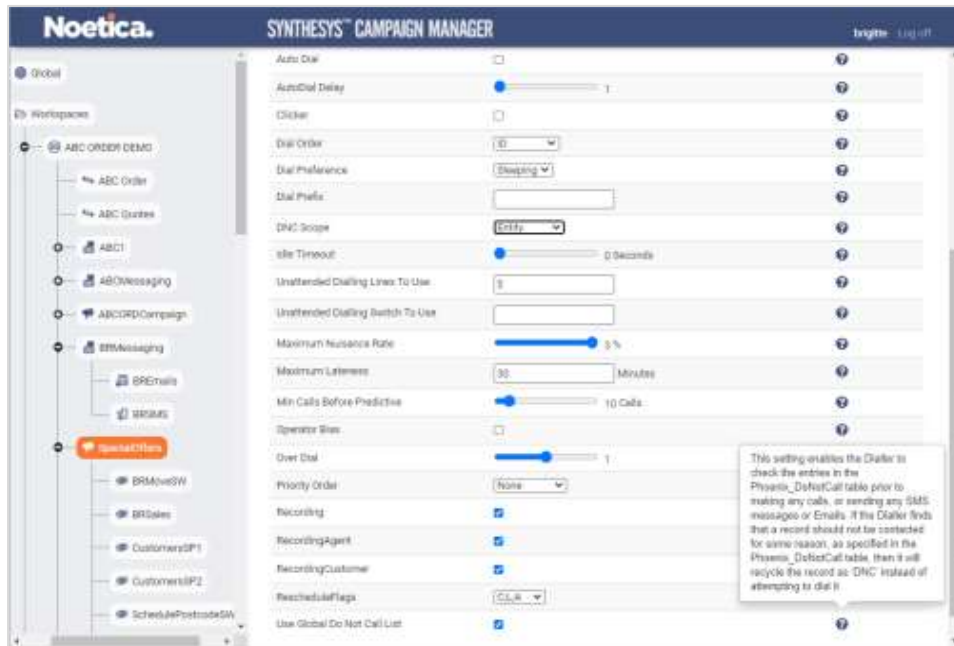
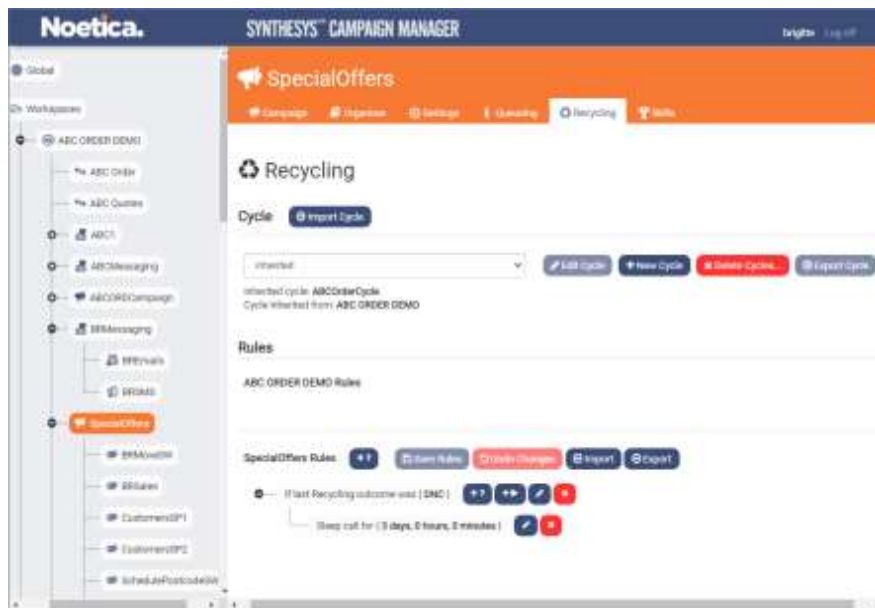


# THE DO NOT CALL PROCESS

Settings: UseGlobalDNC



## Recycling DNC



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Do Not Call Process

Last updated April 2021

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## THE DO NOT CALL PROCESS

To reduce the impact of persistent nuisance calls in an automated (predictive) environment, Ofcom specify that in the UK, a telephone number receiving an abandoned or Nuisance Call (NC) may not be called again without the guaranteed presence of an agent for 72 hours and in case of an answering machine not for 24 hours. Please note that the call back period allowed may be different for other countries and can be adjusted accordingly.

