate callbacks. You can select multiple callbacks at once and terminate. You can only terminate the callbacks which are in one of the following state: • `Active Attached To Job` • `Waiting For Job` Callback once terminated is not attempted again by the system and it's status is set to "Manually Cancelled".

Table continues…

Button	Description
Delete	Click to permanently delete a callback record. You can delete multiple callbacks at a time. You can only delete the callbacks which are in one of the following states: • `Expired` • `Completed` • `Overwritten` • `Manually Cancelled` • `Contact Excluded` • `Campaign Terminated (Not used from 3.1 onwards)`
Bulk Edit	Click to edit the **Agent ID** of multiple callback records. Bulk edit is applicable only for the `Agent` and `Strict Agent` types of callback.

Icon	Name	Description
	First Page	Click to go to the first page.
	Previous	Click to go to the previous page.
	Next	Click to go to the next page.
	Last Page	Click to go to the last page.
	Details	Click to display the details of a callback record.

Table continues…

Icon	Name	Description
	Edit Callback	Click to edit the callback. You can edit the following properties: • Type • Agent ID • Start Time • End Time • Next Attempt After You can edit the callbacks in the following states only: • `Waiting for job` • `Active attached to job` • `Expired` • `Contact Excluded` • `Manually cancelled`

Logical Operators

The following table displays the search attributes and logical allowed operators.

Search By	Description
Callback ID, **contact ID**	=, !=, >=, <=, <, >, in, between, not between, is null, is not null.
Campaign Name, **Created By**	=, !=, in, contains, begins with, ends with is null, is not null.
Type, **State**	=, !=, in, is null, is not null.
Next Attempt After, **Start Time**, **End Time**	=, !=, >=, <=, <, >, is null, is not null.

Edit Callback page field descriptions

Use this page to edit a callback record.

Name	Description
Callback Type	
Current Callback Type	The current type of the callback.
New Callback Type	To select the new callback type.

Table continues…

Name	Description
Agent ID	
Current Agent ID	The current Agent ID of the callback.
New Agent ID	To enter the new Agent ID of the callback.
Start Time	
Date	To select the new start date for the callback.
Time	To select the new start time for the callback.
End Time	
Is Callback Expiring?	To determine whether the callback record will expire or not. The available options are: • **Yes**: Indicates that the callback record expires after the specified end time. • **No**: Indicates that the callback record never expires.
Date	The expiry date of the callback record. If you select “Yes” in the **Is Callback Expiring?** field, then you cannot edit the **Date** field.
Time	The expiry time of the callback record. If you select “Yes” in the **Is Callback Expiring?** field, then you cannot edit the **Time** field.
Next Attempt After	
Date	The date on which you will make the next callback attempt.
Time	The time at which you will make the next callback attempt.
Time Zone	
TimeZone	The timezone of the callback record.

Editing a callback

About this task

You can edit the end time of a callback only of the jobs which are in the `Active Attached to Job` ,`Expired`, `ContactExcluded`, `Waiting For Job`, and `Manually Cancelled` state.

Procedure

1. Log in to the Avaya Aura® Experience Portal web console with the Administrator user role.
2. In the navigation pane, click **POM** > **POM Home**.
3. From the drop down menu, click **Campaigns** > **Callback Manager**.

4. On the Callback Manager page, select a callback and click ✎.
5. On the **Edit Callback <xxxx>** dynamic window, do the following:

   In the **New Callback Type** field, click the appropriate callback type.
6. In the Start Time section, do the following:
   a. In the **Date** field, click the appropriate date, month, and year.
   b. In the **Time** field, click the appropriate time in the hh:mm:ss format.
7. In the End Time section, do the following:
   a. Select the appropriate option for **Is Callback Expiring**.
   b. In the **Date** field, click the appropriate date, month, and year.
   c. In the **Time** field, click the appropriate time in the hh:mm:ss format.
8. In the Next Attempt After Time section, do the following:
   a. In the **Date** field, click the appropriate date, month, and year.
   b. In the **Time** field, click the appropriate time in the hh:mm:ss format.

   Next attempt time must be greater than the previous **Next attempt time** and at least 5 minutes after the current system time.
9. In the **TimeZone** field, click the appropriate time zone.
10. Click **Save**.

    On a web browser, the Callback Manager displays the date format as per the locale of the browser.

    Date format used by the system in a Callback Manager audit log and while creating or scheduling a callback is Year/month/day Hour:minute:second(YYYY/MM/dd HH:mm:ss).

Terminating a callback

About this task

Only the callbacks in the `Active Attached To Job` or `Waiting For Job` state are terminated.

Procedure

1. Log in to the Avaya Aura® Experience Portal web console with the Administrator user role.
2. In the left pane, select **POM** > **POM Home**.
3. From the drop down menu, click **Campaigns** > **Callback Manager**.
4. On the Callback Manager page, select one or more callbacks and click **Terminate**.

Deleting a callback

About this task

Callbacks only from one of the following states are deleted:

- `Expired`
- `Completed`
- `Overwritten`
- `Manually Cancelled`
- `Contact Excluded`
- `Campaign Terminated`

Procedure

1. Log in to the Avaya Aura® Experience Portal web console with the Administrator user role.
2. In the navigation pane, click **POM** > **POM Home**.
3. From the drop down menu, click **Campaigns** > **Callback Manager**.
4. On the Callback Manager page, select one or more callbacks and click **Delete**.

Bulk Edit Callback page field descriptions

Name	Description
New Agent ID	The Agent ID to be assigned. The system displays the Bulk Edited Callbacks Summary. Agent ID change is successful only for `Agent` and `Strict Agent` callback types. **Note:** For `Strict Agent` type of callbacks, if Agent ID is changed, then **Maximum Retry count for strict agent** is recalculated.

Bulk Editing callbacks

About this task

You can change the Agent ID for multiple callbacks at a time.

Procedure

1. Log in to the Avaya Aura® Experience Portal web console with the Administrator user role.
2. In the navigation pane, click **POM** > **POM Home**.
3. From the drop down menu, click **Campaigns** > **Callback Manager**.
4. Select the callback records and click **Bulk Edit**.
5. On the **Bulk Edit Callback** dynamic window, do the following:
   a. In the **New Agent ID** field, type the appropriate agent ID.
   b. Click **Save**.

      The system displays the summary of the edited callback records. You can bulk edit `Strict Agent` and `Agent` type of callbacks that are in one of the following states:

      - Active attached to job
      - Waiting for job

Chapter 33: Filter Templates

Filter Templates overview

With this feature, you can define the filter and sort conditions for a campaign or splitter outside the campaign creation wizard.

In this feature, you can use the search criteria in the filter template to search from the available filter templates. You can search by using the filter template name or type.

To filter the search result, you can add maximum thirty filter conditions and five sort attributes to the filter template. However, if a campaign with more than thirty filter conditions in POM 3.1.1 has been migrated to POM 3.1.2, the Filter template can still have more than thirty filter conditions.

Run-time changes for running job instances

If there are changes made to the running job instance, following are the impacts,:

Runtime Changes	Impacts
• If the filter condition is changed • If the filter template is changed • Contact list is added, replaced, or changed. • New contacts are added or existing contact list is updated.	Proactive Outreach Manager selects the records for dialing ahead of time. Example 1: A filter condition of a filter template is associated to the running job is changed, or a different filter template is applied to any of the contact list of the running job. In such a case, Proactive Outreach Manager selects and dials the records that are not a part of the newly applied filter condition or filter template. Example 2: When the entire contact list is changed for the running job. The records that Proactive Outreach Manager selects and dials even if those records are not part of the new calling list. This is an existing behavior of POM.

Filter Templates page field descriptions

Name	Description
Name	Name of the filter templates.
Type	Type of the filter template created. Whether the filter template is created for Splitters or Campaign.
Action	You can save as, edit or delete the filter template using one of the following actions: • Click to save as the filter template. • Click to edit the filter template. • Click to delete the filter template.

Filter Template page field descriptions

Field	Description
Name	Name of the filter template.
Type	Type of the filter template.
Filter Details	
Add Condition	New row is added to add the filter condition.
Add Group	Add groups within the conditions.
Remove Group	Removes the groups created within the given condition.
Contact attribute	Specify the contact attribute to use to filter the records using the drop-down list.
Operators	Specify the operator to use with the contact attribute to filter the records. You can use equal to, not equal to, greater than or equal to, less than or equal to, greater than, less than, in, between, isNotNull, NotBetween, Not Like, and IsNull depending on the contact attribute you select.
Value	Specify the value to use to filter the records. The system displays the first 100 matching values. For example, if you are filtering records with last name containing “Wa”, the system displays the first 100 records which have the last names containing “Wa”.
Time Zone	For specific attributes like birth date, customer time you need to specify the time and date. This time and date can be specified in the formats available from the drop down.

Table continues…

Field	Description
Remove	Removes the applied filter conditions.
Remove Filter	Removes the applied filter.
Sort Details	
Add	Adds sort attributes only.
Other Details	
Select top	Selects the top number of records that matches the filter and sort criteria.
Save	Saves the changes made to created filter.
Cancel	Cancels the changes made to the created filter.

Operators used for filter template

The following table lists the operators used for the filter template:

Attribute Type	Allowed Operators
Integer/Short/Long/Float	• = • != • >= • <= • >\ • in • between • notbetween • isnull • isnotnull
String/Character/Email/Phone	• = • != • in • like • notlike • isnull • isnotnull

Table continues…

Attribute Type	Allowed Operators
Boolean	• = • != • >= • <= • >< • isnull • isnotnull

Based on the database configuration, the functioning of the operators *like* and *notlike* are case sensitive for the inputs entered.

For example: If your database configuration is case sensitive, then string like 'A%' matches with 'Abc' and not with 'abc'. If your database configuration is case insensitive then string like 'A%' matches with both 'Abc' and 'abc'.

Date and time formats for databases in Filter Template

Following are the formats of date and time for different databases supported in filter template:

Database	Date Formats	Time Formats
Postgres	• MM, DD, YY • MMDD YYYY • MMDDYY • MMDDYYYY • MMYY • MMYYYY	• HH24 MI SS • HH24MI • MISS • HH24SS • HH24MISS
Oracle	• MM, DD, YY • MMDD, YYYY • MMDDYY • MMDDYYYY • MMYY • MMYYYY	• HH24 MI SS • HH24MI • MISS • HH24SS • HH24MISS
MSSQL	MM, DD, YYYY	HH24, MI, SS

Creating filter template for campaigns

About this task

Use this procedure to create filter template for campaigns.

Procedure

1. Log in to the Avaya Aura® Experience Portal web console.
2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, select **Campaigns** > **Filter Templates**.
4. On the Filter Template page, click **Add**.

   POM displays the Create Filter Template page.
5. In the **Name** field, type a name for the filter.
6. In the **Type** field, select the filter type as campaign from the list.
7. In the **Filter Details** area, click one of the following:
   a. Add Condition: To add conditions to the filter template.
   b. Select the required attribute and the operator from the list .Click **Remove** to remove the added condition.
   c. Add Group: To add a group based on the conditions
   d. Remove Group: Removes the groups based on the conditions.

   POM filters the data based on selected groups and conditions. To sort the data, apply the sort conditions based on the attributes from the drop-down list in the desired order.
8. Click **Add**.
9. In the **Other Details** area, enter the top *x* number of records, that match the filter and sort criteria.

   Where *x* is the number of records.
10. Click **Save** to save the changes made to the filter template.
11. Click **Cancel** to cancel the changes made to the filter template.

Creating filter template for file splitters

About this task

Use this procedure to create filter template that can be used for splitters.

Procedure

1. Log on to the Avaya Aura® Experience Portal web console.

2. In the navigation pane, click **POM** > **POM Home**.
3. In the content pane, select **Campaigns** > **Filter Templates**.
4. On the Filter Templates page, click **Add**.
5. POM displays the Create Filter Template page.
6. In the **Name** field, type a name for the filter.
7. In the **Type** field, select splitters from the list.
8. In the Filter Details area, click one of the following:
   a. Add Condition: To add conditions to the filter template.

      Select the required attribute and the operator from the list .Click **Remove** to remove the added condition.
   b. Add Group: To add a group based on the conditions.
   c. Remove Group: Removes the group based on the conditions.
9. Click **Remove Filter** to remove the applied filter on the splitter.
10. Click **Save** to save the changes made to the filter template.
11. Click **Cancel** to cancel the changes made to the filter template.

Filter Template Migration tool overview

When you upgrade Proactive Outreach Manager to version 3.1.2, the filter template migration tool migrates the current filter conditions inside all the campaigns to filter templates The migration tool should be used only when the advance campaign list management feature is enabled. Filter template migration tool can migrate filter template with filter conditions like all of below conditions, any of below conditions or custom filter conditions.

Using Filter Template Migration tool

About this task

Use this procedure to enable the filter template migration tool.

Procedure

1. Log on to the Proactive Outreach Manager server as a root user.
2. Run the following command on the Proactive Outreach Manager server to execute the filter template migration tool.

   ```
   $POMHOME/bin/migrate_Filters_To_FilterTemplate
   ```

   Migrating the filter conditions in all campaigns to filter templates is a mandatory step for running the campaign.

Administrator can determine the status and exceptions of the campaign migration from the migration prompt.

Reports generation for filter template migration tool

Logs for generating the filter template migration are available at the **`${PIM_HOME}/logs/PIM_FilterTmpMigr.log`** location.

The reports contain details about the filter template migration. These reports are available at the **`${PIM_HOME}/data/FTMigration`** directory. The report name is generated with the current date and timestamp when the migration tool is executed.

The filter template migration tool report contains the following details:

- Overall migration status of the campaigns. The status of migration can be either migrated, partially migrated, or not migrated.
- Reports also contain campaign wise migration status along with message and details of filter conditions that are migrated.

Limitations for Filter Template Migration tool

Following are the limitations for the filter template migration tool:

- At the same group level with and, or conditions, the filter template migration tool is unable to migrate filter conditions.
- Migration of filter template with and, or conditions at the same group level needs to be done manually.

Chapter 34: Agents

Agent Address Book overview

Agent address book is a collection of frequently used or allowed phone numbers or SIP addresses. The agent address book is used only if you are running agent-based campaigns. The frequently used or allowed phone numbers or SIP addresses can be stored at one place and assigned to different campaigns during the campaign creation with the help of the Campaign Creation Wizard.

Manage Agent Address Book page field descriptions

Use this page to add, delete, or modify the address book entries.

Field or Button	Description
Text Box	Use to enter the name of the agent address book to search.
	Use to start the search.
	Use to clear or cancel the search.
You see the following fields when you click Advanced	
Select	Use the drop down list to choose the search criteria. You can specify the search criteria using any one option: • Name • Address
Select	Use the drop down list to specify the operator you can use to specify the search criteria. You can use the following operators: • Equal to (=) • Not Equal to (!=) • in • like • not like
Quick	Use to return to Advanced.

Table continues…

Field or Button	Description
	Use to go to the first page.
	Use to go to the previous page.
Text Box	Use the text box to specify a particular page to navigate.
Go	Use to navigate to the specified page number.
Show	Use to specify the number of records to be displayed per page.
	Use to go to the next page.
	Use to go to the last page.
Page	Displays the current page number.
Add	Use to add one agent address book entry at a time.
Add Multiple	Use to add more than one agent address book entries.
Delete	Use to delete the agent address book entry.
If you have existing entries, you see the following fields:	
Selection box	Use to select one for more than one address book entry.
Name	Displays the name of the entry.
Address	Displays the address of the entry.
Description	Displays the description of the entry.
Actions	Use to delete the address book entry.

Manage address book customer record list page field descriptions

Use this page to add, delete, and change entries in the address book depending on the user role. The entries can be phone numbers or SIP addresses frequently required by agents such as the inbound call center addresses. You can use the entries in the address book for external transfers or the call conferences . You can select specific entries using the campaign wizard and associate the entries available to the agents associated with the campaigns.

Field or Button	Description
Text Box	Use to enter the name of the agent address book to search.
	Use to start the search.
	Use to clear or cancel the search.

Table continues…

Field or Button	Description
You see the following fields when you click Advanced	
Select	Use the drop down list to choose the search criteria. You can specify the search criteria using any one option: • Name • Address
Select	Use the drop down list to specify the operator you can use to specify the search criteria. You can use the following operators: • Equal to (=) • Not Equal to (!=) • in • like • not like
Quick	Use to return to Advanced.
	Use to go to the first page.
	Use to go to the previous page.
Text Box	Use the text box to specify a particular page to navigate.
Go	Use to navigate to the specified page number.
Show	Use to specify the number of records to be displayed per page.
	Use to go to the next page.
	Use to go to the last page.
Page	Displays the current page number.
Add	Use to add one agent address book entry at a time.
Add Multiple	Use to add more than one agent address book entries.
Delete	Use to delete the agent address book entry.
If you have existing entries, you see the following fields:	
Selection box	Use to select one for more than one address book entry.
Name	Displays the name of the entry.
Address	Displays the address of the entry.
Description	Displays the description of the entry.
Actions	Use to delete the address book entry.

Field or Button	Description
Name	Displays the name of the customer record added in the address book.

Table continues…

Field or Button	Description
Address	Displays the phone numbers or SIP addresses frequently required by agents for transfers or call conferences such as conferencing inbound application. To use these entries in a campaign, you must first select the entries in the campaign wizard. The phone numbers or SIP addresses are available on agent desktop under External Consult.
Description	Displays any additional information about the customer record.
Actions	Click to delete the specific customer record.
Add	Click to add the customer record in the address book.
Delete	Click to delete the customer record from the address book.

New contact page field descriptions

Use this page to add a new entry in the agent address book.

Field or Button	Description
Name	Specify a name for the agent address book entry.
Address	Specify an address for the agent address book entry. You can specify either a phone number or SIP address. For example, a SIP address can be specified as sip:abcd@pomsese42.com. You can specify up to 25 addresses.
Description	Specify a brief description for the agent address book entry.
Save	Use to save the entry.

Multiple contacts page field descriptions

Use this page to add multiple new entries in the agent address book.

Field or Button	Description
Name	Specify a name for the agent address book entry.
Address	Specify an address for the agent address book entry. You can specify either a phone number or SIP address. For example, a SIP address can be specified as sip:abcd@pomsese42.com
Description	Specify a brief description for the agent address book entry.
Save	Use to save the entry.
Add more rows	Use to specify the number of new rows to add. The default value is 5.

Table continues…

Field or Button	Description
Add	Use to add multiple entries in the agent address book. **Note:** You can add maximum 25 agent addresses at one time in the agent address book.

Adding address book entry

About this task

Perform the following steps to add address book entry. You can also add more than one entry at a time.

Procedure

1. From the left pane, select **POM > POM Home > Agents > Agent Address Book**.
2. On the Manage Agent Address Book page, click **Add**.
3. Enter the values for the **Name** and **Address** fields. You can also optionally add a brief description in the **Description** field.

   For example, a SIP address can be specified as sip:abcd@pomsese42.com.
4. Click **Save**.

Adding multiple entries to address book

About this task

Perform the following steps to add more than one entry at a time.

Procedure

1. From the left pane, select **POM > POM Home > Agents > Agent Address Book**.
2. Click **Add Multiple**.

   You can add 5 entries at one time. To add more entries, click **Add**.
3. Enter the values for each **Name** and **Address** fields. You can also optionally add a brief description in the **Description** field.

   For example, a SIP address can be specified as sip:abcd@pomsese42.com.
4. Click **Save**.

Edit contact page field descriptions

Use this page to edit an existing entry in the agent address book.

Field or Button	Description
Name	Specify a name for the agent address book entry.
Address	Specify an address for the agent address book entry. You can specify either a phone number or SIP address. For example, a SIP address can be specified as sip:abcd@pomsese42.com.
Description	Specify a brief description for the agent address book entry.
Save	Use to save the entry.

Editing address book entry

About this task

Perform the steps to edit an address book entry.

Procedure

1. From the left pane, select **POM > POM Home > Agents > Agent Address Book**.
2. Click the address book entry to edit.
3. Enter the values for the **Name** and **Address** fields. You can also optionally add a brief description in the **Description** field.

   For example, a SIP address can be specified as sip:abcd@pomsese42.com.
4. Click **Save**.

Deleting address book entry

About this task

Perform the following steps to delete an address book entry.

Procedure

1. From the left pane, select **POM > POM Home > Agents > Agent Address Book**.
2. Select the address book entry to delete.

   The system displays a message to confirm the deletion.
3. Click **Yes** to delete the address book entry.

Agent scripts

About agent scripts

For agent-based campaigns, the agents may require scripts for questionnaires or for gathering and updating information. You can create the scripts with the embedded HTML script editor and assign the scripts to campaigns. If a script is located on a different server, outside the POM environment, then you can register the script as an URL on the POM server. Additionally, you can also register a fail-over URL for the primary URL.

You can create two types of agent scripts; Native and URL. You can reuse the script by saving the script with a different name and customizing the script. This option is valid only for the Native type of agent scripts.

You can import or export a Native agent script. For creating or editing a Native type of agent script, you need to work with a built-in editor. This editor lets you create your script and also has the functionality to add POM-specific attributes like FirstName, LastName, Phone 1, and so on.

In case of a URL type of agent script, you need to specify the primary URL where the script belongs. In case the primary URL does not function, you can also provide a fail-over URL.

To make the agent scripts work, you must add the POM server hostname and IP address in `C:\WINDOWS\system32\drivers\etc\hosts` file in the agent's system.

If you are using Internet Explorer 8.0, you must disable the XSS filter option, click **Tools > Internet Options > Security > Custom Level > Scripting**.

Even though POM allows updating attributes by the agent who is in ConfPassive or ConsultPassive state, ensure you handle the updating of the attributes through the agent desktop.

If the system is unable to complete running the tomcat services and the agent receives a new call, the system might not load the agent script. In such cases, the system displays the error `Displaying error 503, service temporarily unavailable`. The agent must refresh the agent script page from the agent desktop and once the system completes running the tomcat services, the agent is able to view the agent script.

