



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Outbound Contact Deployment Guide

Call Handling and Treatments

4/7/2025

Call Handling and Treatments

The information in this section is divided among the following topics:

- [How Treatments Work](#)
- [Treatment Properties and Rules for Call Results](#)
- [Apply to Record Actions](#)
- [Treatment Sequences](#)
- [Apply to Call Outcome](#)
- [Treatments based on Disposition Codes](#)
- [Outbound Record Sharing Between Multiple Desktops](#)
- [Answering Machine Call Handling](#)
- [Using the Opt-Out Feature With CPD Server](#)