To assist our customers with the compliance to Ofcom regulations, we have improved the functionality of our dialler and the Do Not Call (DNC) process. The improvements include:

- The Phoenix\_DoNotCall table
- DNCScope, Call list property setting.
- UseGlobalDNC Call list property setting.
- DNC call result in the Recycling rules
- Dialler Web Service



The **Phoenix\_DoNotCall table** is used to hold telephone numbers (and email addresses) from TPS and Do Not Call lists, and any additional information to inform the PD for how long a call should be blocked (i.e. 24 hours if the dialler detects an answering machine, or 72 hours in case of an abandoned/ nuisance call), if the call should be blocked universally (call centre wide), or only for a particular Entity (CRM prefix), account, campaign or call list, and if it only should be blocked when dialling predictively or also when making preview, power, or progressive dials.

The **DNCScope** Settings property, (default set to Entity/ CRM Prefix), is used by the Predictive Dialler to determine which record to insert into Phoenix\_DoNotCall table in response to an abandoned/ nuisance call or answering machine (AMD).

The **UseGlobalDNC** Settings property, (default setting ticked = True), enables the PD to check the entries in the Phoenix\_DoNotCall table before making any calls. If the PD finds that a record should not be called for some reason, as specified in the Phoenix\_DoNotCall table, then it will recycle the record as '**DNC**' instead of attempting to dial it. In Recycling, customers need to set up appropriate recycling rules to determine when the next dial attempt should be made for records marked as 'DNC' by the PD.

In the **Dialler Web Service**, the new method 'AddToDoNotCallTable' is used to add entries to the Phoenix\_DoNotCall table from within a Synthesys™ scripted app at runtime, using either the Web Service Input or Web Service Output Actions in the Scripted App Interaction Studio (described in Dialler Web Service section below).



*Contact centre administrators can adjust the DNC settings for individual Call lists using the UseGlobalDNC and DNCScope options, described in more detail on pages 6 and 7. To discuss an overall change to the default behaviour to accommodate specific business requirements, please contact the Noetica Technical Support.*

## THE PHOENIX DO NOT CALL TABLE

The Phoenix\_DoNotCall table holds telephone numbers (and email addresses) from TPS and Do Not Call lists, plus any additional information the PD needs to determine whether, or not to make a call. Available Fields:

Field Name	Example of Content	Description
Id	913	Will be generated automatically when importing data. (Sequential Number)
Expires	2016-07-09 15:56:37.237	The 'Datetime' up to which the call should be blocked, i.e. 72 hrs for nuisance calls, 24 hrs for Answer Machine. When the time displayed has expired, the PD will be able to dial the record again.
Telephone	07811353111	The Telephone number, or email address that should be blocked.
Flags	P	D – Do not dial (Preview/ Progressive) P – Do not dial (Predictive/ Power) E – Do not send emails. S – Do not send SMS. One or more of the options can be added. <b>DPS</b> , for example, means don't dial in preview/progressive mode, don't dial in predictive/ power mode and don't send SMS (for the specified time for this record).
Scope	Entity	Possible entries are either <b>List OR Campaign OR Workspace OR Entity OR Customer OR Global</b> Shows if the call should be blocked call centre wide (Global), or only for a particular Account (Workspace), <b>Campaign</b> , Outbound <b>List</b> , Customer id (Customer) or CRM prefix (Entity).
Scopeld	JANPD	For the entries LIST/ CAMPAIGN/ WORKSPACE, shows the Id (in Phoenix) of the object, i.e. for Entity, the CRM prefix (JANPD), for Customer, a combination of CRMPrefix.CustomerID (separated by a full stop, i.e. JANPD.TRN_29).
Source	Predictive Dialler	Information about the source of this record, i.e. Predictive Dialler <b>OR</b> DoNotCallTableControl, (showing Campaign ID and Sequence ID) <b>OR</b> DialWebService: Web Service  If you populate the table manually, enter free text into the Source field, for labelling your import.
Info	JANPD Predictive Dialler Nuisance Call to JANPD.TRN_29 at 2016-07-06 15:56:37	Additional information about the reason for the record, e.g. Predictive Dialler Nuisance call to CRMPrefix.CustomerId at <datetime>. If you populate the table manually, enter free text into the Info field, for labelling your import.