You can write a custom javascript code for designing an agent script. You must replace the special character “+” with “_PLUS_CHAR_” and “&” with “_ampersand_” when you create a custom javascript.

Accessing the agent script URL from a cross site environment

About this task

Use this procedure to add an access control header for the `POM Agent Script`, to allow a user an access from a cross domain.

Procedure

1. Log on to the POM server by using the command prompt and root or sroot user credentials.
2. Navigate to the `$POM_HOME/bin` folder.
3. Run the script `./setHeadersForAgentScript.sh`

   This script sets headers for the `VP_POM_Agent httpd` setting to access the agent script URL from a cross site environment.
4. Restart the httpd service for the change to take effect.

   The system displays a message, “Do you want to restart(y/n)”
5. Type `y` and press `Enter`.

Manage agent scripts page field descriptions

Use this page to manage the agent scripts based on your role.

Note:

When you replace the HTML content through the Agent Script Editor, ensure you replace the content only between the body tags. Do not replace or change the existing Javascript code, but you can add new Javascript functions.

Field or Button	Description
Text Box	Use to enter the name of the agent script to search.
	Use to start the search.
	Use to clear or cancel the search.
You see the following fields when you click **Advanced**:	
Select	Use the drop-down list to choose the search criteria. You can specify the search criteria using any one option: • Name • Primary URL • Fail over URL

Table continues…

Field or Button	Description
Select	Use the drop down list to specify the operator you can use to specify the search criteria. You can use the following operators: • Equal to (=) • Not Equal to (!=) • in • like
Quick	Use to return from Advanced.
Show	Use to display the search results. You can choose to view the results either as 10, 20, 50 or all.
Page	Use to display the current page number. You cannot change the value manually.
	Use to go to the first page.
	Use to go to the previous page.
Text Box	Use the text box to specify a particular page to navigate.
Go	Use to navigate to the specified page number.
	Use to go to the next page.
	Use to go to the last page.
Name	Displays the agent script name.
Type	Displays the type of the agent script.
State	Displays the state of the agent script.
Primary URL	For URL type, displays the primary URL for the agent script.
Fail Over URL	For URL type, displays the fail-over URL, if the primary URL is not functioning.
Actions	You can reuse an agent script by either using Save As or Export. You can also delete the agent script. • Click to save the script with another name. • Click to export the agent script. • Click to delete the agent script.
Add	Click to add a new agent script.
Import	Click to import the agent script.

You see the following fields when you click **Import**:

Field or Button	Description
Import Agent Script	
Agent Script Name	Specify the name for the agent script.
File to Upload	Specify the path of the file to upload.
Choose file	Click to browse to the file to upload.
Import	Click to import the agent script.

If you have a Native agent script, you can reuse the agent script using **Agent Script Save As**. You see the following fields when you click **Agent Script Save As**:

Field or Button	Description
Agent Script Save As	
Agent Script Name	Displays the original agent script name.
Save As Name	Use to specify a different name for the agent script.
Save	Click to save the agent script with the new name.
Save As Template	Use to save the agent script as Template.
If you have a Native agent script, you can reuse the agent script using **Export Agent Script**. The system displays a dialog box asking if, to open or save the agent script. If you click **Save**, the system displays a folder structure which you can browse and then select the location where to save the agent script.	

You see the following fields if you click **Add**.

Field or Button	Description
Add an Agent Script	
Select agent script type	Use the drop-down list to select the type of the agent as URL or Native.
New agent script name	Specify the name of the new agent script.
Continue	

If you select the agent script type as **URL**, you see the following fields:

Field or Button	Description
Select agent script type	Specify the name for the agent script.
New agent script name	Specify the name of the new agent script.
New primary URL	Specify the primary URL.
Verfiy	Click to verify if the primary URL is functioning.
Fail over URL	Specify a fail-over URL, if the primary URL does not function.
Verify	Click to verify if the fail-over URL is functioning.
Encode URL	Select to send the encoded url to show the agent script on the agent desktop.
Save	Click to save the agent script.

When you run a campaign where you have specified the agent script as **URL**, you will see the following additional parameters:

Field or Button	Description
Session ID	Current POM session ID information.
Agent Script ID	The script ID of the specific agent script.
Destination IP Address	The FQDN or IP address of Experience Portal system.
Contact List Name	The contact list associated with the campaign.
Agent ID	The ID of the logged in agent.
Agent Name	The name of the logged in agent.
Organization Name	The organization associated with the campaign.
User Name	The user that creates the job.
User Contact ID	The unique user provided contact ID of the imported contact.
Campaign Name	The campaign associated with the agent.

If you select the agent script type as **Native script**, you see the following fields:

Field or Button	Description
Select agent script type	Specify the name for the agent script.
New agent script name	Specify the name of the new agent script.
Use template	Use to select the agent script saved as template.
Template	Use the drop-down list to select the agent script.
Continue	Click to continue to open the editor, where you can specify the parameters and the script details. After you have done updating the script, click **Save**. For more information about working with the editor, see Working with the editor for adding or editing Native type agent scripts on page 497.

If you click the name of the agent script, you can edit the selected agent script. If the selected agent script is of type **URL**, you see the following fields:

Field or Button	Description
Edit Agent Script	
Agent Script Name	Displays the name of the agent script. You cannot change the name once specified.
New Primary URL	Displays the name of the primary URL. You can specify a different name.
Verify	Click to verify if the primary URL is functioning.
Fail-over URL	Displays the name of the fail-over URL. You can specify a different name.
Verify	Click to verify if the fail-over URL is functioning.
Encode URL	Select to send the encoded url to show the agent script on the agent desktop.
Save	Click to save the agent script.

If you edit a Native type agent script, the system displays the editor where you can make changes to the script and then click **Save**. For more information about working with the editor, see Working with the editor for adding or editing Native type agent scripts on page 497.

Creating agent scripts

About this task

For the agent-based campaigns, agents require agent scripts for questionnaires or for gathering and updating customer information. A POM Administrator can create these scripts with the embedded HTML script editor and assign it to campaigns. If a script is located on a different server, outside the POM environment, then you can register the script as a URL on the POM server. Also, you can register a fail-over URL for the primary URL.

You can create two types of agent scripts; Native and URL.

- For Native type:

  You can reuse the script by saving the script with a different name and customizing the script. You can also import or export a Native agent script. For creating or editing a Native type of agent script, you must work with the built-in editor. This editor allows you to create your script and also has the functionality to add POM specific attributes such as FirstName, LastName, Phone 1.

- For URL type:

  You must specify the primary URL where the script belongs. If the primary URL does not function, you can also provide a fail-over URL.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. Click **Agents** > **Agent Scripts**.
3. To add a new agent script, click **Add**.
4. In the **Select Agent Script Type** field, click one of the following:
   - URL
   - Native
5. In the **Name** field, type a name of the agent script.
6. Click **Continue**.
7. Create a script for the agent if you select the agent script type as Native. For more information about working with the editor, see Working with the editor for adding or editing Native type agent scripts on page 497.
8. In the **Primary URL** field, type the url of the primary server.
9. In the **Fail-over URL** field, type the url of the back-up server.
10. To check if the primary URL and the fail-over URL are functioning, click **Verify**.

11. **(Optional)** Select the **Encode URI** check box to send the encoded url to the agent desktop.

    Use this step only if in the agent script type is configured as URL.

12. Click **Save**.

Working with the editor for adding or editing Native type agent scripts

Use this page to add or edit a Native type of agent script using the editor. This is a built-in editor where you can use general editing functionality of an editor in addition to POM specific attributes.

Agent script editor has the provision to add HTML form elements, embed images, tables, hyperlinks and text formatting features.

User can leverage on the power and convenience of jQuery, which are linked with the Native Agent Script.

On the Agent Desktop, attributes that are tagged as `marked` , are displayed as *****. Attributes that are tagged as `Read-only` are unavailable in Agent Script Editor's `update attribute` and update `Multi-Attribute` plug-ins.

Procedure

1. Click to insert the system defined POM attributes in the script. For example, First Name.
2. Click to update the system defined POM attribute. For example, Phone Number 1.
   a. Select the contact attribute from the drop-down list.
   b. Select the UI type from the drop-down list.
      - If you select the UI type as **Text**, then the system displays a text field where you can enter and update the value.
      - If you select the UI type as **Text Area**, then the system displays a text box where you can enter and update the value.
      - If you select the UI type as **Select**, then the system displays drop-down list where you can select the value.
   c. Specify the button label to display to the agent using the **Update Button Label** field.
3. Click to update multiple POM attributes at one time. For example, First Name, Salary, Address.
   a. Select the contact attribute from the multiple select box.
   b. Click the right arrow key to view the selected contact attribute and the left arrow key to unselect the attribute.

c. In the Element Properties, specify the label to display to the agent.
   - If you select the UI type as **Text**, then the system displays a text field where you can enter and update the value.
   - If you select the UI type as **Text Area**, then the system displays a text box where you can enter and update the value.
   - If you select the UI type as **Select**, then the system displays drop-down list where you can select the value.

d. Specify the **Button Name** to display to the agent.

4. Click to update agent attributes. The values you update are at the agent level.

   Important:

   You must define the agent attributes first in order to use them in the agent script.

   a. Select the agent attribute to update using the drop down list.
   b. Select a UI type to display on the screen. You can have the following UI types:
      - Button for Add operation: Use to display the Add button on the screen.
      - Button for Subtract operation: Use to display the Subtract button on the screen.
      - Button for Assign operation: Use to display the Assign button on the screen.
      - Make the input mandatory: Use to add validation and make the input mandatory.

      For more information about updating the agent attribute and using the different UI types, see the *Examples* section.

5. Click to update the campaign attributes. The values you update are at the campaign level.

   Important:

   You must define the campaign attributes first to use them in the agent script.

   a. Select the campaign attribute to update using the drop down list.
   b. Select a UI type to display on the screen. You can have the following UI types:
      - Button for Add operation: Use to display the Add button on the screen.
      - Button for Subtract operation: Use to display the Subtract button on the screen.
      - Button for Assign operation: Use to display the Assign button on the screen.
      - Make the input mandatory: Use to add validation and make the input mandatory.

      For more information about updating the campaign attribute and using the different UI types, see the *Examples* section.

6. Click **Save**.

Note:

You can edit the form elements such as Text Area, Text Field, Radio button, Check box, and Selection field. However, POM does not support editing the properties of the form.

Example

Update agent attribute

For example, if you are running a collection type of campaign and to ensure how many agents collected how much amount, you can update the currency attribute. You can add the **Add**, **Subtract**, **Assign** buttons on the screen and also confirm that you always enter the currency attribute and never leave blank. The agents can then use the operation buttons on the screen and add values as the campaign runs. The **Add** button appends the value entered to the existing value. If the existing value is 50, and the agent types 50 and clicks **Add**, the system adds 50 to the existing value. The **Subtract** button also works in the same way. The **Assign** button overrides the existing value. If the agent types in 60 and clicks **Assign**, the system overrides the existing value and replaces the existing value with 60.

Update campaign attribute

For example, if you are running a collection type of campaign and want to ensure how many much amount is collected at the end of the campaign, you can update the currency attribute. You can add the **Add**, **Subtract**, **Assign** buttons on the screen and also confirm that you always enter the currency attribute and never leave blank. The agents can then use the operation buttons on the screen and add values as the campaign runs. The **Add** button appends the value entered to the existing value. If the existing value is 50, and the agent types 50 and clicks **Add**, the system adds 50 to the existing value. The **Subtract** button also works in the same way. The **Assign** button overrides the existing value. If the agent types in 60 and clicks **Assign**, the system overrides the existing value and replaces the existing value with 60.

Agent attributes

Agent Attributes

You can use agent attributes to track or monitor agent performance. Each agent attribute has a name and a data type. You can use only the Currency and Long data types for an agent attribute. You cannot change the name and data type of the agent attribute after creating or adding the agent attribute. POM can use the agent attributes through the native agent scripts or external scripts to monitor agent performance for a specific campaign.

Example

If you are running a blood donation campaign and you want to know the number of responses that an agent received, you can create an agent attribute <XYZ> with the Long data type. The agent increases, decreases, or updates the value of the <XYZ> agent attribute when the agent receives a response. In real time through POM Monitor, the attribute values in the Agent Detail View show which agent received how many responses and track the agent performance.

If you are running a collection and want to know each agent's do not use possessive s collection, you can create an agent attribute <ABC> with the Currency data type. The agent increases, decreases, or updates the value of the <ABC> agent attribute with the amount of funds collected. In real time through POM Monitor, the attribute values in the Agent Detail View show each agent's collection.

You cannot delete an agent attribute if any native agent script is using the specified agent attribute or if any reporting tables have the specified agent attribute.

You can create more than one agent attribute for a given campaign, or you can use the same agent attribute for more than one campaign.

You can update the agent attributes using Web services and the agent scripts.

Manage an agent attribute page field descriptions

This page displays the list of all existing agent attributes. Depending on your user role, you can add, change, or delete the agent attributes. If a multitenant user creates an agent attribute, POM associates the agent attribute to the user's organization.

Field or Button	Description
Manage Agent Attribute	
Name	Displays the name of the agent attribute.
Data Type	Displays the data type of the agent attribute.
Action	Use to delete the agent attribute.
Add	Use to add a new agent attribute.

Add new agent attribute field descriptions

Use this page to add a new agent attribute. You can add agent attributes with Long and Currency data types.

Field or Button	Description
Add Agent Attribute	
Attribute name	Specify a unique name for the agent attribute to add.
Data type	Use the drop-down list to select the data type to associate with the agent attribute.
Description	Specify a brief description about the agent attribute.
Save	The button to save the changes.

Adding a new agent attribute

Procedure

1. From the left pane, click **POM > POM Home > Agents > Agent Attributes**.
2. Click **Add**.
3. Specify values for the following fields:
   - **Attribute name**
   - **Data type**
   - **Description**
4. Click **Save**.

Edit an agent attribute page field descriptions

Use this page to edit the description for the existing agent attributes. You cannot edit the name and the data type of the agent attribute.

Field or Button	Description
Edit Agent Attribute	
Attribute name	Displays the attribute name of the agent attribute you select.
Data type	Displays the data type of the agent attribute you select.
Description	Specify a brief description about the agent attribute.
Save	The button to save the changes.

Editing an agent attribute

Procedure

1. From the left pane, click **POM > POM Home > Agents > Agent Attributes**.
2. From the list of existing agent attributes, click the attribute to edit.
3. Edit the **Description** field.

   You cannot edit the values for the **Attribute name** and **Data type** fields.
4. Click **Save**.

Deleting an agent attribute

Procedure

1. From the left pane, select **POM > POM Home > Agents > Agent Attributes**.
2. Select the agent attribute to delete and click .

   The system displays a message to confirm the deletion of the agent attribute.
3. Click **Yes** to delete the agent attribute.

Agent Configuration

Agent Configuration page field descriptions

This page displays the list of agents. Depending on user role you can add or delete agents.

Name	Description
Agent Search Criteria	
Search By	Click an attribute based on which you want to search an agent record with the appropriate operator. The **Search By** drop down has the following options: • **Agent ID** • **Agent Name** • **Agent Organization**
Show	To select the number of records that you want to display on each page.
Agent ID	The specific identification of an agent. The identification can be a number, a string, or alphanumeric. The identification cannot contain invalid characters, such as !, @, #, $, %, ^, &, *, (,), etc.
Agent Name	The name of the agent.
Agent Organizations	The name of the organization to which the agent belongs. This field is visible only if organization is enabled on Avaya Aura® Experience Portal.

Button	Description
Apply Criteria	To apply the search criteria.
Clear Criteria	To clear the applied criteria and display all agent records.
Go	To go to the page number that you specify in the text box provided.
Add	To add a new agent.
Delete	To delete agent(s).
Import Agents	To import agents from the following options: • Communication Manager • A local CSV file • AACC, if POM is installed in AACC mode.
Assign Organization	To assign agent(s) to an organization. This button is visible only if organization is enabled on Avaya Aura® Experience Portal.

Icon	Description
	To go to the first page.
	To go to the previous page.
	To go to the next page.
	To go to the last page.

Add Agent page field descriptions

Use this page to add an agent.

Name	Description
Agent ID	The identification number of an agent.
Agent Name	The name of the agent.
Organization	The name of the organization(s) to which the agent belongs. This field is visible only if organization is enabled on Avaya Aura® Experience Portal.

Button	Description
Add	To add a new agent.

Adding an Agent

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. Click **Agents** > **Agent Configuration**.
3. Click **Add**.
4. Type the appropriate values in the following fields:
   - **Agent ID**
   - **Agent Name**
   - **Organization**
5. Click **Add**.

Deleting an agent

Before you begin

Add at least one agent.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop-down menu, click **Agents** > **Agent Configuration**.
3. On the Agent Configuration page, select the check box next to the agent that you want to delete.
4. Click **Delete**.

Import Agents tab field descriptions

Use this page to import agents. You can import agents using the following two options:

- Communication Manager
- CSV file
- AACC, if POM is installed in AACC mode

Name	Description
Import Options	

Table continues…

Name	Description
Import agents from Communication Manager	To import agents from Communication Manager. When you click this option, POM displays the **Select Skill** section. In this section, click the skills that you want to import for an agent.
Input File	
Upload CSV File to import agents	To upload the CSV file to import agents. The CSV file must be a comma separated file with the following format: `AgentId,AgentName,Organizations,Groups` The mandatory headers are AgentId and AgentName.
Local File to import agents	To import a CSV file stored on a server. When you click this option, POM displays the **Local Path** field to enter the path of the CSV file that you want to import.

Button	Description
Choose File	To browse to the file to upload. POM displays this button when you click the **Upload CSV File to import agents** option.
Import Agents	To import the agents.
Last Import Details	To view the details of last import.

Importing agents

Procedure

1. In the navigation pane, click **POM** > **POM Home**
2. In the drop-down menu, click **Agents** > **Agent Configuration**.
3. On the Agent Configuration page, click **Import Agents**.
4. On the Import Agents page, click one of the following options:
   - **Import agents from Communication Manager**
   - **Import agents from file**
   - **Import agents from AACC mode**
5. Click **Import Agents**.

Importing agents using Communication Manager

Procedure

1. On the Import Agents page, click **Import agents from Communication Manager**.
2. In the **Select Skill** section, select the skills of the agent.

You can view only the skills that have been added using **CC Elite Configurations**.

3. Click **Import Agents**.

Related links

Import Agents tab field descriptions on page 504

Importing Agents from a file

Procedure

1. On the Import Agents page, click **Import agents from file**.
2. In the Input File area, do one of the following:
   - Click **Upload CSV File to import agents** to import agents from a CSV file.
   - Click **Local File to import agents** to import agents from a file stored in your local machine.
3. **(Optional)** For **Upload CSV File to import agents**, browse and select the CSV file.

   Ensure the following:

   - The CSV file contains the following headers:.
     - **AgentId**
     - **AgentName**
     - **Organizations**
     - **Groups**

     AgentId and **AgentName** are mandatory headers.
   - The values in the **Organizations** and **Groups** headers are separated by an exclamation mark (!).
   - The maximum size of the CSV file is 5 MB.
4. **(Optional)** For **Local File to import agents**, enter the location of the file in the **Local Path** field
5. Click **Import Agents**.

Related links

Import Agents tab field descriptions on page 504

Importing agents using AACC

Procedure

1. On the Import Agents page, click **Import agents from AACC**.
2. In the **Select Skill** section, select the skills of the agent.
3. Click **Import Agents**.

Agent to Organization Assignment field descriptions

Use this page to assign agents to an organization.

Name	Description
Organization	The list of organizations configured on Avaya Aura® Experience Portal. This field is visible only if organization is enabled on Avaya Aura® Experience Portal.
Agents	
Available Agents	List of available agents.
Selected Agents	List of agents that you want to assign to the selected organization.

Icon	Name	Description
	Move All	To move all agents from **Available Agents** to **Selected Agents**.
	Move	To move the selected agent(s) from **Available Agents** to **Selected Agents**.
	Remove	To remove the selected agent(s) from the **Selected Agents** list.
	Remove All	To remove all agents from the **Selected Agents** list.

Assigning agents to an organization

About this task

Use this procedure to do the following:

- Assign agent(s) to an organization.
- Remove agent(s) assigned to an organization.

Before you begin

Ensure that organization is enabled on Avaya Aura® Experience Portal.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop down menu, click **Agents** > **Agent Configuration**.
3. On the Agent Configuration page, click **Assign Organization**.

4. On the Agent to Organization Assignment page, do the following:
   a. In the **Organization** drop-down box, click the organization to which you want to assign agent(s).
   b. To assign agent(s) , in the **Available Agents** selection box, select the agent(s) that you want to assign to the organization and click one of the following:
      -
      -
   c. To remove agent(s) assigned to an organization, in the **Selected Agents** selection box, select the agent(s) that you want to remove and click one of the following:
      -
      -
5. Click **Save**.

Agent Group Configuration

Manage Agent Group page field descriptions

This page displays the agent groups. Use this page to do the following depending on your role:

- Add agent groups.
- Edit agent groups.
- Delete agent groups.
- Assign agents to agent groups

Name	Description
Agent Group Search Criteria	

Table continues…

Name	Description
Search By	Click an attribute based on which you want to search an agent group record with the appropriate operator. The **Search By** drop down has the following options: • **Name** • **Organization** The option **Organization** is visible only if organization is enabled on Avaya Aura® Experience Portal.
Show	Click the number of records that you want to display on each page.
Name	The name of the agent.
Organization	The name of the organization to which agent belongs. This field is visible only if organization is enabled on Avaya Aura® Experience Portal.
Description	The description of the agent group.
Action	Click icon to assign the agents to the agent group.

Button	Description
Apply Criteria	To apply the search criteria.
Clear Criteria	To clear the applied criteria.
Go	To go to the page number that you specify in the text box provided.
Add	To add a new agent group.
Delete	To delete an agent group.

