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Outbound Contact Deployment Guide

Design and Configuration Task Summary

12/14/2025

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Designing and Configuring SCXML Treatments

Task	Related Procedures and Actions
1. Configure the Statistical Days and Statistical Tables.	See the procedure Configuring Statistical Days and Statistical Tables for Time Ranges .
2. Design the treatment scripts(s).	Create the .xml or .scxml files according to your treatment requirements. Some requirements may include the following: <ul style="list-style-type: none">• Customer Contact According to Daytime Intervals• Record-Processing Order• Other Usages of SCXML Treatments
3. Configure the treatment options.	See Configuring SCXML Treatment Options .
4. Deploy the treatment script(s).	See the procedure Deploying a Treatment Script to an Application Server (IIS) .