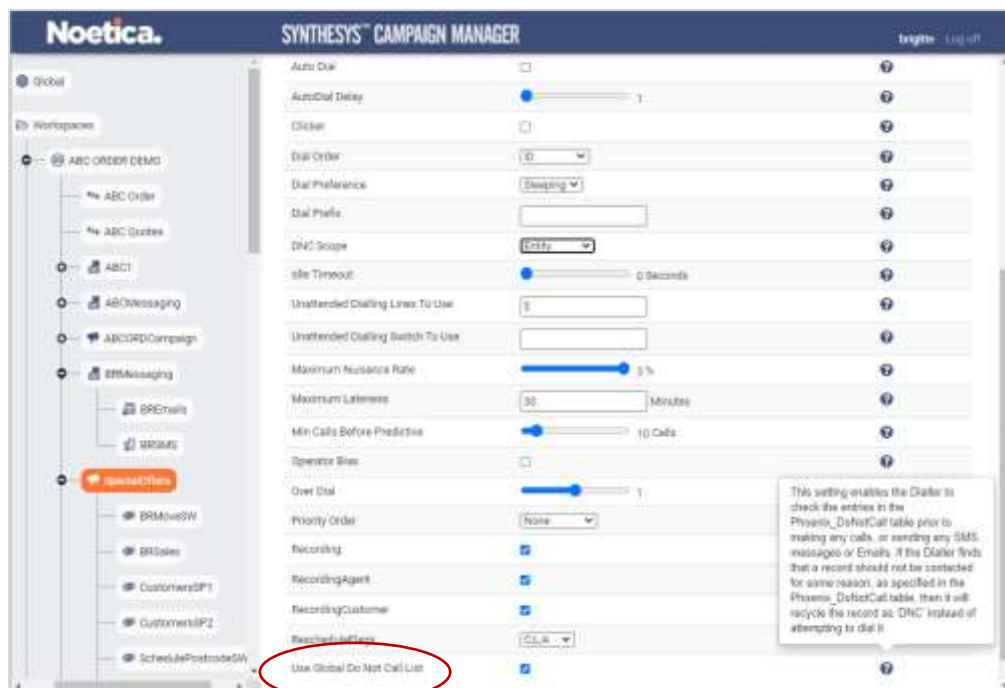
*The housekeeper, by default, is set to remove any entries that have expired for more than 30 days from the Phoenix\_DoNotCall table automatically. This default setting, like other Housekeeper settings, can be changed as required.*

## SETTINGS: USE GLOBAL DNC

The **UseGlobalDNC** function is turned on by default for all call lists, to enable the PD to check entries in the Phoenix\_DoNotCall table, to determine whether or not to make a call.

To set **UseGlobalDNC**

- Select the campaign or list that you want to view or manage.
- Click the **Settings** tab at the top right of the Campaign Manager dialog.
- Scroll down the list of properties displayed, to **UseGlobalDNC**.
- Tick the UseGlobalDNC box to set the property to **True**, enabling the DNC procedure, allowing the PD to check the Phoenix\_DoNotCall table for DNC entries, prior to dialling or sending SMS or Email messages.



With **UseGlobalDNC** set to **True** (default setting), the PD will check the entries in the Phoenix\_DoNotCall table before attempting to dial the record. If the PD locates a record that should not be dialled, it will recycle the call as 'DNC' instead of dialling it.

Ensure that you set up your recycling rules using the **DNC call result** in Recycling, to instruct the dialler when to attempt the next dial for DNC outcomes.

If the UseGlobalDNC is set to **False**, the PD will ignore entries in the Phoenix\_DoNotCall table, EXCEPT if the 'Source' of the record is Predictive Dialler, in which case the PD will follow the DNC process, regardless of the UseGlobalDNC setting.