Agent Group page field descriptions

Name	Description
Name	Name of the agent.
Organization	Name of the organization(s) to which the agent belongs. This field is visible only if organization is enabled on Avaya Aura® Experience Portal.
Description	Description of the agent group.

Button	Description
Add	To add a new agent group.

Adding an agent group

About this task

Use this page to create an agent group for an organization.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. Click **Agents** > **Agent Group Configuration**.
3. Click **Add**.
4. On the Add Agent Group page, specify values for the following fields:
   - **Name**
   - **Organization**

   The **Organization** field is visible only if organization is enabled on Avaya Aura® Experience Portal.
5. Click **Add**.

Deleting an agent group

Before you begin

Ensure you configure at least one agent group before you delete an agent group.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop-down menu, click **Agents** > **Agent Group Configuration**.
3. On the Manage Agent Group page, select the check box next to the agent group that you want to delete.
4. Click **Delete**.

Agent to Group Assignment page field descriptions

Use this page to assign agents to an agent group.

Name	Description
Agent Group Name	The name of the group to which you want to assign agents.
Agent Assignment	

Table continues…

Name	Description
Available Agents	List of available agents.
Selected Agents	List of agents that you want to assign to the selected agent group.

Icon	Name	Description
	Move All	To move all agents from **Available Agents** to **Selected Agents**.
	Move	To move the selected agent(s) from **Available Agents** to **Selected Agents**.
	Remove	To remove the selected agent(s) from the **Selected Agents** list.
	Remove All	To remove all agents from the **Selected Agents** list.

Assigning agents to a group

About this task

Use this procedure to do the following:

- Assign agent(s) to a group.
- Remove agent(s) assigned to a group.

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. In the drop down menu, click **Agents** > **Agent Group Configuration**.
3. On the Manage Agent Group page, click the icon of the group to which you want to add agents.
4. On the Agent to Group Assignment page, do the following:
   a. To assign agent(s) , in the **Available Agents** selection box, select the agent(s) and click one of the following:
      -
      -
   b. To remove agent(s) assigned to an organization, in the **Selected Agents** selection box, select the agent(s) and click one of the following:
      -

-

5. Click **Save**.

Chapter 35: Supervisor

Supervisor overview

POM introduces a new POM Supervisor role in Avaya Aura® Experience Portal. By default, a user with a supervisor role has access to POM Monitor only. The supervisors are able to see and manage only the agents that are assigned to them. The supervisors can also see and manage the campaigns of the organization to which they belong.

Users with Administrator role can see all agents. Users with Org Administrator role can see all agents belonging to that org.

POM provides a global configuration **Agent and supervisor configuration** for applying the agent and supervisor configurations. If this parameter is disabled, then the supervisor can see the agents and campaigns without any changes. For more information on the Supervisor feature, see *Avaya Proactive Outreach Manager Overview and Specification*.

Agent Group Assignment

Supervisor Configuration page field descriptions

Use this page to assign agent groups to a supervisor user.

Name	Description
User Selection	
Organization	The name of the organization. This field is visible only if organization is enabled on Avaya Aura® Experience Portal.
User	The list of the names of supervisors. **Note:** The users with "Administrator" and "Org Administrator" role are not displayed in the **User** drop down.
Agent Group Assignment	

Table continues…

Name	Description
Available Agent Groups	The list of agent groups available for the selected user.
Selected Agent Groups	The list of agent groups assigned to the selected user.

Icon	Name	Description
	Move All	To move all agent groups from **Available Agent Groups** to **Selected Agent Groups**.
	Move	To move the selected agent groups from **Available Agent Groups** to **Selected Agent Groups**.
	Remove	To remove the selected agent groups from **Selected Agent Groups** to **Available Agent Groups**.
	Remove All	To remove all agent groups from **Selected Agent Groups** to **Available Agent Groups**.

Assigning agent groups to a Supervisor

Procedure

1. In the navigation pane, click **POM** > **POM Home**.
2. Click **Supervisor** > **Agent Group Assignment**.
3. In the **User Selection** section, do the following:
   a. Click the appropriate **Organization**.
   b. Click the appropriate **User**.
4. To assign agent groups, move one or more agents from **Available Agent Groups** to **Selected Agent Groups**.
5. Click **Save**.

Chapter 36: Legal compliance requirements administration

POM is an application that allows customers to automate their outbound contact handling utilizing sophisticated strategies across multiple channels, including voice, E-mail, and SMS. Avaya Proactive Outreach Manager's industry leading Call Classification Analysis and associated Answer Machine Detection capability helps to ensure the greatest level of productivity, while addressing compliance requirements at the same time. It provides the features as outlined below to help our customers achieving compliance regulations related to the rules in the table below.It is the customer's responsibility to use POM in compliance with the all applicable laws or regulations.

Feature	High level requirement	Feature support offered by POM
Nuisance Call Rate	The Nuisance call rate shall be no more than 3% of live calls per campaign (i.e. across call centres), or per call centre (i.e. across campaigns) over a 24 hour period. The abandoned call rate must include a reasoned estimate of Answer Machine Detection (AMD) false positives and may exclude a reasoned estimate of calls abandoned to answer machines.	POM supports pacing calls to manage the desired Nuisance call level by utilizing the “Cruise Control” algorithm. POM Cruise Control algorithm, when using predictive dialing, allows for maintaining the service level such that the number of abandoned, or nuisance calls is within the limit administered for a given campaign. Compliance across multiple systems or across a call centre has to be ensured by the call centre management, or customer. POM needs be configured to reset the cruise control algorithm every midnight (12:00 AM). In such case, POM resets the number of call hits and number of abandoned, or nuisance calls so that the algorithm maintains the number of nuisance calls to be within limit of that particular day. Without such reset, the algorithm would manage the nuisance for the life time of the campaign, rather than a given day. POM provides an option to configure an estimate for the false positive rate of the Answer Machine Detection (AMD) algorithm, and considers the same in the calculation of nuisance rate. The system default is 3% which must be changed in the implementation process to reflect the reasoned estimate determined for the particular customer environment. POM raises an alarm POMCD003, when the nuisance rate exceeds the configured value for a campaign. If the nuisance rate exceeds the configured value for the day, then

Table continues…

Feature	High level requirement	Feature support offered by POM
		POM generates an alarm POMCD918. POM checks and calculates the nuisance rate at the interval of every 20 seconds. The campaign administrator needs to take an appropriate action upon receiving alarms. **Note:** The use of the Expert Calling Algorithm is not recommended to manage such a compliance requirement. The Expert Calling Algorithm does not support an automatic management against a given service level or nuisance rate. Supervisors are to monitor nuisance levels manually and intervene when necessary.
Information Message - Timing and Content	In the event of an abandoned call (other than an AMD false positive), a very brief recorded information message must start playing no later than two seconds after the telephone has been picked up or within two seconds of the call being answered. The information message must contain at least the following information:	POM can be configured to play an informational message when an agent cannot be made available either within 2 seconds after the telephone off-hook event, or within 2 seconds after the live voice energy is detected (contact begins to speak). Starting with POM 3.0.4 a background AMD detection capability has been introduced. It supports to continue classification of a call for potentially being an answer machine even once the call has already being connected to an agent (in order to comply with the patching the call to an agent within 2 seconds), but answer machine detection not yet being complete.
	• The identity of the company on whose behalf the call was made (which will not necessarily be the same company that is making the call);	The contact centre management, or customer must address this requirement. The message to be played has to be provided by the contact centre manager, or customer.

Table continues…

Feature	High level requirement	Feature support offered by POM
	• Details of a Special Services (080 – no charge) or a Special Services basic rate (0845 only) or a Geographic Number (01/02) or a UK wide Number at a geographic rate (03) number the called person can contact so they have the possibility of declining to receive further marketing calls from the company; and	The contact centre management, or customer must address this requirement. The contact centre manager, or customer must provide the message to be played.
	• includes no marketing content and is not used as an opportunity to market to the called person.	The contact centre management, or customer must address this requirement. The contact centre manager, or customer must provide the message to be played.
Unanswered Calls	Calls which are not answered must ring for a minimum of 15 seconds before being terminated.	POM allows configuring the timeout parameter for outbound calls within the campaign strategy associated with the campaign. The default value of this parameter is 45 seconds. The administrator can configure the timeout parameter as desired. POM shows a warning in the form of tooltip if a value to less than 15 seconds is attempted to be configured.

Table continues…

Feature	High level requirement	Feature support offered by POM
72 Hour Policy	When an abandoned call (other than an AMD false positive), has been made to a particular number, any repeat calls to that number in the following 72 hours may only be made with the guaranteed presence of a live operator.	POM provides an out of the box 72 hour rule at the system level, which blocks further calls for 72 hours. The system administrator must associate the rule to the campaign. POM marks the address restricted due to 72 hour rule with a specific completion code. As an option the campaign strategy in POM can be configured to handle the completion code, such that the same address can be dialed again by an agent as a preview dial attempt. This would ensure that an address restricted by 72 hour restriction can be attempted by a guaranteed agent.
24 Hour Policy	When a call has been identified by AMD equipment as being picked up by an answer machine (including AMD false positives), any repeat calls to that specific number within the same 24 hour period may only be made with the guaranteed presence of a live operator.	POM provides an out of the box 24 hour rule at the system level, which blocks further calls for 24 hours (same business day). The system administrator must associate the rule to the campaign. POM marks the address restricted due to 24 hour rule with a specific completion code. As an option the campaign strategy in POM can be configured to handle the completion code, such that the same address can be dialed again by an agent as a preview dial attempt. This would ensure that an address restricted by 24 hour restriction can be attempted by a guaranteed agent.

Table continues…

Feature	High level requirement	Feature support offered by POM
Caller Line Identification	For each outbound call a Caller Line Identification (CLI) number is presented to which a return call may be made which is either a geographic number or a non-geographic number adopted as a Presentation Number which satisfies the Compliance Guide to the use of Presentation numbers.	POM allows configuring the CLI to be used on the outbound call within the campaign strategy associated with the campaign. POM provides the following two options: • Utilizing an administered CLI value per strategy. • Fetching the CLI from a field, or attribute of the calling list record within the calling list.
Marketing	Any call made by the called person to the contact number provided shall not be used as an opportunity to market to that person, without the person's consent.	The contact centre management, or customer must address this requirement.
Record Management	Compliance expects that where organizations are subject to this statement, records are kept for a minimum of six months that demonstrate compliance with the above policy and procedures.	POM has provision to export campaign data either at the end of a campaign or on a schedule basis. Customers are advised to store data externally to persist as required for compliance purposes.

Note:

Compliance rules do apply to predictive or progressive dialing modes, whereby they are not necessarily applicable if thePOM solution is used in Preview mode. There is no over-dialing in Preview mode as only a single call is placed with the agent being in the call for its full duration also qualifying the call progress. In case of preview the agent has to ensure to respond to the customer according to the compliance regulation.

Nuisance call rate formula

The nuisance call rate calculation formula is:

```
NCR= ((Nuisance Calls – EstAbandToAnsMach)+AMDFalsePositiveRate * (Calls
PassedToLiveAgent – CallsToAnsMachToLiveAgent)) / ((Nuisance Calls – EstAbandToAnsMach)+
(CallsPassedToLiveAgent - CallsToAnsMachToLiveAgent))
EstAbandToAnsMach = (CallsToAnsMachToLiveAgent * NuisanceCalls)/CallsPassedToLiveAgent
```

- NuisanceCalls = Abandoned calls
- EstAbandToAnsMach = Estimate of calls abandoned to an answer machine
- CallsPassedToLiveAgent = Calls passed to live agents
- CallsToAnsMachToLiveAgent = Calls passed to an agent and marked by the agent as answer machine

If the **Consider Answer Machine by Agent** check box is enabled in the campaign wizard. This setting needs to be enabled if inclusion of an estimate of calls abandoned to an answer machine is desired.

Additionally the administrator has to define the completion codes being considered as **Answer machine by Agent**. It is the responsibility of the agent to select such a completion code in case of false negative detection, otherwise POM will not consider such calls in the nuisance calculation.

- AMDFalsePositiveRate = Answer Machine Detection False Positive Rate

  This setting allows for entering a reasoned estimate for an answer machine false positive rate in the campaign wizard. The default value for Answer Machine Detection False Positive Rate is 3.

A call is marked as nuisance as outlined below:

- For Agent based campaigns:
  - Customer call is connected but the system disconnects the call before live voice timeout expires or before POM finds an available agent.
  - Customer call is connected but time taken to connect to the agent is more than live voice timer set during campaign administration or the customer disconnects the call in this process (Nuisance application is played. This case is not applicable for enhanced CCA)

    Note:

    Applicable only if the **Consider Answer Machine by Agent** check box is disabled in the campaign wizard,
  - If the **Consider Answer Machine by Agent** check box is enabled in the campaign wizard and when customer call is disconnected by the system or customer while call classification was in progress.
  - Customer call is attempted to connect to an agent while the agent state is changed by another event at the same time.
- For Agent less Campaigns:
  - In case of a delay of more than 2 seconds between Customer's off hook event and first prompt event of the notification application.
  - If the **Consider Answer Machine by Agent** check box is enabled in the campaign wizard, and when the customer call is disconnected by system while call classification was in progress.

    For more information about the start of voice timer and live voice, see the POMDriver application from shipped applications section.

Related links

Manage global configurations page field descriptions on page 103
Media Servers and Media Specific Parameters page field descriptions on page 399
Rule Editor overview on page 458
Reset Cruise Control Pacing Parameters on page 380
Rules page field description on page 466

Chapter 37: POM Monitor

POM Monitor overview

Use POM Monitor for real-time monitoring of the active campaigns, data imports, and DNC imports. You can pause, resume, stop campaigns, track the status of the campaigns, data imports, and DNC imports. You can also pause and resume campaigns and track the flow of the campaign. This is useful to track if the campaign or the data import appears to be stuck.

You can access POM Monitor from the auxiliary POM server to monitor the campaigns, data imports, and DNC imports through the auxiliary POM server. You can access the monitor from auxiliary POM server using `https://<Aux POM Server IP address>/VP_POM_Monitor/faces/login.xhtml` in cases where you install POM on Avaya Aura® Experience Portal.

Note:

To access this URL, use Microsoft Internet Explorer 11 and later. You might need to enter the user name and password twice.

Also, you can use a command line utility to run, pause, resume, and stop the campaigns. You must run the script `manageCampaign.sh`, located at `$POM_HOME/bin/`. The script file requires three parameters, namely, the POM server IP address, user name, and the password.

A global user can monitor all campaigns, data imports, and DNC imports across organizations. An Org user can monitor campaigns, data imports and DNC imports that are created by the users belonging to the specific organization.

Note:

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Voice Portal or Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.

In the Contact List view of POM Monitor, you can view the saturation and penetration of the contact list. This list the percentage of all the contact attempts and at least one unique attempt respectively against the total records.

Active campaigns page field descriptions

Use this page to view and monitor all active campaigns. You can monitor multiple campaigns and can view the details of the campaigns.

Button	Description
	Use to manage zone failover settings.
	Use to customize the POM monitor based on user preferences.
	Use to switch to full screen mode.
Selection Box	Use the selection box to select one or more than one active campaigns.

Field	Description
Campaign name	Displays the name of the active campaign.
Campaign type	Displays the campaign type as finite or infinite.
Job ID	Displays the job ID for the campaign.
Status	Displays the status of the campaign.
Contact list	Displays the contact lists associated with the campaign.
Organization	Displays the organization to which the campaign belongs.
Start Time	Displays the time when the campaign started.
Un-attempted Contacts	Displays the number of contacts that are not yet dialed by the campaign.
Processed Contacts	Displays the number of contacts attempted by the campaign and are marked done.
Filtered Contacts	Displays the total number of contacts that satisfy the filter criteria of the campaign. If the contacts are deleted from the contact list of the running campaign, and if those contacts are not marked done, then the count of **Filtered Contacts** decreases accordingly.
Job Notes	Displays the current activity of the job.
Nuisance Calls	Displays the total count of nuisance calls made through the job.
Nuisance Rate Today	Displays the nuisance rate from the midnight till the current system time.
Nuisance Rate	Displays the nuisance rate from the job start time.
Agents	Displays the agents for the campaign.

When you select one or more campaigns using the selection box, you can click **Monitor Campaigns** to view the campaign details on the Multiple Campaign Summary screen. You can select one or more campaigns using the selection box, and then click **Stop Campaigns** to stop the running campaigns.

Tip:

If you open any of the pages in a new tab in the browser, logout from the parent window and then again log in. After logging in, you might get an error opening the POM monitor pages. When you have more than one tabs in the same browser for different pages, the browser runs multiple VPMS or EPM sessions in the background. So you might encounter an error.

Active data imports page field descriptions

Use this page to monitor and view all active data imports.

Note:

The number of maximum simultaneous import job will depend on the hibernate.c3p0.max_size parameter defined in the `PIMHibernate.cfg.xml` file. The number of maximum simultaneous import job will be 30% of the value defined for hibernate.c3p0.max_size parameter. The default value for hibernate.c3p0.max_size parameter is 100. So default value for the number of maximum simultaneous import job is 30.

Field or Button	Description
Data import name	Displays the name of the data source.
Contact list name	Displays the name of the contact list associated with the data source.
Job ID	Displays the job ID of the running job.
Status	Displays the status of the running job.
Organization	Displays the name of the organization associated with the data source.
Processed contacts	Displays the total number of processed records for the running job.

Active DNC import page field descriptions

Use this page to monitor all active DNC import jobs.

Note:

The number of maximum simultaneous import job will depend on the hibernate.c3p0.max_size parameter defined in the `PIMHibernate.cfg.xml` file. The number of maximum simultaneous import job will be 30% of the value defined for hibernate.c3p0.max_size parameter. The default value for hibernate.c3p0.max_size parameter is 100. So default value for the number of maximum simultaneous import job is 30.

Field or Button	Description
DNC import name	Displays the name of the DNC import job.
DNC list name	Displays the name of the DNC list associated with the running job.
Job ID	Displays the job ID of the running job.
Status	Displays the status of the running job.
Organization	Displays the organization associated with the running job.
Processed contacts	Displays the total number of processed records for the running job.

Active agents page field descriptions

Use this page to monitor and view all active agents.

You can filter the agent information based on agent, agentID extension, job ID, in addition to the zones, agent job states, agent states, and agent nailing states.

You can select multiple values for all filters. If you are filtering agent information using agent ID or agent extension, you cannot use the agent state, job state, and nailing state filters.

You can see the total count of agents on the top of the page for every selected filter.

You can configure the number of agents information that you want to display on the page by specifying a value for POM Monitor agent page size parameter on the Global Configurations page.

Important:

You might observe a discrepancy on the monitor, where nailed and job attached agents count is greater than available licenses. This can be seen only when logged in agents are more than available licenses as the system checks for licenses only when the agent is attached to a job. This discrepancy occurs when agent licenses of a job is reduced due to various reasons like new job started, licenses modified from user interface, or runtime changes from POM monitors, and agents are in busy state. After agents are freed from current activity, the agents get detached from the job and license count automatically matches with nailed and job attached agents.

Field or Button	Description
Agent Filter	
Select	Use to specify the select criteria for filtering the agent information. You can choose: • Agent • Agent Extension • Job ID
Textbox	Enter the filter criteria manually. For example, you can enter the agent extension in the text box to filter the agent information based on the agent extension.
Zones	Use to specify the zone for which to filter the agent information.

Table continues…

Field or Button	Description
Agent States	Use to specify the agent states for filtering the agent information. You can filter the information on: • All States • Ready • Busy • Work Not Ready • Not Ready • Pending Not Ready Manual • Pending Logout Manual For more information about agent states, see AgentsStatesJobStates on page 572.
Agent Job States	Use to specify the agent job states for filtering the agent information. You can filter the information on: • All States • Job Attached • Job Detached • Job End • Inbound • Pending Inbound • Pending Outbound • Pending Inbound Manual • Pending Job Movement • Pending Job Attach For more information about agent states, see AgentsStatesJobStates on page 572.
Agent Nailing States	Use to specify the job states for filtering the agent information. You can filter the information on: • All Nailed States • Nailed • Pending Nailup • Pending Nailup Drop • UnNailed • ReNailing
Filter	Use to filter the agent information.

You can control the agent and the agent state using the Agents View page.

For CC Elite mode, if you right-click the Agents View page, you see the following options:

- Release from Outbound
- Move To Another Job
- Forced Break
- Forced Logout

For AACC mode, if you right-click the Agents View page, you can see only one option; Move to Another Job.

Note:

If an agent has a Pending Callback or a Pending Consult request, the agent manager ignores the Move To Another Job and Release from Outbound requests of an agent from Active Agents screen. The administrator must monitor the agent job states of the agent. If the agent job state of the agent changes to Pending Manual Job Move or Pending Manual Inbound for Manual job movement and Release from Outbound requests respectively, only in that case, the administrator must consider the manual movement of the agent is complete. If the agent job state does not change to Pending Manual Job Move or Pending Manual Inbound, the administrator can retry to process the Move To Another Job and Release from Outbound requests. The Agent manager raises an event if the agent movement is not possible.

Field or Button	Description
Agent	Displays the agent ID.
Agent Extension	Displays the extension number the agent uses for making the calls.
Agent Name	Displays the agent name.
Skills	The skills you have configured in CC Elite and mapped with POM skills.
Skill Attribute	The agent skill attribute that you have configured.
Agent State	Displays the current agent state. The agent state can be any one of the following: • Ready: The agent is ready to take a call. • Busy: The agent is busy with a call and cannot take another call. • Work Not Ready: The agent is busy with the call wrap up and cannot take another call. • Not Ready: The agent is not ready to take a call. • Pending Not Ready: The agent has marked Not Ready, but is currently in a call. When the current call is over, the agent switches to Not Ready state and cannot take another call.

