CX Contact Help

Apply Treatments

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> ### Important
> The content of this document has been moved and is no longer being updated in this location.
> For the latest content and most recent updates, see the CX Contact Help on the Genesys Multicloud site.

A treatment defines what CX Contact should do with a call that does not reach the intended party.

On the **Treatment** tab for a dialing profile, campaign template, or campaign group, Treatments are broken down into the following sub-tabs:

- Delivery Options - Define the circumstances in which the system should connect a call to an agent. (Applicable to the voice channel only.)

- Retry Options - Define how the system should respond to any given delivery result or disposition code.

- Device Escalation - If a single record contains more than one device, use this feature to identify which device(s) are contacted as well as the order in which they are contacted.

- SCXML Treatments - Specify a URI to a stored SCXML treatment script. When you do this, the system applies all treatment configuration defined in the script and ignores all treatment configuration previously defined in CX Contact.