

GENESYS

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CX Contact Help

Apply Treatments

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Important

The content of this document has been moved and is no longer being updated in this location.

For the latest content and most recent updates, see the CX Contact Help on the Genesys Multicloud site.

A treatment defines what CX Contact should do with a call that does not reach the intended party.

On the **Treatment** tab for a dialing profile, campaign template, or campaign group, Treatments are broken down into the following sub-tabs:

- Delivery Options Define the circumstances in which the system should connect a call to an agent. (Applicable to the voice channel only.)
- Retry Options Define how the system should respond to any given delivery result or disposition code.
- Device Escalation If a single record contains more than one device, use this feature to identify which device(s) are contacted as well as the order in which they are contacted.
- SCXML Treatments Specify a URI to a stored SCXML treatment script. When you do this, the system applies all treatment configuration defined in the script and ignores all treatment configuration previously defined in CX Contact.