Table continues…

Field or Button	Description
Call State	Displays the current call state. The call state can be any one of the following: • Idle: The agent is ready and waiting for call. • Talking: The agent is talking on a call. • Wrap up: The agent is finished talking on a call, but is wrapping up the call or making notes. • Hold: The agent has put the call on hold. • Consult: The agent is on the call consulting another agent. • Conference Owner: The agent has initiated a conference call with other agent and the agent who starts the call is the Conference Owner. • Conference Passive: The other agent participating in the conference call is the Conference Passive. • Preview Dialing: Preview Dialing is applicable only for preview type of campaign. The agent is previewing the information and dials a call. • Callback: The agent is doing a callback. • Pending Call: The agent is currently in a call and has another call assigned. • Pending Callback: The agent is on call and pending callback is offered to agent. • Preview Dialing: Preview Dialing is applicable only for preview type of campaign. The agent is dialing a call after seeing the preview. • Job End: • Pending Job Attach • Call Connect
Campaign Name	Displays the name of the campaign to which the agent is attached.
Job Id	Displays the job Id to which the agent is attached.
Task	Displays the current task for the job.
Zone Name	Displays the zone of the agent.
Organization Name	Displays the name of the organization of the agent.
Agent Job State	Displays the agent job state. The job state can be any one of the following: • JobAttached • JobDetached • JobEnd • JobInbound • Pending Inbound • Pending Outbound

Table continues…

Field or Button	Description
Nail State	Displays the agent nailing state. The nailing state can be any one of the following: • All Nailed States • Nailed • Pending Nailup • Pending Nailup Drop • UnNailed • ReNailing
State Time	Displays the timestamp since when the selected agent is in the given state.
Locale	Displays the locale of the agent.
Inbound Count	Displays the number of times the agent was attached to the Inbound work during the current job.
Inbound Duration%	Displays the percentage % for which the agent is attached to any job with respect to the total Inbound time.
Off Job Idle Duration	Displays the time for which the agent is Ready, but no job is assigned to the agent.
Off Job Idle Duration %	Displays the percentage % for which the agent was waiting for a job with respect to the total Outbound time.
Login Time	Displays the time when the agent logs in. The login time is localized.
Off Break Duration	Displays the break time when the agent is not attached to any job.
Off Break Duration %	Displays the percentage % for which the agent is not attached to any job with respect to the total Outbound time.
Outbound Duration	Displays the agent outbound duration.
Outbound Duration %	Displays the percentage % time for which the agent was Outbound with respect to the agent login time.

Inbound skills page field descriptions

Inbound Queue view shows all inbound skills monitored for blending for CCElite and the skills POM uses for skill based pacing for CCElite and AACC. For more information about skills, see *CCElite Configurations*

Field or Button	Description
Zone Name	Displays the zone
Skill	Displays the skill you have defined on the CC Elite page.
Skill No	Displays the skill number you have defined on the CC Elite page.

Table continues…

Field or Button	Description
Queue Length	Displays the number of calls in the wait queue for the inbound skills.
Expected Wait Time	Displays the expected time for which the call waits in the queue before the call is answered.
Avg Speed of Answer	Displays the average time in which the agent answers the call.
% Answered within Service Levels	Displays the percentage of calls the agents answers to achieve the specified service level.
Agent Acquire Threshold	The value indicates that when traffic is below the specified value, the inbound skill is in good shape and if any blend agents were released, the system can acquire the agents. This parameter is used for blending. For example, if the agent acquire threshold value is 20 and the current Queue Length is less than 20 and any blend agents are released, the system can acquire the agents.
Agent Release Threshold	The value indicates that when the traffic is above the value the skill is in bad shape and if there are any blend agents, having the skill in question, those agents must be released from outbound to enable them to take up inbound calls. This parameter is used for blending. For example, if the agent release threshold value is 30 and the current Queue Length is more than 30, the system can release the agents.
Agent Release Interval (seconds)	The interval between successive release of agents. If a skill is in trouble, blender notifies agent manager to release a particular agent. However, it might take some time for agent to be actually unnailed as the agent might be attending the call. Also after the agent is unnailed and starts taking inbound calls it might take some time for the skill to appear in good shape. Hence if the release interval is not specified, blender might end up releasing all agents to inbound. This parameter is used for blending.

License summary page field descriptions

Use this page to get information about the allocated licenses for running jobs.

Field or Button	Description
Campaign Name	Displays the name of the campaign having running jobs.
Job Id	Displays the job id of the running job.
Action Name	Displays the action, whether the action is a call, or SMS, or email, or custom.
Zone Name	Displays the name of the zone having running jobs.

Table continues…

Field or Button	Description
Ports	Displays the ports used for the running jobs.
Preview Agents	Displays the preview license allocated for the specified job, action, and zone.
Predictive Agents	Displays the predictive license allocated for the specified job, action, and zone.
Allocation Type	Displays whether the licenses allocated are Reserved or Dynamic. For more information about reserved and dynamic licenses, see *Proactive Outreach Manager Overview and Specification*.

Campaign detail view page field descriptions

Use this page to view the details for the selected campaign. Depending on the settings that you select in the User Preferences window, you see additional or lesser fields. By default you see the trend chart in the right pane of the window. If you click the name in the completion code view, you can switch to the Completion Code View where the system displays the details of the completion code.

Note:

If a campaign or a scheduled campaign job references a contact list for which the import is in the "error state", the status of campaign or the scheduled campaign job remains "Queued, filter in progress", until you manually stop the import.

Campaign View

Field or Button	Description
Name	Displays the name of the campaign.
Campaign Type	Displays the campaign type as finite or infinite.
Job ID	Displays the job ID for the campaign.

Table continues…

Field or Button	Description
Job status	Displays the job status for the campaign. There can be multiple job states. The valid values are: • Job Queued: The job is queued for running. The job does not perform any dialing operations. • Job Active: The job is running and is performing dialing operations. • Job Completed, Creating History: The job has stopped dialing the records and is creating reports related information in the database. The job has completed dialing all records and there are no more records for dialing. • Job Pause: The user initiated a pause action on the job. After this state, the job moves to the Pausing state. • Job Pausing: The job is pausing the dialing. After this state, the job moves to the Paused state. When a campaign is in the Pausing state, any retry attempts do not reflect in the **Waiting for Retry** field in POM Monitor. • Job Paused: The job is paused and is not dialing any records. In case of agent-based campaigns, all agents are released from the job. • Running, Filter In Progress: The job is filtering the records as per the filter criteria, and the contact attempts are also in progress. • Queued, Filter In Progress: The job is filtering the records as per the filter criteria and the contact attempts have not started yet. • Job Resumed: The user initiated a resume action on the job. After this state, the job moves to the Active state. • Job Stop: The user initiated a stop action on the job. After this state, the job moves to the stopping state. • Stopped, Callback: The user stopped the job and the job is waiting for callback records to complete. • Job Stopped: The user stopped the job and the job does not perform any dialing operations. • Job Stopping: The job is stopping the dialing. After this state, the job moves to the Stopped state. • Callback: The job has completed attempts on all the contacts except the callbacks. A job in callback state has only callbacks waiting for their attempt time to arrive. There can be more than one job states for a single job. For example, a job can be in Running, Filter in Progress state which means that the job is dialing records and also filtering the

Table continues…

Field or Button	Description
	records as per the selection criteria mentioned in the Campaign Creation Wizard and Campaign Strategy. Another example can be that a job can be in Completed, Creating History state which means that the job has completed dialing all records and there are no more records for dialing. and the job moves the records to the archival state.
Percent completed	Displays the percentage completed of processed records for the selected campaign.
Processed Contacts	Displays the number of contacts attempted by the campaign and are marked done.
Un-attempted Contacts	Displays the number of contacts that are not yet dialed by the campaign manager.
Temporary Restricted Attempts	Displays the total number of rechecks made for every contact which is temporarily restricted.
Temporary Restricted Counts	Displays the total number of counts which are temporarily restricted.
The Temporary Restricted Attempts value is a counter value which counts the number of attempts made for every contact to de dialed at that point of time. **Note:** This count is not the actual attempts made for the every contact, but just a check. Depending on the recheck time interval set in the Campaign Strategy, the system checks whether the restriction is applicable for every contact before the contact is dialed. If the restriction is applicable, the Temporary Restricted Attempts counter is incremented. The Temporary Restriction Counts value is a counter value which counts the total number of contacts which are temporarily restricted. Both the Temporary Restriction Attempts and Temporary Restriction Counts values can decrease over time. If the contact no longer matches the temporary restrict criteria and the contact is dialed, the Temporary Restriction Counts counter is reduced by 1. All Temporary Restriction Attempts made for this contact are also deducted. For example, let us say there are 200 contacts which are temporarily restricted, and for those 200 contacts there have been 5000 rechecks done to verify if the temporary restrict is still applicable. Then the Temporary Restriction Counts will show 200 and Temporary Restriction Attempts will show 5000 at that point of time. Let us assume for 1 contact 25 rechecks have been performed so far. If the temporary restriction is not applicable for 1 contact anymore, then the Temporary Restriction Counts value is decreased by 1 and the new value is now 199. Simultaneously the Temporary Restriction Attempts value for that contact is also reduced. So all 25 rechecks are deducted from the Temporary Restriction Attempts count. Then the new Temporary Restriction Attempts value will be 4975.	
Waiting for Retry	Displays the total number of contacts in the contact list which are pending to be dialed and waiting for a retry.
Total Contacts	Displays the total number of contacts in the contact list associated with the campaign.

Table continues…

Field or Button	Description
Contact List(s)	Displays the name of the contact list associated with the campaign.
Campaign Strategy	Displays the name of the campaign strategy associated with the campaign.
DNC Group Name	Displays the name of the DNC group associated with the campaign.
Start Time	Displays the time when the campaign job started.
Elapsed Time	Displays the time for which the campaign job is running.
Estimated Time	Displays the estimated time for which the campaign job runs.
Job Notes	Displays the current activity of the job.

Note:

Campaign Progress chart in Campaign detail view sometimes might show an upward or downward spike for running the campaign if data archival is in progress for the selected running campaign. If you observe such spike, ignore such spike.

A job might have different states. Some of the job states are as below:

Job state	Description
Job Queued	The job is queued for running. The job does not perform any dialing operations.
Job Active	The job is running and is performing dialing operations.
Completed, Creating History	The job has stopped dialing the records and is creating reports related information in the database. The job has completed dialing all records and there are no more records for dialing.
Job Pause	The user initiated a pause action on the job. After this state, the job moves to the Pausing state.
Job Pausing	The job is pausing the dialing. After this state, the job moves to the Paused state.
Job Paused	The job is paused and is not dialing any records. In case of agent-based campaigns, all agents are released from the job.
Running, Filter In Progress	The job is filtering the records as per the filter criteria, and the contact attempts are also in progress.
Queued, Filter In Progress	The job is filtering the records as per the filter criteria and the contact attempts have not started yet.
Job Resumed	The user initiated a resume action on the job. After this state, the job moves to the Active state.
Job Stop	The user initiated a stop action on the job. After this state, the job moves to the stopping state.
Job Stopped	The user stopped the job and the job does not perform any dialing operations.
Job Stopping	The job is stopping the dialing. After this state, the job moves to the Stopped state.
Stopped, Callback	The user stopped the job and the job is waiting for callback records to complete.

Table continues…

Job state	Description
Callback	The job has completed attempts on all the contacts except the callbacks. A job in callback state has only callbacks waiting for their attempt time to arrive.

Contact List View

This view displays the details of the contact list associated with the campaign.

Field or Button	Description
Number of attempts	Displays the number of attempts POM makes to contact the record.
RPC	Displays the total number of records where the completion code with RPC flag is set.
Success	Displays the total number of records where the completion code with Success flag is set.
Closure	Displays the total number of records where the completion code with Closure flag is set.
Nuisance	Displays the total number of calls marked as Nuisance.
Nuisance Rate Today	Displays the nuisance rate from midnight till the current system time.
Nuisance Rate	Displays the nuisance rate for the job.
Answer Machine by Agent Count	Displays the total number of records where the completion code with Answer Machine by Agent flag is set.
Attempt To List %	Percentage of all attempts made divided by the total records or contacts in the campaign. **Attempt To List %** is also known as “saturation” of the contact list.
Unique Attempt To List %	Percentage of records or contacts attempted at least once (unique attempts) in a campaign divided by the total records or contacts in the campaign **Unique Attempt To List %** is also known as “penetration” of the contact list.
Contact lists:	Displays the name of the campaign strategy associated with the campaign.
Filter Template	The name of the filter template associated with the contact list.
Per List Attempt To List %	Comma separated **Attempt To List %** values per contact list.
Per list Unique Attempt To List %	Comma separated **Unique Attempt To List %** values per contact list.
Callback Scheduled	Displays the total number of scheduled callbacks.
Callback Completed	Displays the total number of completed callbacks.

Agent Voice Task View

This view displays the details of the agents for the given agent-based voice campaign.

Field or Button	Description
Call_100: The view displays the name you specify in the campaign strategy for the Name property in the call node. If you do not specify the name in the campaign strategy, the system displays the default values for the name.	
Number of attempts	Displays the number of attempts POM makes to contact the record.
Nuisance	Displays the total number of calls marked as Nuisance.
Skill	Displays the skill number for the selected agent.
Pace Type	Displays the pacing type for the selected campaign.
Callback Scheduled	Displays the total number of callbacks scheduled for the action.
Callback Completed	Displays the total number of callbacks completed for the action.
Zone < name of the zone>: If you have not assigned a zone, the system displays the default as the zone name. If the **Contact Record Assignment to Agent** is set as either **Attribute** or **Agent ID** or both, then, the page displays the attribute wise count of a contact record in the **Count** field. The count reduces dynamically as the contacts or are dialed. When the count becomes zero, the entire row is removed from the screen. The null value is displayed as “-”.	
Service Level	Displays the achieved service level for parameters in the current zone of the job action.
Agent Utilization	Displays the percentage of time the agent is busy with respect to the total time the agent spends for current zone of the job action.
Current Agents	Displays the total number of agents attached for current zone of the job action.
On Call	Displays the total number of agents busy for current zone of the job action.
Idle	Displays the total number of agents idle for current zone of the job action.
Aux	Displays the total number of agents on a break for current zone of the job action.
Average Talk Time	Displays the total average talk time of agents for current zone of the job action.
Average ACW Time	Displays the total wrap time of agents for current zone of the job action.
Idle %	Displays the total percentage % of time agents are idle for current zone of the job action. **Note:** POM does not consider the break duration while calculating the idle%.
Break %	Displays the total percentage % of time agents are on break for current zone of the job action.

There are chances that the Agent Utilization and Agent Idle % might have a deviation of X% from 100%. This variation ‘”X” depends on the number of active agents on the system. Ideally the deviation must be in the range of (+/-) 0-5%. However, cases are there when this deviation can go

beyond this range and in such cases the supervisor must intervene manually. Some examples of these cases are:

1. The campaign is running with 100 agents that are attached to the job and the last contact of the job is served by the agent for too long , say 20 minutes. In such a case, all 99 agents are in Idle state waiting for the next call. The Agent Idle% will be percent incremented by 99*20 minutes whereas the Agent Utilization remains intact. In such cases, the supervisor must take some actions such as descrementing the Maximum agents or priority of the job or use dynamic licensing.
2. If there are issues in the nailing of the agents and many agents are attached to job, but in unnailed and Idle state, in such a case, the Agent Utilization remains intact while the Idle percentage will be incremented. The supervisor must check for such agents and must rectify the nailing issues. There are various ways to track such agents on POM Monitor. Such agents appear to stuck in Idle call state or the agents have a lesser call count compared to other agents. Also, POM generates an alarm `P_POMAGT33 – "Agent – {0} nailing lost` for the agents whose nailing is dropped. Nailing issues can occur because of various reasons such as invalid MPP state, or agents are not properly configured on Contact Center, or insufficient telephony resources. You must check for such issues and rectify the issues.

There can be agent stuck issues at POM or desktop level. For such agents, the state remains as is on POM Monitor. Depending on the current agent state, the agent state can impact the Agent Utilization or Agent Idle Percentage. The supervisor must force logoff such agents from POM Monitor.

Automated Voice Task View

This displays the name you specify in the campaign strategy for the Name property in the call node. If you do not specify the name in the campaign strategy, the system displays the default values for the name. For example, Call_100, or Call_200.

Note:

Depending on the number of jobs or the number of tasks running for the given campaign, you might see additional views related to different types of campaigns. For example, if you have an SMS campaign running, you see an **SMS Task View**, or an **Email Task View**, or a **Custom Task View**, or an **Agent Voice Task View**.

Completion Code View

This displays the name you specify in the campaign strategy for the Name property in the action node. If you do not specify the name in the campaign strategy, the system displays the default values for the name. For example, Call_100, or SMS_100.

If you expand the name displayed, you see additional fields:

Field or Button	Description
RPC	Displays the total number of records where the completion code with RPC flag is set.
Success	Displays the total number of records where the completion code with Success flag is set.
Closure	Displays the total number of records where the completion code with Closure flag is set.

If you select the name, POM displays another table with completion code details. If you navigate back to the Campaign Details View and click name property, you switch back to the default display and can see the trend chart in the right pane of the window.

Note:

System completion code's total might mismatch with interval values as other system or custom completion codes might overwrite it.

Field or Button	Description
Name	Displays the name of the completion code.
Total	Displays the total number of records for which the task is performed.
Last 5 min	Displays the total number of completion codes for selected task in the last 5 min.
Last 15 min	Displays the total number of completion codes for selected task in the last 15 min.
Last 30 min	Displays the total number of completion codes for selected task in the last 30 min.
Last 60 min	Displays the total number of completion codes for selected task in the last 60 min.

Note:

The POM Monitor shows interval data for the last 5, 15, 30, and 60 minutes. Once the time equal to respective intervals are passed then the interval data is refreshed for 5, 15, 30, and 60 minutes respectively. For example, from the start time of the campaign, as the time passes by, the interval data for last 5,15,30,60 minutes get refreshed at respective interval time. Hence at any given time you always see latest data for the given interval

This page also displays a trend chart where you can monitor the active campaigns. In the trend chart, the finished contacts are plotted on the Y axis. Finished contacts are the number of contacts successfully completed in the campaign. On the X axis, the time is plotted. The trend chart also displays the voice calls and the campaign progress. The trend chart is refreshed after every one minute.

Field or Button	Description
Pause	Use to pause the running campaign job.
Stop	Use to stop the running or paused campaign job.
Resume	Use to resume the paused campaign job.
Settings	This button is only displayed if the campaign is in running state. You can use it to change available campaign parameters at run time.
Last Poll	Displays the time when the Campaign Details screen was last refreshed.

Multiple campaign summary page field descriptions

Use this page to view the summary for multiple campaigns. All campaigns have to be in the running state to view the summary. The summary page lists the campaign job with the multiple tasks, and whether the tasks use pacing. For all tasks, similar details are displayed.

For every campaign, you can view the details such as the number of records in the campaign, the pacing type if pacing is enabled, and the number of ports in use.

Field or Button	Description
In multiple campaign summary screen on top pane, you can see the campaign name as a link to go to the Campaign Detail view page, job ID, status of the job, number of processed contacts, and total number of contacts. If you are running a finite campaign, you can see the percentage complete also.	
Pause	Use to pause the running campaign job.
Stop	Use to stop the running or paused campaign job.
Resume	Use to resume the paused campaign job.
The pane on the top displays the task name, ports in use, and all campaign parameters depending on the campaign type. **Note:** When the system recalculates the allocated ports, you might observe that temporarily the campaign summary displays ports in use more than the allocated ports. You might see this behavior when the new job starts , or pauses, or resumes , or when the donated ports returns to the dynamic job.	
Interval	Displays the different time intervals to show the data. Different intervals are last 5, 15, 30, and 60 minutes.
Attempts	Displays the number of call, or SMS, or email attempts POM makes to contact the record from the start of the job.
Nuisance	Displays the total number of calls marked as Nuisance.
Completion Summary	
RPC	Displays the total number of records where the completion code with Right Party Connect (RPC) flag is set.
Success	Displays the total number of records where the completion code with Success flag is set.
Closure	Displays the total number of records where the completion code with Closure flag is set.
For agent-based campaigns, the system displays the average Service Level (SL) and Agent Utilization (AU) for all zones in which the job is running. You see the following additional fields if you are running an agent-based campaign.	
Agent Time	
Avg Talk	Displays the total average talk time of agents for current job action.
Avg ACW	Displays the total average wrap time of agents for current job action.

Table continues…

Field or Button	Description
Idle %	Displays the total time in percentage % for which agent is idle for current job action.
Aux %	Displays the total time in percentage % for which agent is in aux state for current job action.

Data import details view page field descriptions

Use this page to view the details of the selected data import. Depending on the settings that you select in the User Preferences window you see additional or lesser fields.

Note:

The number of maximum simultaneous import job will be depend on the hibernate.c3p0.max_size parameter defined in the `PIMHibernate.cfg.xml` file. The number of maximum simultaneous import job will be 30% of the value defined for hibernate.c3p0.max_size parameter. The default value for hibernate.c3p0.max_size parameter is 100. So default value for the number of maximum simultaneous import job is 30.

Data Import Properties

Field or Button	Description
Contact list name	Displays the name of the contact list.
Data Source name	Displays the data source name.
Organization	Displays the organization to which the contact list belongs.
Job ID	Displays the job ID of the running job.
Import type	Displays the import type.

Job Progress Indicators

Field or Button	Description
Start Time	Displays the start time of the data import.
Elapsed Time	Displays the time for which the job is running.
Status	Displays the status of the job.
Processed Contacts	Displays the number processed records for the job.

You can also see additional control icons on the page.

Field or Button	Description
Pause	Use to pause the running job.
Stop	Use to stop the running or paused job.
Resume	Use to resume the paused job.

This page also displays a pie chart in the right pane, which can be monitored real time. The pie chart shows the outcome of import. Depending on the outcome of the import such as success, duplicate address, or any other outcomes, every outcome is displayed with a different pie color.

