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Genesys Mobile Services

Voice Treatment Section

12/21/2025

Voice Treatment Section

- `_treatment_call_failure_answering_machine` • `_treatment_find_agent_fail`
- `_treatment_customer_connect` • `_treatment_waiting_for_agent`

`_treatment_call_failure_answering_machine`

Default Value:

Valid Values: String or as a JSON-formatted string

Changes Take Effect: Immediately

URI of the music file to play when a call is not answered by the customer and is forwarded to the answering machine. JSON-formatted strings can be used to specify hints to the `RequestApplyTreatment`.

The following example makes the music start playing after the answering machine beep is detected:

```
{ "file": "file_url", "hints": { "am-beep-detection": "on" } }
```

By default, the value of this option is empty and Callback uses the `<GMS installation>/../Resources/SampleTreatments/call_fail_ans_machine.wav` file from the Callback template.

To deactivate the play treatment, set the value of this option to `{ }`.

`_treatment_customer_connect`

Default Value:

Valid Values: String or as a JSON-formatted string

Changes Take Effect: Immediately

URI of the music file to play when the customer answers the callback.

The JSON-formatted strings can be used to specify hints to the `RequestApplyTreatment`. For example:

```
{ "file": "file_url", "hints": { "hint1": "value" } }
```

`_treatment_find_agent_fail`

Default Value:

Valid Values: String or JSON-formatted string

Changes Take Effect: Immediately

Music file to be played when the service fails to find the agent in the time specified by the Max Time To Wait For Agent on the Call parameter. This parameter accepts a URI as a string or as a JSON-formatted string. See also `_treatment_waiting_for_agent`. By default, this option has an empty value and Callback will use the `<GMS installation>/Resources/SampleTreatments/all_agents_busy.wav` file available in the callback template.

`_treatment_waiting_for_agent`

Default Value:

Valid Values: String or JSON-formatted string

Changes Take Effect: Immediately

Music file to play when the customer is waiting for an agent. This parameter accepts a URI as a string or as a JSON-formatted string. If you do not set this option, Callback will use the default `<GMS installation>/Resources/SampleTreatments/next_customer_rep.wav` file of the callback template.