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Genesys Events and Models Reference

[Call Treatment Messages](#)

Call Treatment Messages

Call treatment messages are used to start and control an external application that processes a call and which might return data that can then be used to route the call.

TreatCall

This message is sent by the IVR Server to the IVR to indicate that the specified call treatment should be run by the IVR.

TreatCall Message

Message	Parameter Name	Optional/Required
TreatCall	CallId	Required
	Type	Required
	Parameters	Optional
	ExtnsEx	Optional

Cancel

This message is sent by the IVR Server to the IVR to indicate that a previously started call treatment process must be canceled.

Cancel Message

Message	Parameter Name	Optional/Required
Cancel		