GENESYS™

Composer Help

Voice Treatment Blocks

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Voice Treatment Blocks

Busy treatments can be played to callers when all the targets selected by URS are busy and the interaction is waiting for an available target. You can specify treatments using the blocks below or use the Target block Treatments property.

Connecting to Busy Treatment Port

The following treatment blocks may be connected to the Busy Treatments port of the Target block and used as busy treatments: Play Application, Play Sound, Play Message, User Input, Set Default Route, Pause, Create User Announcement, Delete User Announcement, IVR, and Disconnect. This will enable you to see all defined busy treatments in the diagram as well as use the Properties view to configure busy treatments. The table below summarizes the voice treatment blocks.

Cancel Call	Use this block to stop a currently running dialog.
Create User Announcement	Use this block to record a caller announcement.
Delete User Announcement	Use this block delete an announcement created by a caller using the Create User Announcement block.
IVR	Use to invoke an interactive voice response (IVR) unit and connect the interaction to the IVR.
Pause	Use to suspend treatment processing for a specified duration.
Play Application	Use to execute an application (such as a Composer voice application) or a script on a device, such as an IVR.
Play Sound	Use to play audio resources of the following type: • Music • BusyTone • FastBusyTone • RingBack • RecordedAnnouncement (on Stream Manager) • Silence
Play Message	Use to invoke/play audio or text-to-speech Announcement treatments.
User Input	Use to play a text-to-speech announcement, collect digits, and (optionally) verify the input digits.

Set Default Route	Use to set/change the default route number at any time.