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CX Contact Help

Device Escalation

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Device Escalation

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The content of this document has been moved and is no longer being updated in this location.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

In the event records within a contact list contain multiple devices, you can use the **Device Escalation** feature to specify which device(s) in the record you want the system to dial. If you want the system to dial more than one device, you can define the order in which the devices are dialed. For voice campaigns, you can also specify how to handle answering machine detection - drop the call, deliver the call to an agent, or send the call to a DN for treatment (for example, leave a pre-recorded message).

This article describes the **Device Escalation** sub-tab of the **Treatment** tab. For information on the **Delivery Options** sub-tab or the **Retry Options** sub-tab, go [here](#). For information about applying SCXML treatment scripts, go [here](#).

Enable Device Escalation

To get started, go to the **Treatment** tab to see all available treatment sub-tabs - **Delivery Options**, **Retry Options**, **Device Escalation** and **Summary**.

The **Device Escalation** sub-tab is initially disabled (greyed out). To enable it, set the **Use Device Escalation** switch to the **On** position.

Now you can click the **Device Escalation** sub-tab to define the device escalation plan.



By default, all 10 devices are enabled and are prioritized/ordered from Device 1 to Device 10. Each device can be enabled or disabled.

The fields on the **Device Escalation** tab are as follows:

Important

Before **Device Priority** configuration can take effect, the **Next in chain or Next in chain after** option must be enabled for call results on the **Retry Options** tab.

- Enable Device - **On** means the device is attempted and included in the escalation plan. **Off** means it is excluded.
- Device Priority and Device to Contact - These fields define the priority of a device being attempted. For example, if you want Device 3 to be attempted first (i.e. before all other devices in the escalation plan), drag and drop **Device3** to align with the 1st **Device Priority** field. See the **Prioritize Contact Order** example below for more information.
- Answering Machine (enabled for the voice channel only) - Define how you want the system to respond if

it detects an answering machine. See the section on [Handling Answering Machine Detection](#) below for more information.

Handle Answering Machine Detection

Important

This field applies only to campaigns using the voice channel.

The system can handle answering machine detection in a couple of ways:

- Drop the call
- Deliver to a DN - to either an agent group or to a DN where a pre-recorded message is played.

If you opt for the second option, you must first do the following:

1. On the **General** tab for the campaign object, specify an **Agent Group** and **Destination DN**.
2. On the **Treatment -> Delivery Options** tab, set the switch to **connect** to enable the correct behavior for the Answering Machine. The DN or DN's associated with the agent group specified on the **General** tab populate the **DN** field drop down menu.

Important

If you edit the default Destination DN on this tab, the change will apply to all devices because all devices must use the same Destination DN.

The screenshot shows the 'New Dialing Profile' configuration interface. The 'General' tab is active, and the 'Name' field is set to 'TestOutbound_AD_2220'. The 'Agent Group' is 'TestOutbound_AD_2220', and the 'Destination DN' is '5555'. A red box highlights the 'Destination DN' field with a '1' next to it. Below this, the 'Add Voice Treatment' section is shown, with the 'Use Device Escalation' toggle set to 'On'. A red box highlights the 'Answering Machine' field with a '2' next to it. An arrow points from this field to a table of devices. The table has columns for 'Enable Device', 'Device Priority', and 'Device to Call'. There are three rows, each with an 'On' toggle, a priority (1st, 2nd, 3rd), and 'Device()'. To the right of the table is an 'Answering Machine' section with three rows, each with a 'connect' toggle and a 'Destination DN' dropdown menu. A red box highlights this section.

Important

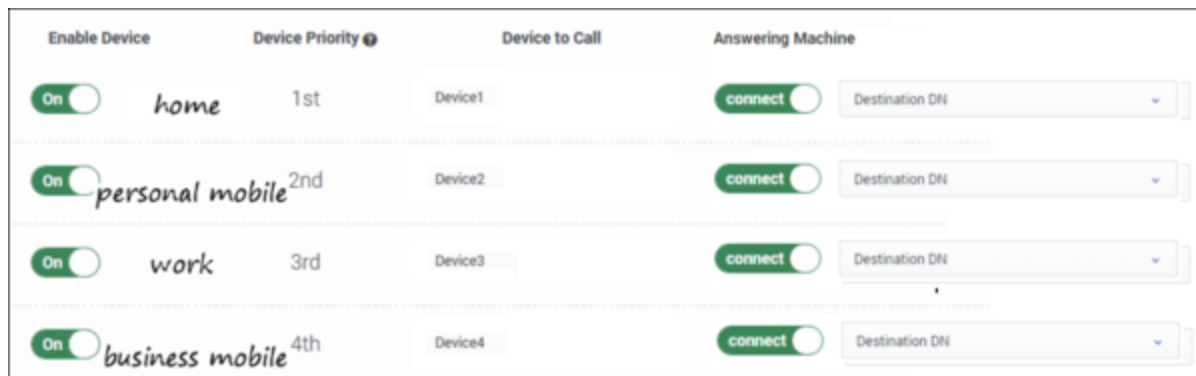
If you do not follow the steps above, your only option is to drop the call upon answering machine detection.