You can use the to view the data in a tabular format.

Name	Count
Phone Format failed	Displays the total number of records rejected matching with the reject patterns.
Update	Displays the total number of updated records.
Matched with DNC	Displays the total number of records found matching with the DNC list.
Rejected Pattern	Displays the total number of records rejected matching with the reject patterns.
Delete	Displays the total number of records deleted.
Validation Failed	Displays the total number of records for which the validation failed.
Run Time Error	Displays the total number of records that display a run time error.
Success	Displays the total number of successful records imported.
Duplicate Address	Displays the total number of records where duplicate addresses are found.

DNC import details view page field descriptions

Use this page to view the DNC import details. Depending on the settings that you select in the User Preferences window you see additional or lesser fields.

Note:

The number of maximum simultaneous import job will be depend on the hibernate.c3p0.max_size parameter defined in the `PIMHibernate.cfg.xml` file. The number of maximum simultaneous import job will be 30% of the value defined for hibernate.c3p0.max_size parameter. The default value for hibernate.c3p0.max_size parameter is 100. So default value for the number of maximum simultaneous import job is 30.

DNC Import Properties

Field or Button	Description
Data Source name	Displays the data source name.
Organization	Displays the organization to which the DNC list belongs.
Job ID	Displays the job ID of the running job.
Import type	Displays the import type.

Job Progress Indicators

Field or Button	Description
Start Time	Displays the start time of the data import.
Elapsed Time	Displays the time for which the job is running.
Status	Displays the status of the job.
Processed Contacts	Displays the number processed records for the job.

You can also see additional control icons on the page.

Field or Button	Description
Pause	Use to pause the running job.
Stop	Use to stop the running or paused job.
Resume	Use to resume the paused job.

This page also displays a pie chart in the right pane, which can be monitored real time. The pie chart shows the outcome of import. Depending on the outcome of the import such as success, duplicate address, or any other outcomes, each outcome is displayed with a different pie color.

You can use the to view the data in a tabular format.

Name	Count
Phone Format failed	Displays the total number of records rejected for which the phone format is failed.
Rejected Pattern	"Displays the total number of records rejected matching with the reject patterns.
Delete	Displays the total number of records deleted.
Validation Failed	Displays the total number of records for which the validation failed.
Run Time Error	Displays the total number of records that display a run time error.
Success	Displays the total number of successful records imported.
Duplicate Address	Displays the total number of records where duplicate addresses are found.

User preferences page field descriptions

You can use the User Preferences screen to customize the POM monitor. You can customize different views and settings.

Note:

If you upgrade POM, the system deletes all previously saved preferences. You must specify new preferences for:

- POM Global Settings
- POM Trace Settings
- Monitor Settings
- Campaign Detail View
- Multiple Campaign Summary View
- Data Imports View
- DNC Imports View
- Active Agents View

Use the options buttons to show or hide parameters. Depending on the values that you select, you see additional or lesser fields on the POM monitor.

Monitor settings page field descriptions

Use this page to configure and change the general settings for customizing the monitor.

Monitor Settings

Settings	Description
Skin Selection	Use the option buttons to choose a preferred skin. You can choose either the **Gold** or the **Avaya** skin option. The default is **Avaya**.
Campaigns View	Use the option buttons to choose a preferred campaign view screen mode. You can choose either the **Normal View** or the **Minimize** screen option. The default is **Normal View**.
Data Import View	Use the option buttons to choose a preferred data import view screen mode. You can choose either the **Normal View** or the **Minimize** screen option. The default is **Minimize**.
DNC Import View	Use the option buttons to choose a preferred DNC import view screen mode. You can choose either the **Normal View** or the **Minimize** screen option. The default is **Minimize**.
Agent Summary View	Use the options button to choose a preferred agent summary view screen mode. You can choose either the **Normal View** or the **Minimize** screen option. The default is **Minimize**.
License Summary View	Use the options button to choose a preferred license summary view screen mode. You can choose either the **Normal View** or the **Minimize** screen option. The default is **Minimize**.
Inbound Skills View	Use the options button to choose a preferred inbound skills view screen mode. You can choose either the **Normal View** or the **Minimize** screen option. The default is **Minimize**.

Campaign Detail View: Campaign View

Settings	Description
Name	Displays the name of the campaign.
Campaign Type	Displays the campaign type as finite or infinite.
Organization	Displays the organization to which the campaign belongs. The default is **Hide**.
Job ID	Displays the job ID of the campaign.
Job Status	Displays the job status of the campaign.
Percent completed	Displays the percentage completed of processed records for the selected campaign.
Processed Contacts	Displays the total number of processed contacts for the campaign.
Total Contacts	Displays the total number of contacts in the contact list associated with the campaign.
Contact List	Displays the name of the contact list associated with the campaign.
Campaign Strategy	Displays the name of the campaign strategy associated with the campaign.
EPMS	Displays the name of the EPM server if you are running a voice campaign. The default is **Hide**.
Email server	Displays the name of the email server if you are running an email campaign. The default is **Hide**.
SMS server	Displays the name of the SMS server if you are running an SMS campaign. The default is **Hide**.
Start Time	Displays the time when the campaign job started.
Elapsed Time	Displays the time for which the campaign job is running.
Estimated Time	Displays the time duration for which the campaign might run based on calculations done by the POM system.

Note:

The Campaign Details View might take some time to be displayed on the monitor when lot of attempts are there. For every 1000 thousand attempts, the monitor takes a 10 second delay to load the detail view.

Campaign Detail View: Contact List View

Settings	Description
Number of attempts	Displays the number of attempts POM makes to contact the record.
RPC	Displays the total number of records where the completion code with RPC flag is set.
Success	Displays the total number of records where the completion code with Success flag is set.
Closure	Displays the total number of records where the completion code with Closure flag is set.

Table continues…

Settings	Description
Nuisance	Displays the total number of calls marked as Nuisance.
Number of connects	Displays the number successful connect attempts. POM calculates the number of connects from the counts of completion codes which varies for each task type. For calls, POM considers the completion codes as Answer Human , and Call Answered. For e-mails, POM considers the completion codes as Email Sent, and for SMS POM considers the completion code as SMS Delivered. The default is **Hide**.
Attempts to list ratio	Displays the percentage of attempts with respect to total contacts for the job. The default is **Hide**.
RPC to Attempts ratio (%)	Displays the percentage of successful RPC connects with respect to total attempts. The default is **Hide**.
Success to Attempts ratio (%)	Displays the percentage of successfully completed call, or SMS, or email attempts with respect to total attempts for the job. The default is **Hide**.

Note:

Desired ASA, Queue Length, Pace Variation Step, Max Pace, Desired EWT, and Inbound Skill parameters are applicable only for skill-based campaigns.

Campaign Detail View: Agent Voice Task View

Settings	Description
Number of attempts	Displays the number of attempts POM makes to contact the record.
Nuisance	Displays the total number of calls marked as Nuisance.
Skill	Displays the skills you configure on CC Elite and AACC and map in POM.
Pace Type	Displays the pace type as none, time-based, or skill-based depending on the campaign type you create.
Service Level	Displays the number of calls answered within the specified time in the inbound queue.
Agent Utilization	Displays the percentage of time the agent is busy with respect to the total time the agent spends for the job action.
Minimum Agents	Displays the minimum number of agents available to complete the job action.
Maximum Agents	Displays the maximum number of agents available to complete the job action.
Current Agents	Displays the number of agents working to complete the job action.
On Call	Displays the total number of agents busy for the job action.
Idle	Displays the total number of agents idle for the job action.
Aux	Displays the total number of agents in aux state for the job action.

Table continues…

Settings	Description
Total Calls Handled	Displays the total number of calls handled for the job action.
Average Talk Time	Displays the average talk time of agents for the job action.
Average Preview Time	Displays the average preview time taken by the agent for the job action.
Average Hold Time	Displays the average time the call is put on hold for the job action.
Average ACW Time	Displays the average total wrap time of agents for the job action.
Idle %	Displays the total % of time agents are idle for the job action. **Note:** POM does not consider the break duration while calculating the idle%.
Break %	Displays the total % of time agents are on break for the job action.
Callback Scheduled	Displays the total number of callbacks scheduled for the job action.
Callback Completed	Displays the total number of callbacks completed for the job action.

Campaign Detail View: Automated Voice Task View

Settings	Description
Number of attempts	Displays the number of attempts POM makes to contact the record.
Nuisance	Displays the total number of calls marked as Nuisance.
Minimum Ports	Displays the minimum ports used in the campaign job.
Maximum Ports	Displays the maximum ports used in the campaign job.
In Use Ports	Displays the number of ports in use for the campaign job.
Rate	Displays the pacing rate at which time based campaigns are executed. For a normal campaign the rate are displayed as "none".
Pace Type	Displays the pace type as none, time-based, or skill-based depending on the campaign type you create.
Desired ASA	Displays the average time the agent requires to finish the call. POM monitors the average speed for an inbound skill which you want to monitor.
Queue Length	Displays the number of calls in the wait queue for the inbound skill.
Service Level	Displays the number of calls answered within the specified time in the inbound queue.
Pace Variation Step	Displays the percent of increase or decrease in pace when the current inbound parameter value does not match desired value.
Max Pace	Displays the maximum pace value with which the campaign can run.
Desired EWT	Displays the expected time for which the call waits in the queue before the call is answered.
Inbound Skill	Displays the inbound skill you select to monitor for the campaign.

Campaign Detail View: Completion Code View

Settings	Description
RPC	Displays the total number of records where the completion code with Right Party Connect (RPC) flag is set.
Success	Displays the total number of records where the completion code with Success flag is set.
Closure	Displays the total number of records where the completion code with Closure flag is set.

Campaign Detail View: Message and Custom Task View

Settings	Description
Number of attempts	Displays the number of attempts POM makes to contact the record.
Rate	Displays the pacing rate at which time based campaigns are executed. For a normal campaign the rate are displayed as "none".
Pace Type	Displays the pace type as none, time-based, or skill-based depending on the campaign type you create.
Inbound Skill	Displays the inbound skill you select to monitor for the campaign.
Callback Scheduled	Displays the total number of callbacks scheduled.
Callback Completed	Displays the total number of callbacks completed.
ASA	Displays the average time the agent requires to finish the call. POM monitors the average speed for an inbound skill which you want to monitor.
Queue Length	Displays the number of calls in the wait queue for the inbound skill.
Service Level	Displays the number of calls answered within the specified time in the inbound queue.
Pace Variation Step	Displays the percent of increase or decrease in pace when the current inbound parameter value does not match desired value.
Max Pace	Displays the maximum pace value with which the campaign can run.
EWT	Displays the expected time for which the call waits in the queue before the call is answered.

Campaign Detail View: Agent Detail View

This view displays the session level information for the selected agent.

Settings	Description
Agent ID	Displays the agent ID of the selected agent for the current session.
State	Displays the agent state for the current session for the selected agent.
Call count	Displays the number of calls handled in the current session by the selected agent.

Table continues…

Settings	Description
Call state	Displays the call state for the current session for the selected agent.
Average Talk Time	Displays the total average talk time of the selected agent for the current session.
Idle Time %	Displays the total percentage % of time the selected agent are idle for the current session. **Note:** POM does not consider the break duration while calculating the idle%.
Average ACW Time	Displays the total wrap time of the selected agent for the current session.
Average Hold Time	Displays the total hold time of the selected agent for the current session.
Average Preview Time	Displays the average preview time of the selected agent for the current session.
Job Attach Time	Displays the time stamp when the selected agent is attached to the job action
Conference Count	Displays the number of conference calls attended by the selected agent for the job action.
Transfer Count	Displays the number of transfers initiated by the selected agent.
Abandoned On Hold Count	Displays the number of calls abandoned while call is put on hold by the selected agent.
Current Outbound Duration	Displays the time spent by the selected agent in Outbound.
Agent Session Count	Displays the number of times the agent is attached to the current job action in the current session.
State Time	Displays the time duration for which the selected agent is in the current state.

Campaign Detail View: Inbound Skills Information View

Settings	Description
Inbound Skill	Displays current values for selected skill for the job received from CC Elite
ASA	ASA and Service Level are not-applicable if you are running skill-based campaigns through AACC. Displays the average time in which the agent answers the calls.
Service Level	Displays the achieved service level for parameters of the job action.
Queue Length	Displays the number of calls in the wait queue for the inbound skills.
EWT	Displays the expected time for which the call waits in the queue before the call is answered.

Campaign Detail View: Selector View

Settings	Description
Number of Attempts	Displays the total number of call, or SMS, or email attempts POM makes to contact a record.
Callback Scheduled	Displays the number of callbacks scheduled.
Callback Completed	Displays the number of callbacks completed.

Multiple Campaign Summary View: Campaign Summary

Settings	Description
Attempts	Displays the total number of call, or SMS, or email attempts POM makes to contact a record for a task.
Connects #	Displays the number successful connect attempts. POM calculates the number of connects from the counts of completion codes which vary for each task type. For calls, POM considers the completion codes as Answer Human, and Call Answered. For e-mails, POM considers the completion codes as Email Sent, and for SMS, POM considers the completion code as SMS Delivered. The default is **Hide**.
Hit Rate	Displays the percentage of total RPC to total attempts. The default is **Hide**.
Nuisance	Displays the total number of records marked as Nuisance.
RPC	Displays the total number of records where the completion code with RPC flag is set.
Success	Displays the total number of records where the completion code with Success flag is set.
Closure	Displays the total number of records where the completion code with Closure flag is set.

Multiple Campaign Summary View: Intervals

Settings	Description
Last 5 min	Displays the total number of records for which the task is performed in the last 5 min.
Last 15 min	Displays the total number of records for which the task is performed in the last 15 min. The default is **Hide**.
Last 30 min	Displays the total number of records for which the task is performed in the last 30 min. The default is **Hide**.
Last 60 min	Displays the total number of records for which the task is performed in the last 60 min.

Data Imports View: Data Import Properties

Settings	Description
Contact List Name	Displays the name of the contact list.
Data Source Name	Displays the data source name. u
Organization	Displays the organization to which the contact list belongs.
Job ID	Displays the job ID of the running job.
Import Type	Displays the import type.

Data Imports View: Job Progress Indicators

Settings	Description
Start Time	Displays the start time of the data import.
Status	Displays the status of the data import.
Processed Contacts	Displays the number of processed contact records for the job.

DNC Imports View: DNC Import Properties View

Settings	Description
Data Source Name	Displays the data source name.
DNC List Name	Displays the name of the DNC list.
Organization	Displays the organization to which the DNC list belongs.
Job ID	Displays the job ID of the running job.
Import Type	Displays the import type.

DNC Imports View: Job Progress Indicators View

Settings	Description
Start Time	Displays the start time of the DNC import.
Status	Displays the status of the DNC import.
Processed Contacts	Displays the number processed contact records for the job.

Active Agents View: Agent Summary View

Settings	Description
Agent	Displays the agent ID.
Agent Extension	Displays the extension number the agent uses for making the calls.
Agent Name	Displays the agent name.
Skills	Displays the skills you have configure in CC Elite and AACC, and map with POM skills.

Table continues…

Settings	Description
Agent State	Displays the current agent state. The agent state can be any one of the following: • Ready: The agent is ready to take a call. • Busy: The agent is busy with a call and cannot take another call. • Work Not Ready: The agent is busy with the call wrap up and cannot take another call. • Not Ready: The agent is not ready to take a call. • Pending Not Ready: The agent has marked Not Ready, but is currently in a call. When the current call is over, the agent switches to Not Ready state and cannot take another call.
Call State	Displays the current call state. The call state can be any one of the following: • Idle: The agent is ready and waiting for call. • Talking: The agent is talking on a call. • Wrap up: The agent is finished talking on a call, but is wrapping up the call or making notes. • Hold: The agent has put the call on hold. • Consult: The agent is on the call consulting another agent. • Conference Owner: The agent has initiated a conference call with other agent and the agent who initiates the call is the Conference Owner. • Conference Passive: The other agent participating in the conference call is the Conference Passive. • Preview Dialing: Preview Dialing is applicable only for preview type of campaign. The agent is previewing the information and dials a call. • Callback: The agent is doing a callback. • Pending Call: The agent is currently in a call and has another call assigned. • Pending Callback: The agent is on call and pending callback is offered to agent. • Preview Dialing: Preview Dialing is applicable only for preview type of campaign. The agent is dialing a call after seeing the preview. • Job End • Pending Job Attach • Call Connect

Table continues…

Settings	Description
Campaign Name	Displays the name of the campaign to which the agent is attached.
Job Id	Displays the job Id to which the agent is attached.
Task	Displays the current task for the job.
Zone Name	Displays the zone of the agent.
Job State	Displays the agent job state. The job state can be any one of the following: • JobAttached • JobDetached • JobEnd • JobInbound • Pending Inbound • Pending Outbound
Locale	Displays the locale of the agent.
Time Zone	Displays the number of times the agent was attached to the Inbound work during the current job.
Inbound Count	Displays the agent inbound count.
Inbound Duration	Displays the agent inbound duration.
Inbound Duration %	Displays the percentage % time for which the agent was inbound with respect to the agent login time.
Off Job Idle Duration	Displays the time for which the agent is Ready, but no job is assigned to the agent.
Login Time	Displays the time when the agent logs in. The login time is localized.
Off Break Duration	Displays the break time when the agent is not attached to any job.
Off Break Duration %	Displays the percentage % for which the agent is not attached to any job with respect to the total outbound time.
Outbound Duration	Displays the agent outbound duration.
Outbound Duration %	Displays the percentage % time for which the agent was outbound with respect to the agent login time.

Active Agents View: Agent Detail View

Settings	Description
Agent Utilization	Displays the percentage of time the agent is busy with respect to the total time the agent spends for current zone of the job action.
Avg After Call Work Time	Displays the total wrap time of agents for current zone of the job action.
Avg Talk Time	Displays the total average talk time of agents for current zone of the job action.

Table continues…

Settings	Description
Call count	Displays the number of calls handled in current job action.
In Job Break %	Displays the total percentage % of time agents are on break for current zone of the job action.
In Job Idle %	Displays the total percentage % of time agents are idle for current zone of the job action.
Success	Displays the total number of records where the completion code with Success flag is set.
Success Per Hour	Displays the total number of records for each hour where the completion code with Success flag is set.
Closure	Displays the total number of records where the completion code with Closure flag is set.
Closure Per Hour	Displays the total number of records for each hour where the completion code with Closure flag is set.

Dynamic filtering and sorting

You can change the filter criteria or sort criteria at runtime for a running job. You can use the POM Monitor to

- Change a job's filter criteria.
- Change a job's sort criteria.
- Add contact list with priority.
- Remove contact list.

On applying any of the above changes, the campaign manager discards the existing contacts from the dialing table except contacts which are in “in-progress” state. Contact are considered as “in progress” if they meet any of the following conditions:

- Contacts are picked up for attempt, but not yet attempted.
- Contacts are attempted, but result processing is not done on the contact attempt yet.
- Callback is set on the contact.
- Retry is set on the contact.
- Attempt is in progress for the contact.

To filter or sort the records, POM holds the filter or sort conditions in a database table. At job start, the campaign manager updates this filter and sort table with the filter and sort conditions specified in the campaign creation wizard. The campaign manager also updates the table holding the current parameters for the job with the contact list Ids associated with the campaign for the job.

The new job specific tables do not impact callback and retry contacts. Retry and Callback records are still maintained in the database table that the campaign manager uses for maintaining dialed records for further processing.

Note:

In case of Oracle database, if you specify custom attributes of type **STRING** for sorting, then POM considers only first 100 characters of the attribute value for sorting.

When you change the filter condition, the monitor updates the filter and sort tables with the new conditions and sends a “filter condition change” event to the campaign manager. On receiving the event, the campaign manager performs the following operation:

1. Campaign manager halts dialing temporarily. It dials only the contacts which are already picked for dialing, but does not pick next contact for dialing.
2. Campaign manager drops the existing job table and reruns the filtering process.
3. Campaign manager removes all the contacts which are already marked as “Done” from the table. So, the administrator can redial the previously attempted contacts. The campaign manager does not remove the contacts which are in “in progress” state.

   Note:

   If you change the filter criteria, and if the attempted contacts get filtered again as per the new criteria, then the attempted contacts can get dialed again. To avoid this, ensure you use the contact's last completion code while specifying the filter condition.
4. The campaign manager checks for the **Pause Dialing During Record Selection** configuration in campaign creation wizard, every time it filters the records. If the **Pause Dialing During Record Selection** check box is selected, it starts dialing only after POM finishes filtering all records based on the filter criteria specified. Else, it starts dialing immediately as soon as the first set of records get filtered.

Filtering and sorting records dynamically

Procedure

1. Log in to Avaya Aura® Experience Portal.
2. Click **POM** > **POM Monitor**.
3. On the Active Campaigns screen, click on the campaign for which you want to filter or sort.
4. On the Campaign Details page, click **Settings**.
5. On the Settings page, click **Job Parameters**.
6. On the Filter Template Association screen, you can edit the filter template association these edits reflects changes in the contact and filter template association at job level.
7. On the Filter Template screen, you can edit the filter template association these edits reflects changes in the contact and filter template association at job level.
8. In the **Sort Criteria** field, enter the attributes for sorting.
9. Click **Show Results** to view the filtered records.
10. Click **Apply**.