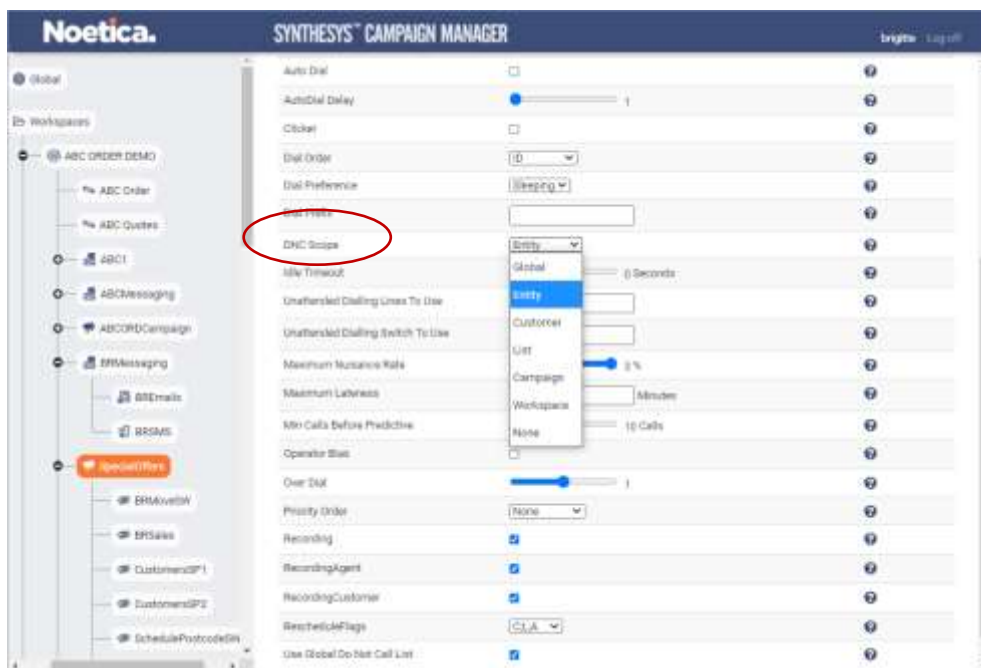
## SETTINGS: DNC SCOPE

The **DNCScope** property is used by the Predictive Dialler when deciding which record to insert into Phoenix\_DoNotCall in response to an abandoned/ nuisance call or answering machine.

The default for the DNCScope is set to Entity (CRM Prefix) for all outbound lists, to ensure that the PD does not dial the specified telephone number for any customers for this CRM prefix for the specified time.

To override the default DNCScope setting

- Select the campaign or list that you want to view or manage.
- Click the **Settings** tab at the top right of the Campaign Manager dialog.
- Scroll down the list of properties displayed, to **DNCScope**.
- Enter **Global** to specify that the call should be blocked **Globally** (Call Centre wide), OR **Entity** to block the call for this CRM prefix (default setting), or, if you only wish to block the call for a particular customer id, list, campaign, or workspace (account), enter either **Customer**, OR **List**, OR **Campaign** OR **Workspace**.
- Enter **None**, if you do NOT wish the Predictive Dialler to enter any records for the selected call list into the Phoenix\_DoNotCall table.



*The DNCScope property can be used in combination with the UseGlobalDNC property.*

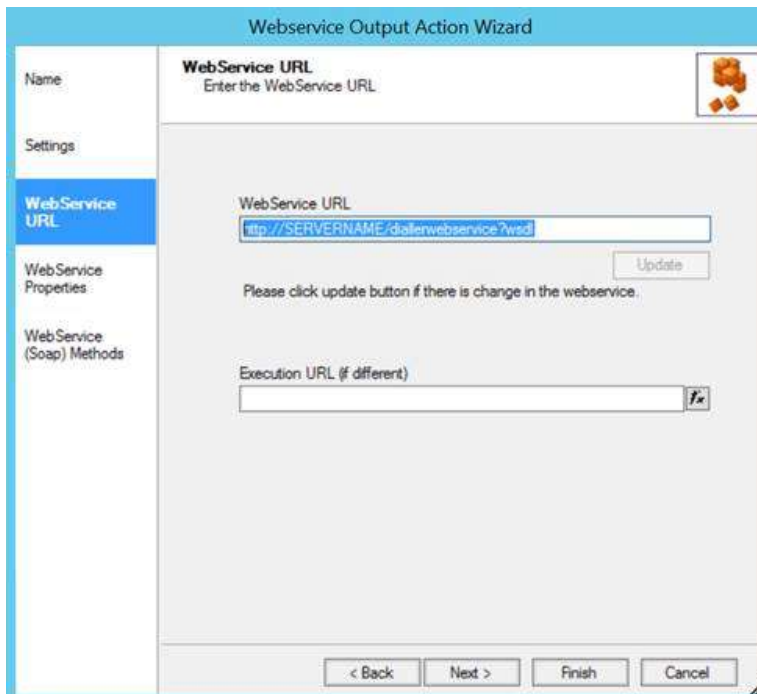
*If the DNCScope is set, either for the List OR Campaign OR Workspace OR Entity OR Customer OR Global, and the UseGlobalDNC is True (default setting), the PD will follow the DNC process, checking the Phoenix\_DoNotCall table for blocked calls.*