Device Escalation Business Scenario

The best way to understand how this feature works is to read the scenario below and then apply the principles and plan to your own scenario.

To begin, let's say there are four devices for a record:

- Device 1 is home
- Device 2 is personal mobile
- Device 3 is work
- Device 4 is business mobile

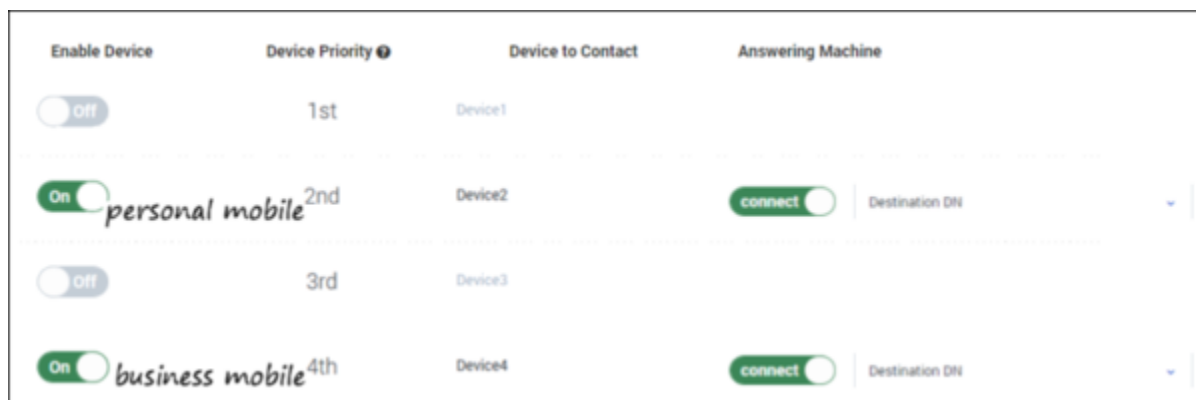


You should now formulate a plan. In this scenario, you should start by determining which devices you want to target, then prioritize the order in which those devices are contacted, and then determine what you want to do if the system detects an answering machine on any given device.

Target Devices

Plan: You're calling at a time when contacts are unlikely to answer their home phone or their work phone - say at lunch time on a weekday - so you want to target mobile devices only. In this case, that's Device 2 (personal mobile) and Device 4 (business mobile).

Action: For Device 2 (personal mobile) and Device 4 (business mobile), leave the **Enable Device** switches set to the **On** position. For all other devices, turn the **Enable Device** switch to the **Off** position.



Prioritize Contact Order

Plan: Notice in the **Device to Contact** field that Device 2 (personal mobile) is placed in the 2nd priority position, while Device 4 (business mobile) is placed in the 4th priority position. That means the system will call the personal mobile phone before calling the business mobile. Let's say you want the reverse to happen - you want to start with Device 4 (business mobile) before proceeding to Device 2 (personal mobile).

Action: To reverse the order:

1. Drag Device2 (personal mobile) from the 2nd priority position to the 4th priority position. This moves

Device4 to the 3rd priority position because a device that is displaced from its original position moves up or down one position - it does not switch places with the device moving into its position.

2. Drag Device4 (business mobile) from the 3rd priority position to the 2nd priority position.

[Link to video](#)

Handle Answering Machine Detection

Important

Remember, this option only applies to campaigns using the voice channel.

Plan: If an answering machine is detected on Device 2 (personal mobile), you want an agent to take the call and leave a voicemail. If an answering machine is detected on Device 4 (business mobile), you want the system to hang up.

Action: In the **Answering Machine** field, select the following:

- Device 4 (Business mobile) - Enable the **Drop** option.
- Device 2 (Personal mobile) - Leave the **Connect** option enabled (checked).

Enable Device	Device Priority	Device to Contact	Answering Machine
<input type="checkbox"/> off	1st	Device1	
<input checked="" type="checkbox"/> On <i>business mobile</i>	2nd	Device2	<input type="checkbox"/> drop Destination DN ▼
<input type="checkbox"/> off	3rd	Device3	
<input checked="" type="checkbox"/> On <i>personal mobile</i>	4th	Device4	<input checked="" type="checkbox"/> connect Destination DN ▼