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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.