Job Parameters page field description

Field	Description
Record Selection	
Filter Condition Type	Use the drop down to specify the condition type for filtering records. If you specify only one condition, then you can select **None** from the drop down. If you specify more than one conditions, you must select either one of the following options from the drop down: • **ALL of the conditions are met**: The system will display the records only if all the conditions match. For example, if you select first name = John and salary =3000, it will display only those records where the first name is John and the salary is 3000. • **ANY of the conditions are met**: The system will display the records if any one of the conditions match. For example, if you select first name = John and salary =3000, it will display all those records where the first name is John or the salary is 3000. So you will see records where only the first name matches, or only the salary matches, or both the first name and salary matches. • **Custom**: The system displays the records as per your criteria. You can use a combination of contact attributes to filter the records. While creating custom criteria, ensure you do not repeat or skip the **Condition** number in the **Custom Condition** string. For example, if you have 4 conditions, 1, 2, 3, and 4, then you cannot write custom criteria as: (1 and 2) OR (1 and 3). You can decide the order in which you want the filter criteria to work and whether the condition will be checked inclusive of all conditions or exclusive of some conditions.
Condition	Use this to specify custom conditions.
+	Use the + add icon to add conditions to filter records.
-	Use the - delete icon to remove conditions to filter records.

Table continues…

Field	Description
Attribute name	Specify the attribute to filter the records. The **Attribute name** field is enabled after you click the add icon.
Operator	Specify the operator to use with the contact attribute to filter the records. You can use =, !=, in, like, not like, isNull, and is not null, depending on the data type of the attribute you select. • For multi character wild card support, use % (percentage). Multi character wild card is supported only with Like and NotLike operators. • For single character wild card support, use _ (underscore). Single character wild card is supported only with Like and NotLike operators. For example, if customer names in the contact list are Avaya, Avasa, Asurian and the selection criteria is Ava_a, then only 2 records namely “Avaya” and “Avasa” are selected.
Value	Use this to specify the value for filter criteria. The system displays the first 100 matching values. For example, if you are filtering records with last name containing “Wa”, the system will display the first 100 records which have the last names containing “Wa”.
Actions	Use to specify the input value for record selection.
Sort Order	
	Use the add icon to add conditions to sort records.
	Use the delete icon to remove conditions to sort records.
Attribute name	Specify the attribute to sort the data either in ascending or descending order. The **Attribute name** field is enabled after you click the add icon. If you do not specify any order, the records are sorted based on the order specified in the data base.
Sort Order	Use the drop down list to specify the sort order. The sort order can be **Ascending** or **Descending**.

Table continues…

Field	Description
Contact List	
Contact list name	Displays the name of the contact list associated with the running campaign.
Priority	Displays the priority of the contacts to be processed in the running campaign. For more information on **Priority**, see *Upload contacts page field descriptions* topic.
Show Results	Displays the records filtered/sorted based on the criteria specified.
Save	Saves the filter/sort conditions specified, closes the current screen and returns to the **Campaign Details** screen. However, if you do not make any changes and click **Save**, then the system remains on the current screen.
Apply	Applies the changes made to the filter/sort criteria and displays the current screen.
Cancel	Discards the changes made and returns to the **Campaign Details** screen.
Close	Closes the current screen and returns to the **Campaign Details** screen.
Campaign Linking	Use the **Campaign Linking** icon to link a campaign to another campaign so that when one campaign stops, its linked campaign starts. From the **Actions** button on the **Campaign Manager** home page, click the **Campaign Linking** icon .From the drop-down list select one campaign of the same organization to link to this campaign.

Adding contact list to a running campaign

Before you begin

If the **Contact Record Assignment to Agent** is set as `Attribute` or `Agent ID` or both, ensure that the contact or the contact list added at the runtime from the monitor have the attributes selected for the attribute/agent ID based record assignment.

Procedure

1. Log on to Avaya Aura® Experience Portal.
2. Click **POM** > **POM Monitor**.
3. On the Active Campaigns screen, click the campaign to which you want to add a contact list.

4. On the Campaign Details screen, click **Settings**.
5. On the Settings page, click **Job Parameters**.
6. On the Record Selection screen, in **Contact List** section, click **Add (+)**.
7. In the **Contact List** field, click the appropriate contact list.
8. In the **Priority** field, select the priority.
9. Click **Save**.

Removing contact list from a running campaign

Procedure

1. Log on to Avaya Aura® Experience Portal.
2. Click **POM** > **POM Monitor**.
3. On the Active Campaigns screen, click on the campaign to which you want to add a contact list.
4. On the Campaign Details page, click **Settings**.
5. On the Settings page, click **Job Parameters**.
6. On the Record Selection screen, in **Contact List** section, select the contact list that you want to remove from the campaign.

   Note:

   You cannot remove a contact list that was associated at the start of a campaign.

7. Click .
8. Click **Save**.

Zone settings on POM Monitor

Use this to change the zone settings through the POM Monitor

Field or Button	Description
Zone Name	Displays the zones created on Experience Portal.
Zone State	Use to change the state of the zone. You can either make a zone functional or non-functional by making the zone state as Up or Down respectively.
Failover Zone	Use to assign a failover zone for any of the zones is non-functional.
Action	The button to save the changes.

Runtime parameters field descriptions

This section lists the parameters that you can change at run time for a job. Depending on the campaign type you run, you can change different parameters. If no parameters are there to change , the system displays a message `No campaign parameter available for change`.

Simple call campaign

If you are running a simple call campaign, you can change the following parameters:

Parameter	Description
Priority	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Minimum Ports	This value determines the least number of ports required for that job. The minimum ports value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Maximum Ports	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.

Simple SMS campaign

If you are running a simple SMS campaign, you cannot change any parameters. The system displays the message `No campaign parameter available for change`.

Simple email campaign

If you are running a simple SMS campaign, you cannot change any parameters. The system displays the message `No campaign parameter available for change`.

If you are running a campaign with custom pacing, you can change the following parameters:

Parameter	Description
Priority	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Minimum Ports	This value determines the least number of ports required for that job. The minimum ports value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Maximum Ports	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.

Time-based call pacing campaign

If you are running a call campaign with time-based pacing, you can change the following parameters:

Parameter	Description
Priority	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Minimum Ports	This value determines the least number of ports required for that job. The minimum ports value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Maximum Ports	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Outbound Call Pacing	Use to change the time interval used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

Time-based SMS pacing campaign

If you are running a SMS campaign with time-based pacing, you can change the following parameters:

Parameter	Description
SMS Pacing	Use to change the time interval used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

Time-based email pacing campaign

If you are running an email campaign with time-based pacing, you can change the following parameters:

Parameter	Description
Email Pacing	Use to change the time interval used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

Skill-based campaigns

If you are running skill-based campaign, depending on the four parameters namely, Average Speed of Answer, Expected Wait Time, Desired Service Level, and Queue Length, you can change different runtime parameters.

If the pacing parameter is Average Speed of Answer (ASA), you can change the following parameters:

Parameter	Description
Priority	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Minimum Ports	This value determines the least number of ports required for that job. The minimum ports value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Maximum Ports	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Desired ASA (in SECOND)	Use to change the desired Average Speed of Answer used for the pacing.
Pace Variation Step (%)	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value.
Max Pace	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

If the pacing parameter is Expected Wait Time (EWT), you can change the following parameters:

Parameter	Description
Priority	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Minimum Ports	This value determines the least number of ports required for that job. The minimum ports value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Maximum Ports	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Pace Variation Step (%)	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value. The desired value is compared with the current value. If the current value is less than or equal to the desired value (for EWT, ASA, and Q-L) the pace is increased. But, if the current value is higher than the desired value (for EWT, ASA, and Q-L), the pace is decreased.
Max Pace	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.
Desired EWT (in SECOND)	Use to change the desired Expected Wait Time used for the pacing.

If the pacing parameter is Desired Service Level (DSL), you can change the following parameters:

Parameter	Description
Priority	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Minimum Ports	This value determines the least number of ports required for that job. The minimum ports value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Maximum Ports	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Service Level	Service level determines the maximum nuisance calls allowed. The predictive cruise control algorithm will consider this value to ensure that the desired level is achieved. For example, if the service level is defined as 99, then out of 100 answered calls, 99 calls should be served by agents and only 1 call is allowed as nuisance call
Pace Variation Step (%)	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value. The desired value is compared with the current value, and the pace decreases if the current value is less than or equal to desired value (for Service Level). But the pace increases if the current value is higher than the desired value.
Max Pace	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

If the pacing parameter is QueueLength, you can change the following parameters:

Parameter	Description
Priority	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Minimum Ports	This value determines the least number of ports required for that job. The minimum ports value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Maximum Ports	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.
Queue Length	Use to change the Queue Length used for the pacing you specify in the campaign strategy.
Pace Variation Step (%)	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value.

Table continues…

Parameter	Description
Max Pace	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

Note:

Blank value for any parameter might indicate that the parameter is not specified in the contact strategy.

Preview based campaign run-time settings

Parameter	Description
Priority	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign.
Minimum Agents	This value determines the least number of agents required for that job. The minimum agents value can be set as 0. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.
Maximum Agents	This value determines the maximum number of agents required for that job. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.

ECR based campaign run-time settings

Parameter	Description
Priority	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign.
Minimum Agents	This value determines the least number of agents required for that job. The minimum agents value can be set as 0. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.
Maximum Agents	This value determines the maximum number of agents required for that job. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.
ECR handling probability	Use to change probability of configured Expert Call ratio type for running job action. For example, If Expert Call ratio type is Agent Update Time and ECR probability is 30 and 10 agents are in Wraup, then the algorithm launches calls for 10 * 0.3 = 3 agents.

Table continues…

Parameter	Description
Expert Call Ratio Type	Use to specify the ratio type as Agent Work Time or Agent Update Time. For Agent Work Time, the POM system monitors the time agents take to complete the calls and update the records, and adjusts the calling pace accordingly. For Agent Update Time, the POM system monitors the time agents take to update records and adjusts the calling pace accordingly.
Minimum Hit Rate	Depending on the number of calls answered, the system determines the hit rate and provides that number as an input to ECR algorithm. This hit rate is guarded by the minimum hit rate parameter so that the hit rate input to the ECR algorithm is not lesser than the minimum hit rate. The minimum and the maximum values of minimum hit rate are 1 and 100. The default value is 30. For example, if the system calculated hit rate is 30%, and the minimum hit rate is 50%, then the system considers the input value to the ECR algorithm as 50%. Alternatively if the system calculated hit rate is 70%, then the system considers the input value to the ECR algorithm as 70%. For first 5 minutes after the job starts, the system does not determine the hit rate and considers the initial call hit rate parameter value configured in the global configurations.

Cruise Control based campaign run-time settings

Parameter	Description
Priority	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign.
Minimum Agents	This value determines the least number of agents required for that job. The minimum agents value can be set as 0. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.
Maximum Agents	This value determines the maximum number of agents required for that job. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.
Service Level	Service level determines the maximum nuisance calls allowed. The predictive cruise control algorithm will consider this value to ensure that the desired level is achieved. For example, if the service level is defined as 99, then out of 100 answered calls, 99 calls should be served by agents and only 1 call is allowed as nuisance call

Progressive based campaign runtime settings

Parameter	Description
Priority	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign.
Minimum Agents	This value determines the least number of agents required for that job. The minimum agents value can be set as 0. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.
Maximum Agents	This value determines the maximum number of agents required for that job. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.
Over Dial Ratio	Use to specify the dialing ratio with respect to the number of available agents. For example if you set the over dial ratio as 1, POM dials 1 call for 1 agent. You can also specify a float value like 1.2. If you specify the over dial ratio as 1.2, then POM dials 12 calls for 10 agents. The higher the over dial ratio, the chances of nuisance calls are also increased depending on the hit rate. You can specify any number between 1.0 and 100.

Goal-based campaign run-time settings

Parameter	Description
Time Based Finish Criteria	
Finish after (Hours:Minutes)	Use to change the time-based finish criteria. For example, if you specify the value as 10:00, the campaign stops 10 hours after the campaign starts.
Completion Code Based Finish Criteria	
Finish Condition	Displays the finish condition as specified in the campaign wizard. You cannot change the condition.
Completion code	Displays the completion code specified in the campaign wizard. You cannot change the completion code.
Operator	Displays the operator specified in the campaign wizard. You cannot change the operator.
Goal Based Finish Criteria	
Finish Condition	Displays the finish condition as specified in the campaign wizard. You cannot change the condition.
Attribute Name	Displays the attribute name specified in the campaign wizard. You cannot change the attribute name.
Operator	Displays the operator specified in the campaign wizard. You cannot change the operator.

Table continues…

Parameter	Description
Value	Displays the value specified in the campaign wizard. You can change the value.

Chapter 38: Audit Log Viewer

Audit Log Viewer overview

With this feature, you can create an Audit log report for the details of the administration related activities for POM.

Audit Log Viewer page field descriptions

Use this page to create an Audit log report for the details of the administration related activities for POM.

Field or Button	Description
Sort By	Use this to view the log files sorted on one of the following actions: • Time: newest first • Time: oldest first • Category
Search Keywords	Use this to specify the text to search for in the audit log records. The search is case insensitive and based on a substring match, not a whole string match. For example, "Acknowledged" matches "acknowledged", "ACKNOWLEDGED", and "unacknowledged". The search uses a logical OR when combining keywords. You can separate multiple entries with a comma, and use the tilde character (~) to indicate NOT. For example, if you enter `login`, `logoff`, `~user=admin`, the report displays any records that contain the string "login" or "logoff" for all users, except those user accounts that start with the string "admin". If you enter `login`, `logoff`, `~ADMIN`, the report displays any records that contain the string "login" or "logoff" but that do not contain the string "admin" anywhere within the record.

Table continues…

Field or Button	Description
Category	Use this to view the logs as per the following categories: • POM Administration • POM Campaign Director • POM Campaign Manager • POM Reporting • POM SMS Manager • POM Web Services • POM Agent Manager
Action	Use this view to log files based on one of the following actions : • All Actions • Add • Change • Delete • View **Note:** If you choose All Actions, you can view the report for add, change and delete action supported by POM.
Predefined Values	Use this view the log files based on one of the following timestamp values: • All Dates and Times • Today • Yesterday
Last	Limits the report to a specific number of days or hours. Enter that number of days or hours in the associated text field, then select Days or Hours from the associated drop-down list. You can enter a whole number from 1 to 99. The system calculates the number of days from midnight to 11:59 p.m. For example, if the current time is 3:00 p.m. on Wednesday and you enter a 3 in this field and select Days from the drop-down list, the report includes all activity starting on Monday at midnight through the end of the current day.

Table continues…

Field or Button	Description
Between	Limits the report to a specified range of dates. The default range covers a 7-day time span that ends with the current date and time. To get a different range of dates, perform the following: • In the **Start Date/Time** field, enter the start date using the format dd-mmm-yyyy or click the calendar icon to select the date from a pop-up calendar. After the start date, enter the start time using a 24-hour format and the same timezone as the specified on the POM server. For example, enter 03-Mar-2007 16:26:10. The default for this field is one week prior to the current date at time 00:00:00. • In the **End Date/Time** field, enter the end date using the format dd-mmm-yyyy or click the calendar icon to select the date from a pop-up calendar. After the end date, enter the end time using a 24-hour format and the same timezone as specified on the POM server. For example, enter 10-Mar-2007 16:26:10. The default for this field is the day prior to the current date at time 23:59:59.

The amount of data available for this report depends on the setting in the **Retention Period** field in the Audit Logs group on the Alarm/Log Options page.

For example, if the **Retention Period** field value is set to 14, you can enter a start date that is two weeks before the current date. If **Retention Period** field value is set to 7, you can only check for the previous week.

Chapter 39: Resources

Documentation

For information about feature administration, interactions, considerations, and security, see the following POM documents available on the Avaya Support site at http://www.avaya.com/support:

Title	Description	Intended audience
Avaya Proactive Outreach Manager Overview and Specification	Provides general information about the product overview and integration with other products.	Users
Implementing Avaya Proactive Outreach Manager	Provides information about installing and configuring Proactive Outreach Manager.	Implementation engineers
Upgrading Avaya Proactive Outreach Manager	Provides information about upgrading Proactive Outreach Manager.	Implementation engineers
Troubleshooting Avaya Proactive Outreach Manager	Provides general information about troubleshooting and resolving system problems, and procedures for finding and resolving specific problems.	• System administrators • Implementation engineers • Users
Avaya Aura® Contact Center - Proactive Outreach Manager Integration	Provides conceptual and procedural information about the integration between Avaya Aura® Contact Center and Proactive Outreach Manager .	Users
Using Avaya Proactive Outreach Manager Reports	Provides information about reports in Proactive Outreach Manager.	• Users • System administrators
Avaya Proactive Outreach Manager High Availability	Provides information for implementing POM system in a single data center, and also explains functioning of POM during failure and high availability.	• Users • System administrators • Implementation engineers

You must install Avaya Aura® Experience Portal before you install POM. You will find references to Avaya Aura® Experience Portal documentation at various places in the POM documentation.

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product** > **Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.
7. Click **Enter**.

Support

Go to the Avaya Support website at https://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Appendix A: Agents, agent states, call states, and job states

Agents

An agent is a person who handles incoming or outgoing calls for a business. A contact center agent might handle account inquiries, customer complaints, or the support issues.

POM manages the agents by implementing a state machine for each agent. Through Agent APIs, POM also provides a way to login these agents. When an agent logs in to POM, POM stores the logged in agent and manages the agent lifecycle through an agent session. The system creates an agent session when an agent logs in and ends when the agent logs out. In one agent session, the agent can either get attached to various agent-based campaigns or can serve inbound calls as a blended agent. POM Monitor facilitates the administration and management of these agents. Through POM Monitor, administrator can view the current statistics of an agent, and controls10 the agent statistics.

You can view different agent properties through the POM Monitor. The important properties are agent skills, zone, time-zone, locale, and agent extension and agent states. Apart from agent states, it specifies the other properties in Login command, which marks the beginning of an agent session, while the agent states are runtime property and you can view on POM Monitor and managed by POM.

Agent's state is a collection of sub states that include Agent State, Call State, and Job State. Agent State includes Ready, Not Ready, Pending Not Ready, Logout, Busy, Work Not Ready, Unknown states. Agent state indicates whether an agent is working or idle. Call state includes Idle, Talking, Callback, Conference Owner, Conference Passive, Consult, Preview, Wrapup. Job State can be Job Attached, Job Detached, Job End, Pending Inbound, Job Inbound, Pending Manual Inbound, Pending Job Movement, Pending Job Attach.

Agent states

- *Ready*: When an agent logins and sends *Ready* command from desktop, POM puts the agent in *Ready* state. The agent is available to take calls. If an agent is attached to a campaign and contacts in that campaign are there, POM connects calls to such agents.
- *Pending Not Ready or Not Ready*: When an agent sends a *NotReady* command from agent desktop, POM puts the agent into Not Ready state. On getting request from desktop POM can move that agent to not ready state. The agent is unavailable to take calls. On receiving this command from desktop, POM makes sure that it excludes this agent from available agent pool and it does not give further calls to the agent. An agent can send this command anytime, so if the agent is already busy with a customer call, POM puts such agent in *Pending Not Ready* state. When the agent's current work is over, it moves the agent to *Not Ready* state. However, through this command an agent can also change the reason for going to *Not Ready* state. Issuing this command in *Not Ready* state with new reason code can change the reason of the

Not Ready state. Agent desktop can send request to move an agent to Not Ready state with walkaway status if agent is not doing any activity on desktop. In such case POM generates a major alarm P_POMAGT16. For more information about the alarm, see *Troubleshooting Proactive Outreach Manager*.

- *Log Out*: When an agent sends Logout command from desktop, POM puts the agent in the logout state. POM permits only *Not Ready* agents to logout. However, under some circumstances POM also permits a pending logout of an agent through *Pending Logout* command. This command is for integrated desktops that can communicate with contact center. If the desktops find that the agent does not have any outbound skills, then these desktops can send this command to logout the agent.
- *Busy*: This state indicates that an agent is interacting with the customer. In this state, the agent call states can be either *Talking*, *Dialing*, *Preview*, *ConferenceOwner*, *ConferencePassive*, *Consult*, or *Callback*.
- *Work Not Ready*: When an agent or the customer ends up a customer call, agent wants to update customer call information in to system. An agent can do this when the agent is in wrapup state. When the customer call ends, either by the agent or by the customer, POM puts the agent in *Wrapup* and *Work Not Ready* state. If nailing of an agent drops while the agent was *Busy*, then also agent goes into *Wrapup* and *Work Not Ready* state. For more information about nailing, see *Proactive Outreach Manager Overview and Specification* Guide.

Agent call states

Agent call states broadly represent the states in which the customer contacts the agent. The different call states are:

- *Idle*: This state represents that agent is available for POM system to connect with customer call.
- *Preview*: This state represents that the POM system has offered a preview of customer data to agent and agent can be in next possible states as either *Dialing* or *Wrapup*, that depends on whether agent accepts or rejects the customer preview. POM receives the *Preview Dial* command when the agent accepts the preview in desktop, while *Preview Cancel* command is sent when agent cancels to dial the customer using offered preview.
- *Callback*: This state represents the agent has a preview of customer data who has requested a callback. Similar to preview state it also has the same set of next state as either *Dialing* or *Wrapup*. You can send *Preview Dial* and *Preview Cancel* commands after this state from the agent desktop depending on whether agent decide to dial the customer or reject the preview respectively.

  POM server can send time in UTC (yyyy/MM/dd HH:mm) in pending callback notification, if the UTC is set in TimeZonePendingCallbackDueTime parameter of pim_config table. The query to update this parameter is:

  update pim_config set config_value='UTC' where
  config_name='TimeZonePendingCallbackDueTime'

  The existing functionality in which POM sends the due time as per the POM server time zone is the default behavior, and is used to maintain backward compatibility.

  Earlier, the skill information was refreshed from Communication Manager when an agent was attached to the job. Any request to refresh the skill would take time to reflect depending on Communication Manager work load. In the current release of POM, we do not refresh the skill information while attaching an agent to a job. If the agent skill information changes, the agent needs to logout and login again for the changes to take effect.

Earlier for agent type of callback, the list of agents was fetched from Communication Manager. In the current release of POM, we fetch the list of agents from POM database cache. In case of fresh install or upgrade, when the agent logs in for the first time, the agent can view the skill information and other details of all agents who are logged in at that point of time for callback.