## DIALLER WEB SERVICE

In the **Dialler Web Service**, the method 'AddToDoNotCallTable' is used to add entries to the Phoenix\_DoNotCall table from a Synthesys™ Scripted App at runtime.

To connect to the dialler web service, you can either use the **Web Service Input Action** (to update the Phoenix\_DoNotCall table immediately) or the **Web Service Output Action** (to update the table on finishing the call).

- Open the Synthesys™ Scripted App Studio.
- Select the **Web Service Input** or **Web Service Output Action** from the *Core Actions* part of the Toolbox and drop it at the desired part of the scripted app (In our example, we have used the Web Service Output Action).
- Enter a name for the Web Service Output Action, and in the **Settings** page, under the **Filter** option, select if the output that you generate should include aborted calls or not, or aborted calls only.




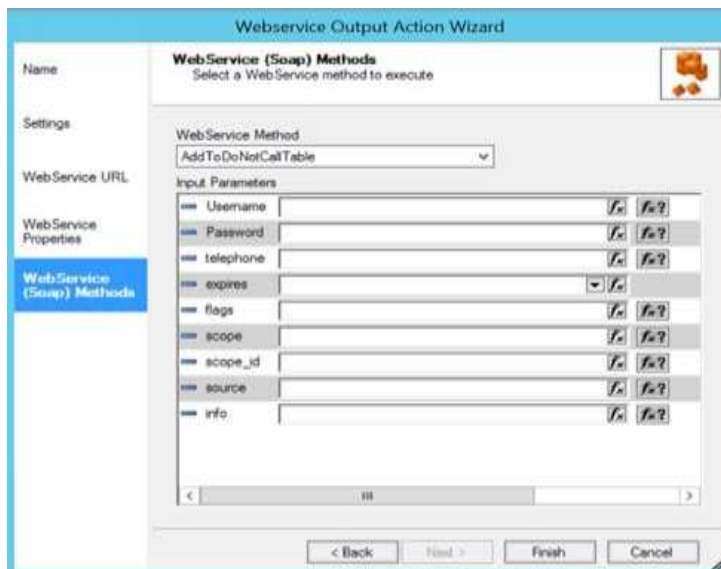
- In the **Web Service URL** part of the wizard, enter the details of the web service that you wish to call, i.e., `http://servername/diallerwebservice?wsdl`. If the URL that is used at runtime is different to that used at design time when taking test calls, you can enter or calculate the **Execution URL** into the Execution URL field.
- The *WebService properties* page will display any properties that are available from the web service and allows the user to set the values to be sent to the properties.
- The *WebService Methods* page displays the methods that are available from the web service and allows users to specify any data that is required for these methods.



## WebService Methods

In the *WebService Methods* page of the Web Service Action wizard

- Select “AddToDoNotCallTable” to display the corresponding parameters available for this method.
- Set the values to be passed to each parameter. These can be hard coded, or you can set a calculation using the calculations  icon, to make the parameter dynamic.



