GENESYS™

Outbound Contact Deployment Guide

SCXML-Based Treatments

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SCXML-Based Treatments

Outbound Contact Server (OCS) enables you to create SCXML (State Chart Extensible Markup Language)-based treatments, instead of configuring standard treatments (see Call Handling Treatments).

Notes:	• As a general rule, you cannot use both SCXML treatments and standard treatments for the same calling list. • If you are using Outbound Contact release 8.0.1 or higher, the following exception exists: • If you use the `set_exec_flag` custom action with the `PostProcessing` flag and the value set to `Switch`, then when this custom action executes, OCS switches from SCXML treatments to standard treatments. However, you cannot switch in the other direction, from standard treatments to SCXML treatments.

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

- Overview
- Architecture
- Design and Configuration Task Summary
- Customer Contact According to Daytime Intervals
- Record-Processing Order
- Setting Options for Individual Records or Chain of Records
- Other Usages of SCXML Treatments
- Configuration Tasks