- *Talking*: This state tells that the agent is on the call with the customer. While agent is in *Preview* or *Callback* states, and decides to dial the customer and customer picks up the call, then agent goes into *Talking* state. In *Progressive* or *Cruise Control* type of campaigns the agent directly goes into *Talking* state from Idle state. In such campaigns, the system launches the call and after detecting a live voice, the system connects the agent with the call. POM displays the *Talking* state as *Call Connect*.Agent Activity Details report. An agent can also choose to redial a customer call in the *Wrapup* state. If the call succeeds, POM again puts the agent in *Talking* state. In this case, it displays the *Talking* state as *Call Connect* in the POM Agent Activity Details report.
- *Hold*: This state displays when the agent has put the customer call on hold. The agent can send a *Hold Call* command from desktop to put a customer call on hold. When customer call is on hold, the system plays the application configured in campaign strategy for hold. The agent can also send a *Unhold* command from desktop to unhold the customer call. The unhold command changes the agent state from *Hold* to *Talking*. The system stops playing the hold application. When the agent is a *ConferenceOwner* of a conference, the agent can put the customer call on *Hold*. This situation is similar to *Consult* where the agents can talk with each other while the customer is on hold.
- *Consult*: Consult is the state when agent talking with customer tries to consult another agent or external party for consultation. An agent can send *Consult* command from desktop to initiate a consult. If the other agent is already busy with a customer call, the agent gets a pending consult request. POM makes sure that it gives this pending consult to the agent when agent finishes the current work. At most an agent can have maximum of two pending consults request while agent is busy with other customer call. If the other agent is in *Idle* state then it directly takes the agent to a *Consult* state. During an active consult, customer call is on hold and hold music is played.

  With the aid of this pending consult notification, other agent gets to learn about a pending activity. The agent then can either expedite up the current call, or can reject the pending consult request.

  The agent manager cannot identify passive agent nailing. The owner agent of the consult or conference can release the passive agent from the conference if the nailing drops. When passive agent loses nailing, the owner agent knows as the voice of passive agent also drops. In such a case the owner can either cancel the consult or end the conference depending on whether the agents are in consult or conference, respectively. When such action occurs the passive agent comes out of the consult or conference.

  If you are using Avaya Aura Agent Desktop (AAAD) to access agent functionality, and the agent initiates a consult with another agent, then it shares the details pertaining to the customer and the agent notes with the consult recipient agent when the conference is completed, not during the consult phase. For more information about agent behavior, see *Agent Desktop User Guide*.
- Transfer or Conference: POM supports only consultative transfers and remove the conferences. Both parties must be in consult state before initiating transfer or conference while customer call is on hold. After this state an agent can go either in transfer or conference state. Agent can send transfer command to transfer the current customer call to another agent. After the call is transferred successfully to other agent, the initiator goes into "Idle" state to take next

calls and the other agent becomes the owner of that customer call. The responsibility of wrapping up customer call also lies with the owner agent. In this case, POM displays the talking state as Call Continue(transferred) in the POM Agent Activity Details report.

Similarly an agent can send conference command to conference another agent. POM supports three party conference only which includes two agents and one customer only. After the conference is successful, the initiator goes in to Conference Owner state and the other agent goes in to conference passive state.

A POM agent can transfer a call to an external party during a consult, or a conference, while placing a customer call on hold. The agent who originates the consult, or transfer, or conference can exit the call after transferring it. External transfer at telephony level generates “Refer with Replaces” SIP request for the external party, or the agent. The agent endpoint or gateway in between must handle the “Refer with Replaces” request and generate an “Invite with Replaces” request for the customer call leg. In the enterprise network, Avaya Aura® Communication Manager (CM), or the gateway interfacing the external agent has to handle it.

On transfer during a conference, the POM system disposes the call and the agent Desktop gets the CallWrapUp pop-up window to mark the completion code. To identify the calls that are transferred to an external party, the agent must dispose the call with “Transferred to external number” custom completion code, which can be configured in campaign creation wizard.

POM Campaign Detail report displays the completion code “Transferred to external number” for calls that are transferred to an external party. The agent activity detail report displays the agent activity as "Wrap-up" calls get disposed from the POM system.

- *ConferenceOwner or ConferencePassive*: The agent who initiates the conference request is *ConferenceOwner*. The agent who accepts the conference request is *ConferencePassive*. The conference owner can change the ownership of conference by sending Change conference ownership command. The conference owner can make other agent as owner of this conference. The call wrapup responsibility lies with conference owner always. At any point of time in the conference, either of the agents can end the conference. Ending the conference takes the passive agent to Idle state where the agent can take next calls, while the owner goes into Talking state and the owner can wrapup the call. Similarly, if customer drops the call in a conference the conference ends and the owner goes into *Wrapup* state, while passive agent goes to Idle state and take next calls.

  The agent manager is unable to identify passive agent nailing. The owner agent of the consult or conference can release the passive agent from the conference if the nailing drops. When the passive agent loses nailing, the owner agent knows as the voice of passive agent also drops. In such a case the owner can either cancel the consult or end the conference depending on whether the agents are in consult or conference respectively. The passive agent comes out of the consult or conference call.

- *Wrapup*: Wrapup is the state where agent gets some time to add some feedback about the customer and give the proper disposition to the call. POM sends a list of custom completion codes that are associated with the campaign of which the agent processes the contact. Among these completion codes, one of these completion codes, is a default completion code that is defined in the campaign strategy. If agent failed to update completion code in given wrapup time then POM automatically updates the default completion code, moving the agent to idle state for taking next calls. POM sends the configured wrapup time and number of wrap time extension. An agent can have to dispose the call when agent is in wrapup state. However, from POM’s perspective it is a guideline and to implement this timer and number of wrap time extension are the obligations of desktop. When, desktop sends Wrapup Contact command,

either self-generated because of expiry of timer or agent initiated, POM makes this agent available for next calls by taking by taking the agent to Idle state.

Note:

The system can show an agent in Wrapup state even if the agent is talking with the customer, if the agent desktop shuts down abnormally and the desktop has already invoked AGTSaveAgentForHA command. For more information about the AGTSaveAgentForHA command, see *Proactive Outreach Manager Developer* Guide.

- *Dialing*: When the agent accepts the preview on desktop, it sends the preview dial command to POM, changing the agent call state to *Dialing*. The agent can also be in the Dialing state on redial.

External Transfer Limitations

The external transfer feature has the following limitations:

1. External agent being station or VDN on CM, CM must know the route to the customer or Address of Record (AOR) that is mentioned in the Refer-To header of REFER request that the MPP generates during the transfer.

   ```
   Refer-To:<;sips:3ld812adkjw@biloxi.example.com;gr=3413kj2h?
   Replaces=090459243588173445%3Bto-tag%3D7553452%3Bfrom-tag%3D31431:>;
   ```

   If the MPP places the customer call through the same CM, then the CM does the routing. Else, you must configure the CM so that it routes the “Invite with Replace” to the desired gateway or trunk through which customer outbound call is made. The customer call can then be transferred to an external agent.

   To achieve this routing, make a route-pattern on the CM and put it in the locations. In the route-pattern, put trunks to the gateway or Avaya Aura® Session Manager which can route “Invite with Replace” further to the customer.

2. External agent being a SIP endpoint registered on Session Manager, the SIP endpoint must support “Refer with Replaces”. As observed, Avaya Equinox® or Avaya one-X® Communicator does not support this and end up dialing a new call to the customer.

3. External agent is a PSTN entity that is dialed out of the Enterprise network. If the external agent is dialed out through a trunk on CM to the PSTN network, the CM fails to transfer the call and drops the external agent’s ongoing call if “Disconnect Supervision” is disabled for the outgoing trunk. To fix this issue and transfer the call, change the trunk-group and set the **Disconnect Supervision-Out?** to ‘Y’.

   Note:

   You must set the **Disconnect Supervision In and Out** values in Avaya Aura® Communication Manager. For more information on **Disconnect Supervision In and Out**, see *Proactive Outreach Manager Integration* Guide

Job states

The agent job states represent the agent state related to job-task to which the agent is attached. A job-task in POM is an entity that consists of Job ID, Action Name, and Zone Name. POM distributes the Agent licenses at these job-tasks level. Hence, these states also affect the licensing and have

impact on the nailing of an agent. For more information about nailing, see *Proactive Outreach Manager Overview and Specification* Guide.

- JobAttached: JobAttached is the state when agent is assigned to a job.
- JobDetached: JobDetached is the state when agent is removed from the job.
- JobEnd: JobEnd is the state when the job task removes the agent. The agent can be put in Job End sate when:

  1. Campaign pauses or ends

  2. Agent is moved from one job to another

  3. When the system donates the agent to other job because of limited number of available agents.

  Note:

  Job End does not mean that the running job is finished or terminated. Job End means that an agent is no longer associated with the job. Hence the job for the specific agent ends.

- *JobInbound*: JobInbound is the state when the agent is released from Outbound activity. Agent Manager does not assign any job to such agents. Hence agent is free to take inbound calls. The system can put the agent in this state either when administrator invokes *Release from Outbound* command from the POM Monitor, or the blender component of the system invokes the command *BlendToInbound* for a particular agent. For more information about blending, see *Proactive Outreach Manager Overview and Specification*.
- *Pending Inbound*: Pending Inbound is the state when the agent is marked for inbound, but the transition is not complete as agent is busy with the current outbound call. Pending Inbound is a transition state.
- *Pending Outbound*: Pending Outbound is the state when agent is marked for outbound, but the transition is not complete as agent is busy with the inbound call. Pending Outbound is a transition state.
- *Pending Manual Inbound*: Pending Manual Inbound is the state when an agent is moved from outbound to inbound manually. This command is given on POM Monitor and through JMS it is communicated to PAM. The agent, if busy, is kept in this state until the current call ends. Then the state is transitioned to JobInbound. The command can be given for any agent from POM Monitor. If the agent is idle then this transition is immediate otherwise a supervisor can see this job state in the POM Monitor under the job state of an agent. The system can ignore the command *Release From Outbound* in some scenarios such as:

  - The agent has some pending activity such as PendingCallback or PendingConsult.
  - During HA of the agent manager.
  - If JMS is not functional.

  For such scenarios, the system raises an event P_POMAGT50. For more information about the event, see *Troubleshooting Proactive Outreach Manager*.

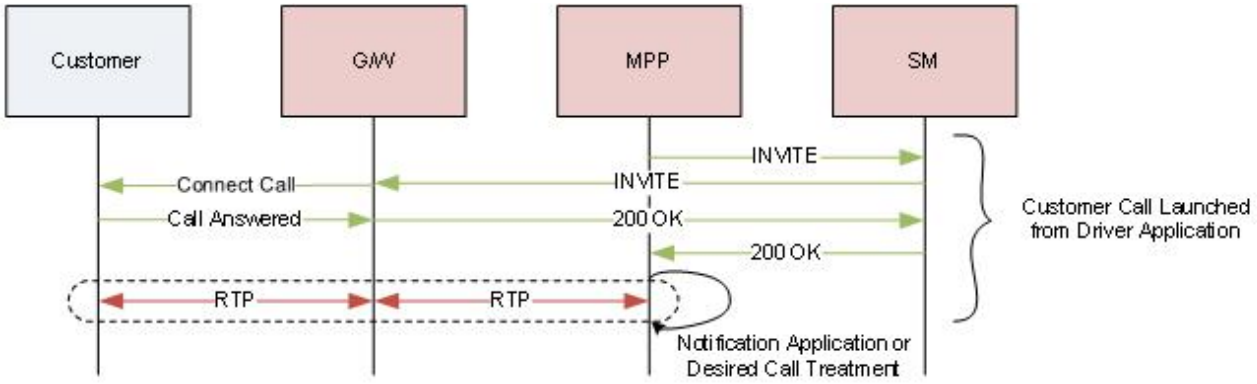
- *Pending Manual Job Movement*: Pending Manual Job Movement is when an agent is moved from one outbound job to another outbound job. If an agent is currently busy talking with customer, and is kept in this state until the current call ends. Then the state is moved to Job Attached state. These parameters must be filled by supervisor with caution as the movement is bound to create effects in the system. The system tries to move some other agent to the job to

which this agent was associated. This fills the shortage of the agent. Hence, you must change all parameters in one go.

- *Pending Job Attach*: Pending Job Attach is the state when agent is associated with the job. When a nailing request is sent to an agent, this request is attached to a respective job. This request state is temporary and once agent is nailed the agent job state changes to Job Attached.

Appendix B: Call flows

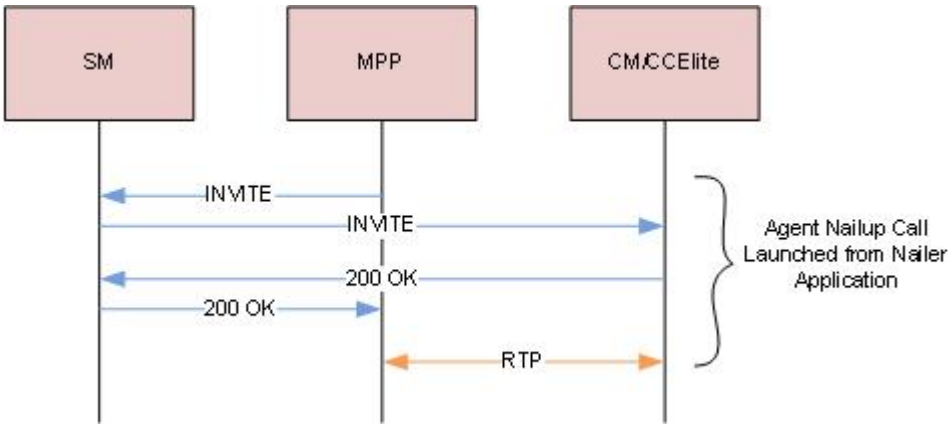
Customer call



The following steps explain a customer call flow:

1. Driver Application launches call to the Customer from MPP by sending SIP INVITE.
2. SIP INVITE is routed by System Manager towards the Gateway (G/W).
3. G/W places the call to the Customer present outside the enterprise.
4. On successfully connecting to the Customer, G/W completes the INVITE transaction, and MPP plays the desired message to the customer, or gives some call treatment.

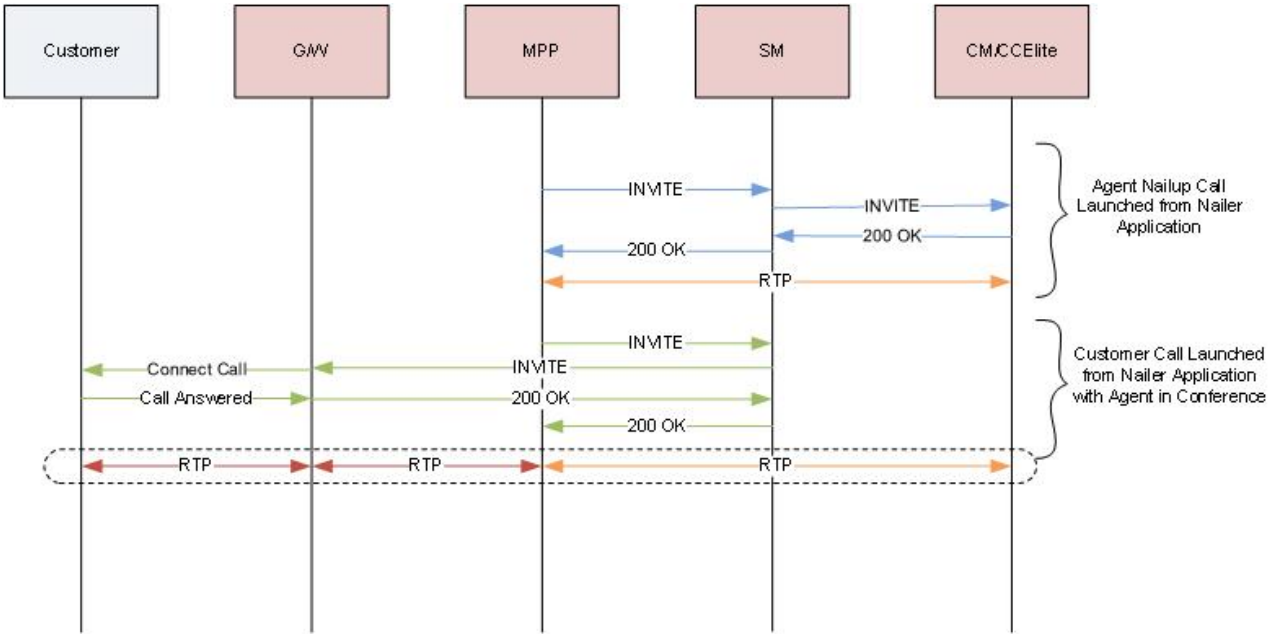
Agent Nailup Call



The following steps explain an agent nailup flow:

1. POM instructs Nailer Application to launch Nailup call to the agent from the MPP.
2. MPP sends INVITE to the agent on Avaya Aura® Communication Manager (CM) / Avaya Aura® Call Center Elite (CCElite) via System Manager (SM).
3. On completion of INVITE transaction, agent call gets anchored on the MPP.
4. During the Nailup session only MPP conferences the customer calls as per the POM campaigns.

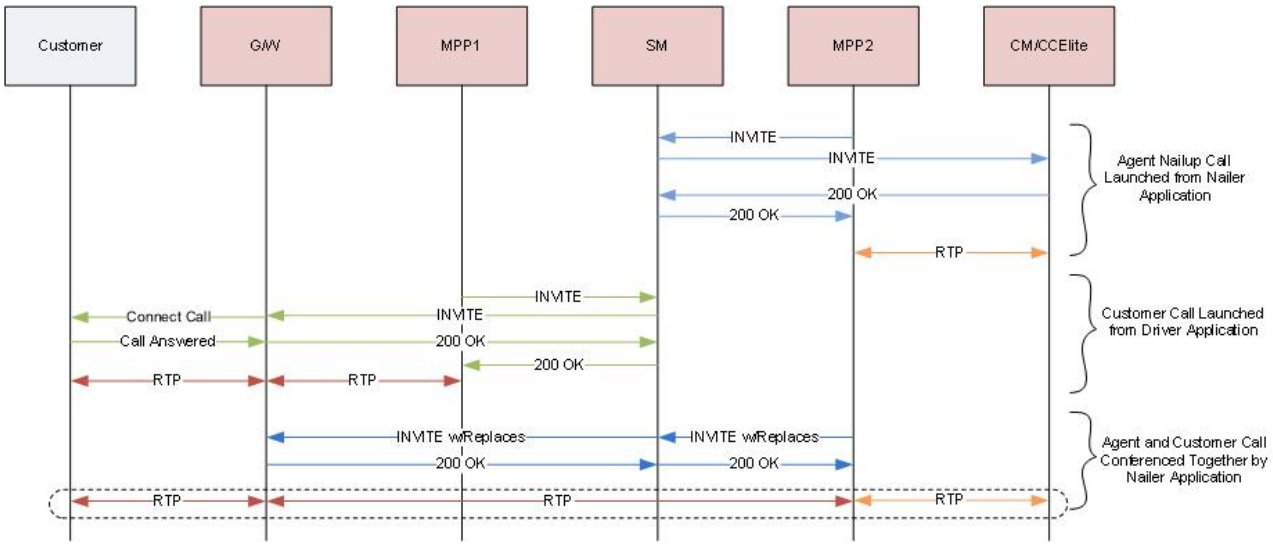
Preview campaign or Agent Redial



The following steps explain Preview campaign, or agent redial flow:

1. POM instructs MPP to launch a Nailup call to Agent.
2. MPP2 sends INVITE to the Agent on Avaya Aura® Communication Manager (CM) / Avaya Aura® Call Center Elite (CCElite) via System Manager (SM). On completion of INVITE transaction, the Agent call gets anchored on MPP.
3. In Preview campaign or Agent Redial, POM asks MPP to launch another call to the customer with Agent Nailup call in conference.
4. MPP sends INVITE to the Customer, which lands on Gateway via SM. Gateway tries to connect to the Customer outside enterprise.
5. On successfully connecting to the Customer, Gateway completes the INVITE transaction, and the Customer call gets anchored on MPP, where it is already conferenced to the Agent Nailup call.
6. For Agent customer interaction, MPP initiates an INVITE with Replaces for Customer call leg.

