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Genesys Administrator Extension Help

Treatments

Treatments

A Treatment defines what Outbound Contact Server (OCS) should do with a call that does not reach the intended party. For example, the Treatment could instruct OCS to redial a number that returns a Busy call result.

Treatment objects are assigned to **Calling List** objects. If no Treatments are assigned to a call result, OCS changes the record status to Updated.

You can add or remove Treatments from a Calling List object while a Dialing Session for a **Campaign** is running. However, once a Treatment is in progress, it cannot be interrupted. Changes made to that Treatment are applied to the next record that receives the call result that prompts the Treatment.

Viewing Treatments

The **Treatments** list shows the Treatments that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

Treatments that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the magnifying glass button to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Working with Treatments

To create a new Treatment object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check-box beside an object and click **Edit**. To delete one or more objects, click the check-box beside the object(s) in the list and click **Delete**. You can also delete

individual objects by clicking on the object and then clicking **Delete**. Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a Treatment.
- **Move To**—Move a Treatment to another [hierarchical structure](#).
- Enable or disable Treatments.
- Create a folder, configuration unit, or site. See [Object Hierarchy](#) for more information.

Click the name of a Treatment to view additional information about the object. You can also set [options](#) and [permissions](#), and view [dependencies](#).

Procedure: Creating Treatment Objects

Steps

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
 - **Name**—(Required) The name of the Treatment.
 - **Description**—(Optional) A brief description of the Treatment.
 - **Call Result**—(Required) The call result associated with this Treatment.
 - **Apply to Record**—(Required) The action to apply to a Calling List record, based on the call result.
 - **Apply to Call**—(Optional) An alternate way to handle a call when a dialing attempt is answered or reaches an answering machine or a fax machine.
 - **Destination DN**—(Required, if **Apply to Call** is specified) The DN to which the call is connected or transferred. If **Apply to Call** is specified but **Destination DN** is not, OCS ignores the Treatment.
 - **Number in sequence**—(Required) The order in which this treatment is applied in a Treatment sequence. If it is a stand-alone treatment, specify a value of 1.
 - **Cycle Attempt**—(Required with value of greater than 0 (zero), when **Apply to Record** is set to **Next in chain**, **Next in chain after**, and **Next in chain at specified date**, or **Redial**) The maximum number of consecutive attempts to execute the Treatment on the record.
 - **Interval (Days:Hours:Minutes)**—(Required when **Apply to Record** is set to **Next in chain**, **Next in chain after**, **Redial**, or **Retry in**) A time interval, in minutes, that OCS waits between the first dialing attempt and the first Treatment attempt.

- **Increment (minutes)**—(Required when **Apply to Record** is set to **Next in chain, Next in chain after, Redial, or Retry in**) The number of minutes added to the previous redial time interval.
- **Date**—(Required when **Apply to Record** is set to **Next in chain at specified date, or Retry at specified date**) The date when another Treatment attempt is performed.
- **Time**—(Required when **Apply to Record** is set to **Next in chain at specified date, or Retry at specified date**) The time of day that another Treatment attempt is performed.
- **Range (Days:Hours:Minutes)**—Reserved for future use.
- **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.
- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

3. Click **Save**.