Option	Used to add/ specify
--------	----------------------

<b>Username</b>	Synthesys user credential/ name
<b>Password</b>	Synthesys user password
<b>telephone</b>	The telephone number or email address that should be blocked.
<b>Expires</b>	The expiration date and time [clarify this]
<b>Flags</b>	D – Do not dial (Preview/ Progressive) P – Do not dial (Predictive/ Power) E – Do not send emails. S – Do not send SMS. Adding <b>DPS</b> , for example specifies don't dial in preview/progressive mode, don't dial in predictive/ power mode and don't send SMS for the specified time for this record.
<b>Scope</b>	Specify if the call should be blocked at a <b>Global level</b> (Call Centre wide), or only for a particular <b>Customer, Entity</b> (CRM prefix), call <b>List, Campaign</b> or <b>Workspace</b> (account).
<b>scope_id</b>	Used to block a particular LIST or CAMPAIGN or WORKSPACE or ENTIY. To block a specific list, for example, enter the Outbound ID for that list, to block a specific CAMPAIGN, enter the Campaign ID, to block a specific WORKSPACE, enter the Account ID, to block a specific ENTITY, enter the CRM prefix.
<b>Source</b>	Information about the source of this record, i.e., DiallerWebService: Web Service
<b>Info</b>	Any additional information regarding the entry, as required.

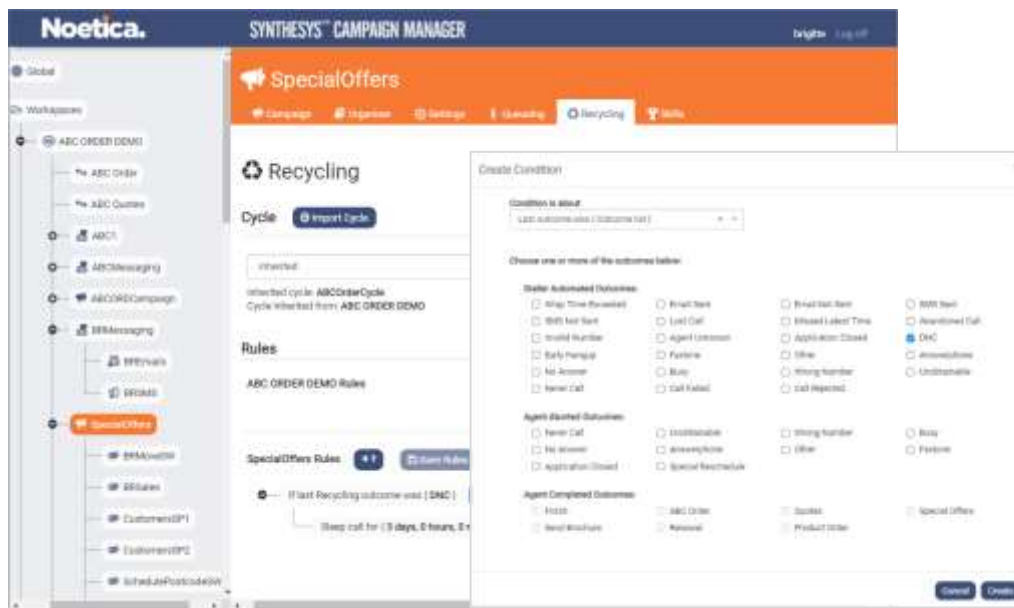
Click **Finish**, to display the configured Web Service action in the scripted app design area.

## RECYCLING DNC CALL RESULT

Any outcome marked as 'DNC' by the PD needs to be dealt with in Recycling, by creating recycling rules based on the **DNC** call result, to specify the next dial attempt.

To create your DNC recycling rule and required action, select the workspace, campaign, or list in the tree on the left, and click the **Recycling** (Call Recycling) tab at the top right of the dialog. In the **Rules** section of the recycling dialog:

- Click the **+? Create Condition** button at top route level.
- From the **Condition is about** menu, select **Last Outcome was** and tick **DNC**.



- Next, click the **+> Action** button on the "Last Outcome was {Dnc}" rule.
- From the **Do What** menu, select Sleep call for {SleepPeriod} with a maximum lateness of {LatestPeriod}.



- Select the appropriate time to sleep the record, as relevant to your business.
- If you tick the Set maximum lateness box, you can also select the latest time during which to present the record.
- Before making the next dial, the PD will check entries in the Phoenix\_DoNotCall table. If it finds that the record is still blocked, it will recycle the record again as 'DNC' instead of attempting to dial it.



*If the Dnc option is not enabled in Call Recycling, please contact the Noetica technical support, who will add the option to the recycling results table for you.*