Progressive campaign

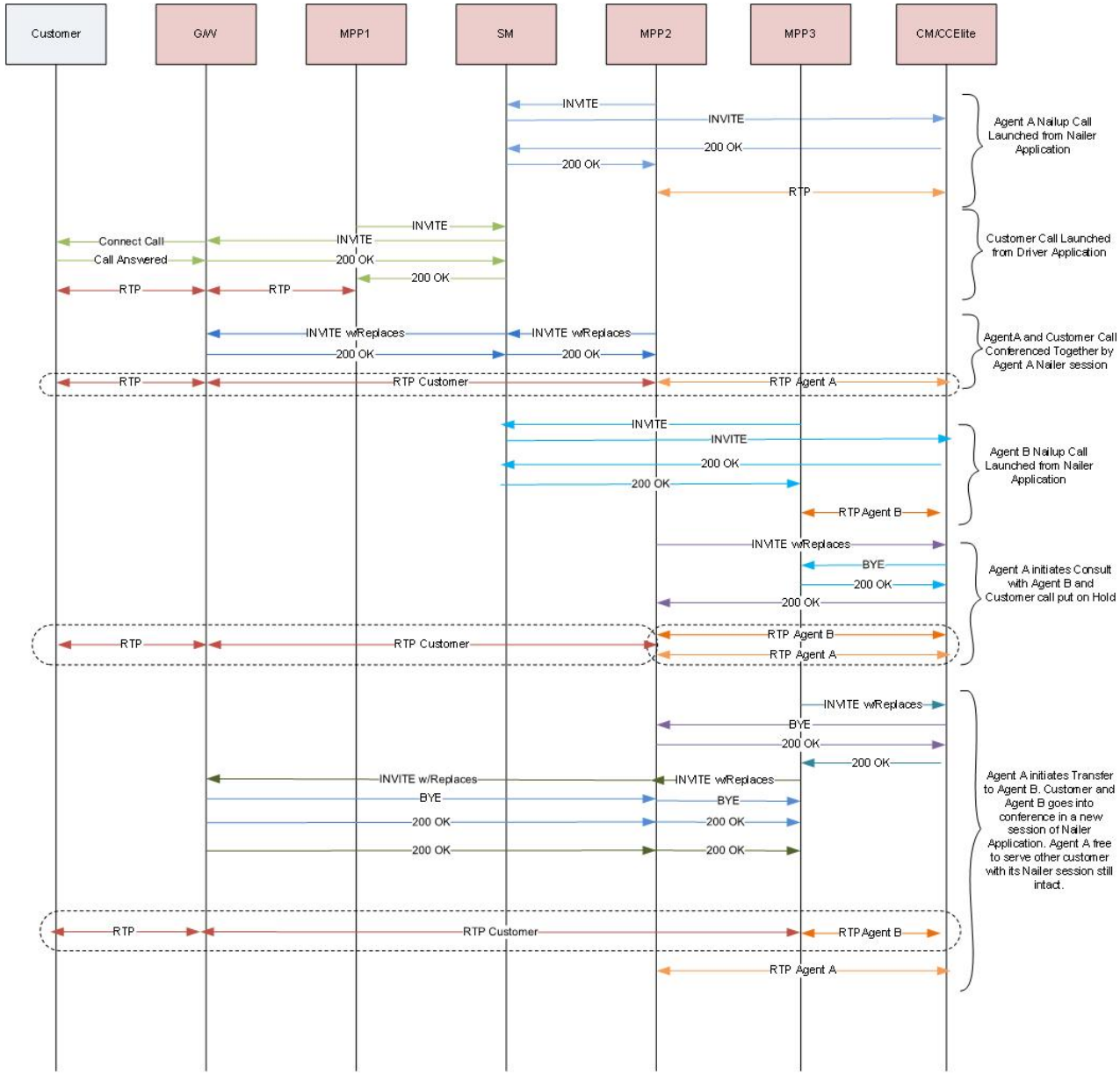


The following steps explain Progressive campaign flow:

1. POM instructs MPP2 to launch a Nailup call to Agent.
2. MPP2 sends INVITE to the Agent on Avaya Aura® Communication Manager (CM) / Avaya Aura® Call Center Elite (CCElite) via System Manager (SM). On completion of INVITE transaction, the Agent call gets anchored on MPP2.
3. POM instructs MPP1 to start an outreach attempt to the customer.
4. MPP1 sends INVITE to the Customer, which lands on Gateway via SM. Gateway tries to connect to the Customer outside enterprise.

5. On successfully connecting to the Customer, Gateway completes the INVITE transaction, and the Customer call gets anchored on MPP2.
6. For Agent customer interaction, MPP2 initiates an INVITE with Replaces for Customer call leg.
7. This INVITE with Replaces lands on Gateway via SM. The Gateway then transfers the customer call leg to MPP2.
8. Agent and Customer start talking as their RTP are processed by MPP2.

Internal consult transfer



The following steps explain internal consult transfer flow:

1. POM instructs MPP2 to launch a Nailup call to Agent A.
2. MPP2 sends INVITE to Agent A on Avaya Aura® Communication Manager (CM) / Avaya Aura® Call Center Elite (CCElite) via System Manager (SM). On completion of INVITE transaction Agent call gets anchored on MPP2.
3. POM instructs MPP1 to start an outreach attempt to the customer.
4. MPP1 sends INVITE to Customer which lands on Gateway via SM. Gateway tries to connect to the Customer outside enterprise.

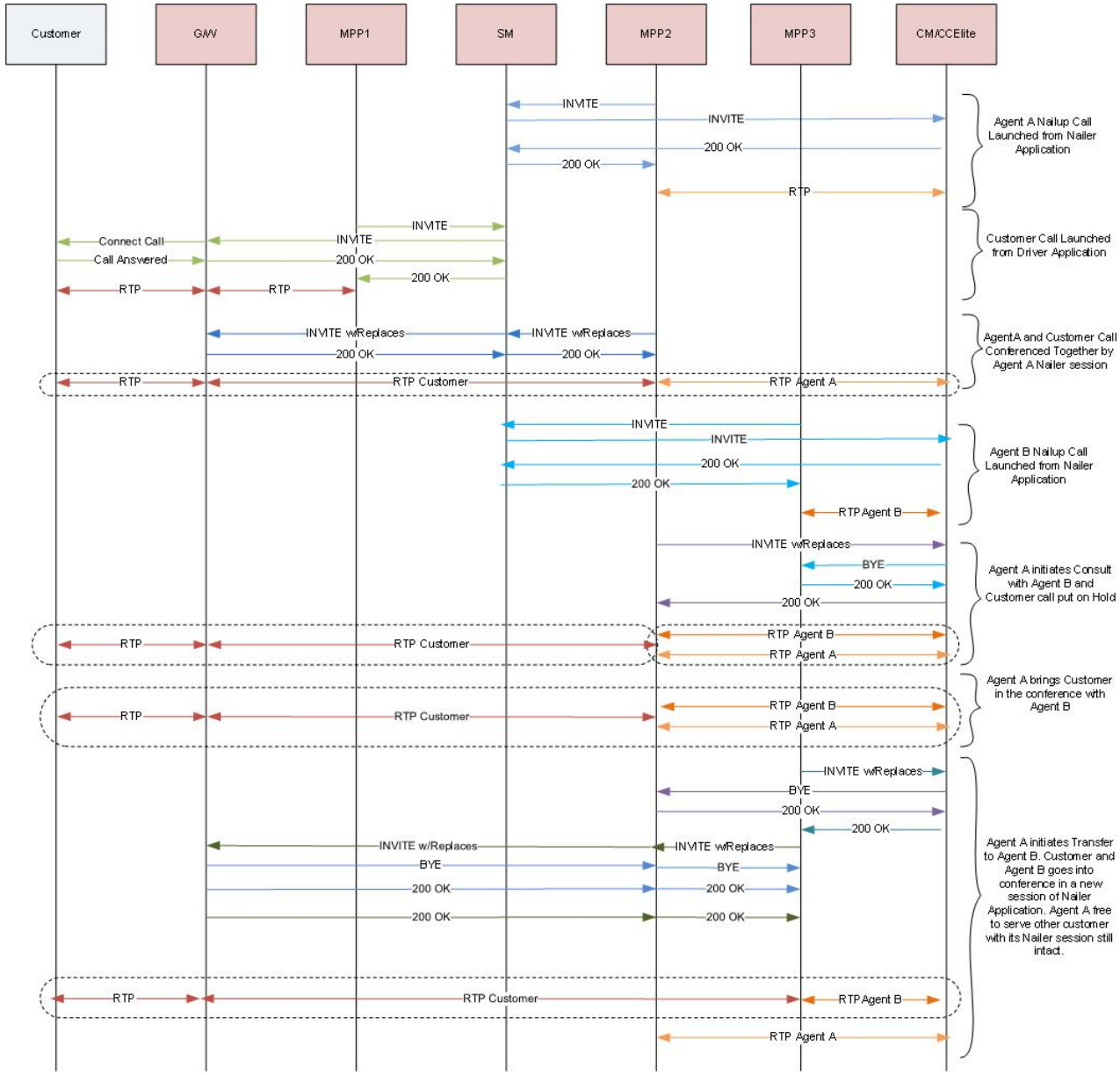
5. On connecting to the Customer, Gateway completes the INVITE transaction, and Customer call gets anchored on MPP2.
6. For Agent customer interaction, MPP2 initiates an INVITE with Replaces for Customer call leg. The INVITE with Replaces lands on Gateway via SM, after which the Gateway transfers the customer call leg to MPP2.

   Agent A and Customer start talking as their RTP are processed by MPP2.
7. For Internal consult there has to be another agent which has to be part of the same campaign as the Agent A. Agent B is in a Nailup call launched by separate session of Nailer Application launched on MPP3.

   Agent A initiates a consult with Agent B and customer call goes on hold with a Music-on-Hold Application being played to the customer leg.
8. MPP2 sends INVITE with Replaces to CM/CCElite for Agent B. After completion of INVITE with Replaces transaction, Nailup call of Agent B drops from MPP3 and Agent B is in a consultation call with the Agent A anchored on MPP2.
9. After the consultation, Agent A transfers the customer to Agent B.

   For transfer a new session of Nailer Application is launched on MPP3. The existing call data of Customer and Agent B is passed to this new session by POM.
10. MPP3 then launches two separate INVITE with Replaces for customer and Agent B respectively.
11. After completion of these INVITE with Replaces transaction, Agent B and Customer call is anchored on MPP3.
12. Nailup call of Agent A remains intact on MPP2, and Agent A continues to process further contacts.

Internal conference transfer



The following steps explain internal conference transfer flow:

1. POM instructs MPP2 to launch a Nailup call to Agent A.
2. MPP2 sends INVITE to Agent A on Avaya Aura® Communication Manager (CM) / Avaya Aura® Call Center Elite (CCElite) via System Manager (SM). On completion of INVITE transaction Agent call gets anchored on MPP2.
3. POM instructs MPP1 to start an outreach attempt to the customer.
4. MPP1 sends INVITE to Customer which lands on Gateway via SM. Gateway tries to connect to the Customer outside enterprise.

5. On connecting to the Customer, Gateway completes the INVITE transaction, and Customer call gets anchored on MPP2.
6. For Agent customer interaction, MPP2 initiates an INVITE with Replaces for Customer call leg. The INVITE with Replaces lands on Gateway via SM, after which the Gateway transfers the customer call leg to MPP2.

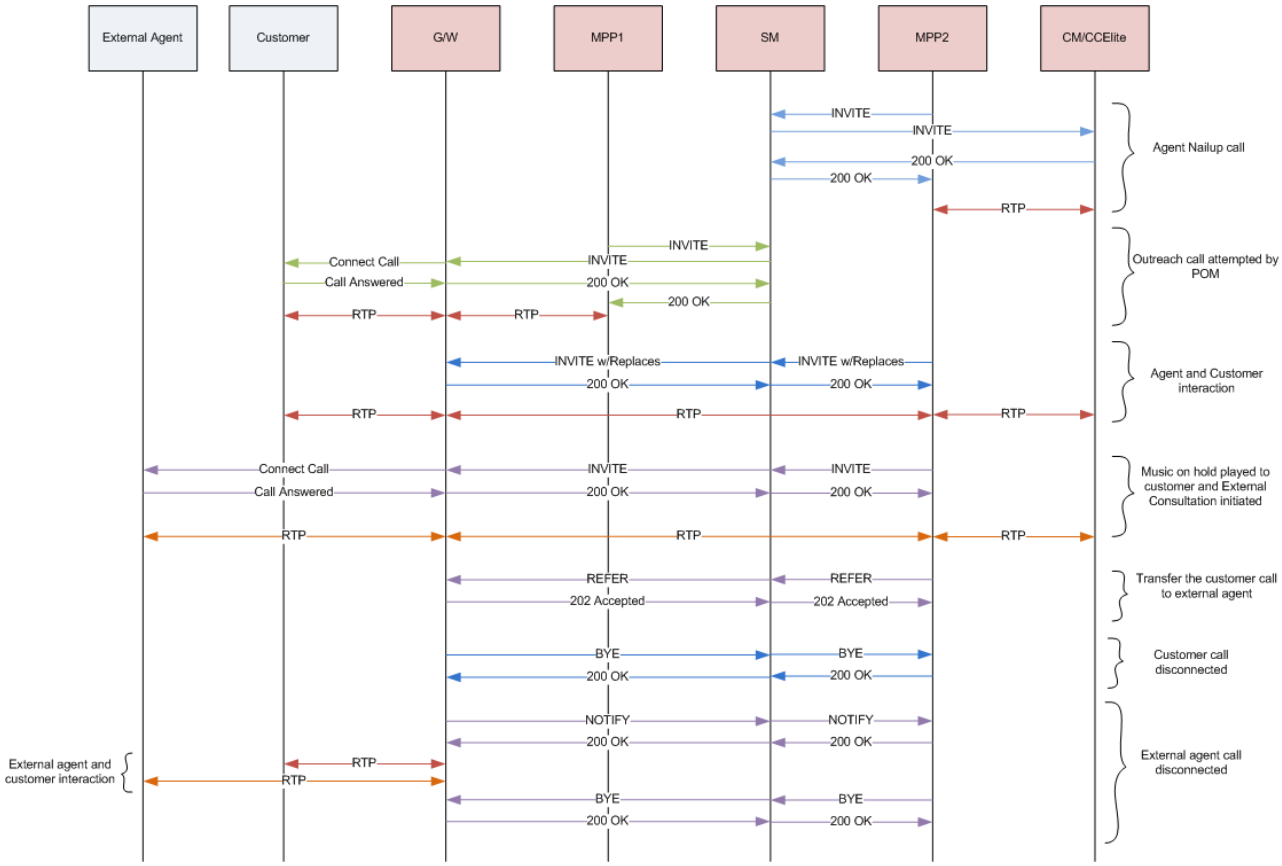
   Agent A and Customer start talking as their RTP are processed by MPP2.
7. For Internal consult there has to be another agent which has to be part of the same campaign as the Agent A. Agent B is in a Nailup call launched by separate session of Nailer Application launched on MPP3.

   Agent A initiates a consult with Agent B and customer call goes on hold with a Music-on-Hold Application being played to the customer leg.
8. MPP2 sends INVITE with Replaces to CM/CCElite for Agent B. After completion of INVITE with Replaces transaction, Nailup call of Agent B drops from MPP3 and Agent B is in a consultation call with the Agent A anchored on MPP2.
9. After the consultation, Agent A brings the customer in conference with Agent B. All three can talk to each other during this conference.

   Within the conference, Agent A transfers the customer to Agent B.

   For transfer, a new session of Nailer Application is launched on MPP3. The existing call data of Customer and Agent B is passed to this new session by POM.
10. MPP3 then launches two separate INVITE with Replaces for customer and Agent B respectively.
11. After completion of these INVITE with Replaces transaction, Agent B and Customer call is anchored on MPP3.
12. Nailup call of Agent A remains intact on MPP2, and Agent A continues to process further contacts.

External transfer from a Consult



The following steps explain how an agent can transfer a call from a consult in POM:

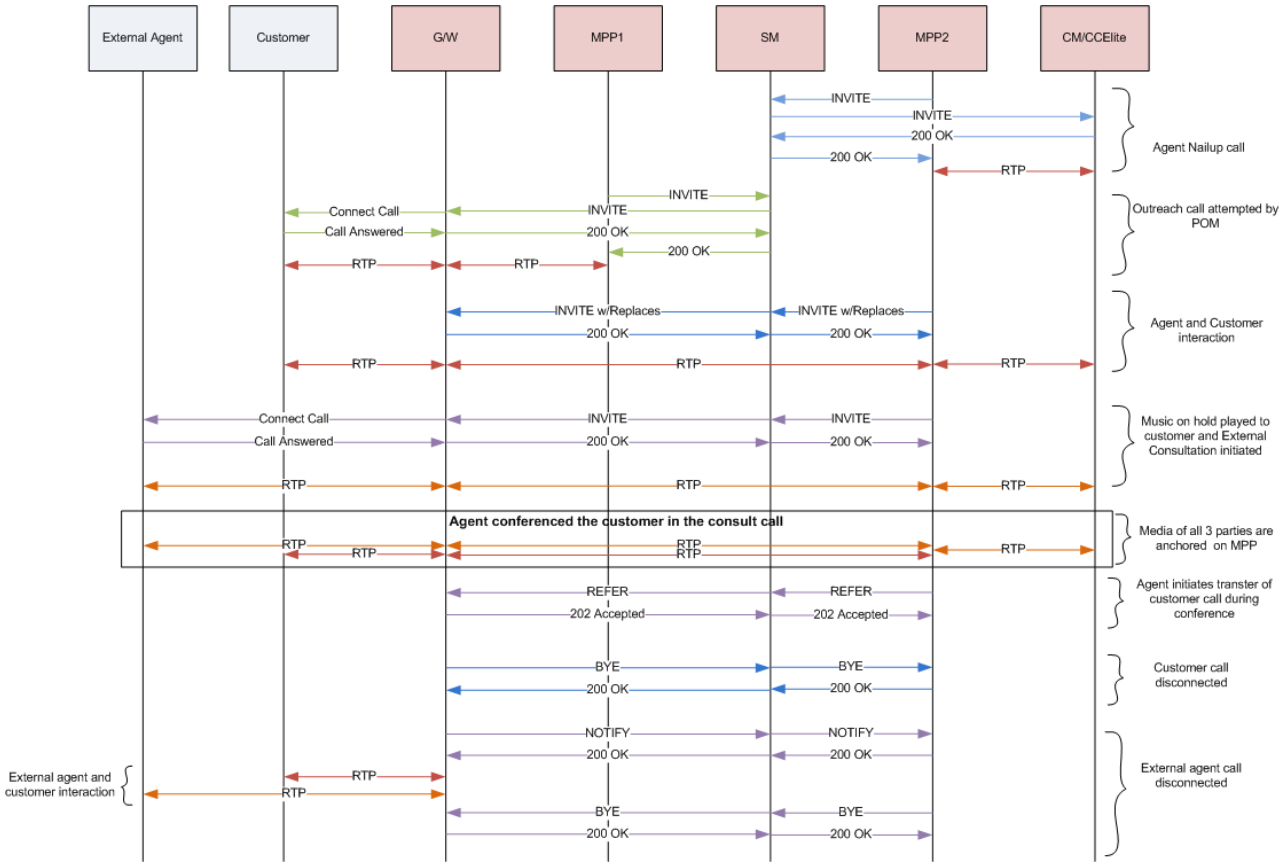
1. POM instructs MPP2 to launch a nailing call to the agent.
2. MPP2 sends an INVITE message to the agent on Avaya Aura® Communication Manager/ Avaya Aura® Call Center Elite via System Manager. On completion of the INVITE transaction, the agent call gets anchored on MPP2.
3. POM instructs MPP1 to start an outreach attempt to the customer.
4. MPP1 sends INVITE to the customer, which lands on the Gateway via System Manager. The Gateway tries to connect to the customer outside the enterprise.
5. On connecting to the customer, the Gateway completes the INVITE transaction and the customer call gets anchored on MPP2.
6. For the agent-customer interaction, MPP2 initiates an INVITE with Replaces transaction for the customer call leg.
7. This INVITE with Replaces message lands on the Gateway via System Manager. The Gateway then transfers the customer call leg to MPP2.
8. The agent and customer start interacting as their RTPs are processed by MPP2.
9. When the agent wants to consult an external agent, POM asks MPP2 to call the external agent.

10. MPP2 starts MusicOnHold application on the customer leg and sends INVITE message to the external agent which lands on the Gateway via System Manager. The Gateway tries to connect to the external agent.
11. On connecting to the external agent, the Gateway completes the INVITE transaction and the external agent call gets anchored on MPP2.
12. During the consult, the agent can transfer the customer to an external agent for which, POM instructs MPP2 to send a REFER message to the external agent. The REFER transaction contains customer call information in the Refer-To header.
13. This REFER message lands on Gateway via System Manager and replies back with **202 Accepted**. The Gateway then drops the customer call leg towards MPP2 by sending a BYE message.
14. Since the Gateway anchors the customer and the external agent call legs outside the enterprise, it merges them together.
15. The Gateway sends NOTIFY messages to MPP2 via System Manager to notify the successful transfer. MPP2 drops the external agent call leg by sending a BYE message to the Gateway. As a result, the customer call gets disposed from the POM system, whereas the customer and external agent interaction can continue.

Related links

External transfer from a conference on page 589

External transfer from a conference



The following steps explain how an agent can transfer a call from a conference in POM:

1. POM instructs MPP2 to launch a nailing call to an agent.
2. MPP2 sends an INVITE message to the agent on Avaya Aura® Communication Manager/ Avaya Aura® Call Center Elite via System Manager. On completion of the INVITE transaction, the agent call gets anchored on MPP2.
3. POM instructs MPP1 to start an outreach attempt to the customer.
4. MPP1 sends an INVITE message to the customer which lands on Gateway via System Manager. Gateway tries to connect to the customer outside the enterprise.
5. On connecting to the customer, the Gateway completes the INVITE transaction and customer call gets anchored on MPP2.
6. For the agent-customer interaction, MPP2 initiates an INVITE with Replaces transaction for the customer call leg.
7. This INVITE with Replaces message lands on the Gateway via System Manager. The Gateway then transfers the customer call leg to MPP2.
8. The agent and customer start interacting as their RTPs are processed by MPP2.
9. When the agent wants to consult an external agent, POM asks MPP2 to call the external agent.

10. MPP2 starts MusicOnHold application on the customer leg and sends an INVITE message to the external agent which lands on the Gateway via System Manager. The Gateway tries to connect to the external agent.
11. On connecting to the external agent, the Gateway completes the INVITE transaction and the external agent call gets anchored on MPP2.
12. If during consult, the call agent wants to conference customer, then POM instructs MPP2 to stop MusicOnHold application and merge all the three call legs. As a result, they can talk to each other as their RTP streams are merged/mixed by MPP2.
13. During conference, the agent can transfer the customer to the external agent for which, POM instructs MPP2 to send REFER message to the external agent. The REFER message contains the customer call information in its Refer-To header.
14. This REFER lands on the Gateway via System Manager and it replies back with **202 Accepted**. The Gateway then drops the customer call leg towards MPP2 by sending a BYE message.
15. Since the Gateway anchors the customer and the external agent call legs outside the enterprise, it will merge them together.
16. The Gateway sends NOTIFY messages to MPP2 via System Manager to notify the successful transfer. MPP2 drops the external agent call leg by sending a BYE message to the Gateway. As a result, the customer call gets disposed from the POM system, whereas the customer and the external agent interaction can continue.

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