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Outbound Contact Deployment Guide

Treatment Properties and Rules for Call Results

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Treatment Properties and Rules for Call Results

Properties are assigned to Treatment objects in the Provisioning > Outbound Contact tab in Genesys Administrator. The following table defines the primary treatment properties.

Primary Treatment Properties

| Treatment Property | Definition |
|---------------------|--|
| Call Result | Type of response received after dialing a calling list record's telephone number. An unsuccessful call result (for example, Busy or No Answer) is assigned to a call that does not reach the intended party. |
| Disposition Code | Used when the treatment action is based on disposition codes. See Treatments based on Disposition Codes for more information. |
| Apply to Record | Treatment action applied to the next dialing attempt. This value identifies the next action (for example, Redial) that OCS will take when an unsuccessful call result is received. |
| Apply to Call | Connection required. Determine if the Answering Machine Detected or Fax Detected call result should be transferred or dropped. |
| Number in Sequence | A unique number assigned to each treatment in a series of treatments linked to the same call result. This number sorts treatment sequences in the order they are to be applied to consecutive instances of the same call result. Creating multiple treatments for the same call result links the treatments. |
| Cycle Attempt | The number of times to apply a treatment action if the first dialing attempt has an unsuccessful call result. |
| Interval (minutes) | The number of minutes between cycle attempts if the first cycle attempt has an unsuccessful call result. |
| Increment (minutes) | The increment is added to the interval after the second cycle attempt of an unsuccessful call result. See Example of the Chain of Records Treatment Cycle Repetition . |

Rules for Call Results

Four call result values have special treatment rules: Answer, Answering Machine Detected, Fax

Detected, and Silence. A complete list of call results with descriptions is provided in the *Outbound Contact Reference Manual*.

Note:

Silence is a possible call result when dialing via SIP Server.

Treatments are normally applied to a record for unsuccessful calls; however, under certain circumstances Answer (successful call) does require treatment.

Rules for Answer

Answer by a *live* person is a successful call result and usually does not require a treatment. Special circumstances, such as the following, do warrant a treatment for a call result of Answer :

- If a call originates at a Route Point and the call is answered, then the logical treatment is to direct the call to a queue.
- If an answered call is transferred (connected), then a treatment is required.

Rules for Answering Machine Detected or Fax Detected

These rules apply when a call result is Answering Machine Detected or Fax Detected. For a call that is answered, but the call result is Answering Machine Detected or Fax Detected, the system administrator may assign the "Apply to Call" treatment and specify the Destination DN to which the call is transferred. Here the Destination DN is an ACD queue for an Interactive Voice Response (IVR), such as a recorded message to be left on an answering machine or a fax sent to a fax machine. The administrator specifies the Destination DN in Genesys Administrator or through the Outbound Configuration Wizard.

Adding a Destination DN

Start

1. Add all required IVR DNs and their logins in Genesys Administrator under the Switching view on the Provisioning tab.
2. In the Switches view, add the queue into which the IVRs log in.
3. Create a Place object for each IVR DN and a shortcut to that DN.
4. Create a Person object for each IVR DN.

Note:

In this step, the "person" is actually an IVR that emulates a person; that is, the IVR does the work of an agent. In Steps 5 and 6 that follow, the "person" (IVR) is configured as an Agent because OCS requires a LoginID to facilitate access to a DN.

5. Configure the Person as an Agent.
6. Create a shortcut to the default Place and LoginID for that IVR Person.
7. Under the Agent Group object, add an Origination DN to the queue to which your IVR DNs log in.

8. Create an Answering Machine or Fax treatment using the following parameters:

- Call Result: Answering Machine Detected or Fax Detected (depending on the desired treatment)
- Apply to Record action: No Treatment
- Apply to Call action: Transfer or Connect

Notes:

- In this context, Transfer and Connect are synonymous. Each transfers the call to the ACD queue for the IVR DNs.
- For the Answering Machine Detected and Fax Detected call results, you can specify either No Treatment or Update all records in chain as the Apply to Record action. For information on configuring the No Treatment or Update all records in chain actions, see [Apply to Record: No Treatment](#) or the procedure [Apply to Record, Updating All Records in a Chain](#) respectively.
- For the Answering Machine Detected Call Result, you can combine the Apply to Record actions Next-In-Chain or Next-In-Chain-After actions or Redial with the Apply to Call outcome, Transfer or Connect. For more information, see the procedure [Combining the Apply to Call Outcome of Transfer or Connect Within the Apply to Record Action of Next-in-Chain or Next-in-Chain-After in One Treatment](#), below.

9. Add this treatment to the calling list you are using.

End

Combining the Apply to Call Outcome of Transfer or Connect Within the Apply to Record Action of Next-in-Chain or Next-in-Chain-After in One Treatment

Start On the Configuration tab of the Treatment object, do the following:

1. Verify that the Call Result type is set to Answering Machine Detected.
2. From the Apply to Call drop-down list, select Transfer or Connect.
3. Verify that the Apply to Record action is set to No Treatment.
4. In the Destination DN drop-down list, select the destination DN.
5. Return to the Apply to Record drop-down list and select Next-In-Chain or Next-In-Chain-After.
6. In the Number in sequence text box, specify a value of 1.
With this configuration, when the Answering Machine Detected call result is detected, the call is transferred to the specified destination and the next record in the chain is dialed.

End

Apply to Record: No Treatment

OCS updates the record at the conclusion of the call; that is, when the IVR hangs up.

Apply to Record, Updating All Records in a Chain

With `Update all records in chain`, OCS updates all records in a chain as soon as OCS detects an answering machine or Fax machine and transfers the call to a queue for an IVR response.

Start

If the administrator chooses to `Update all records in chain` for `Apply to Record`, follow this procedure:

1. In Genesys Administrator > Provisioning > Accounts Agent Group > Configuration tab > Advanced section, add an Origination DN to the queue to which the IVR DN's log in.
2. Create an Answering Machine treatment using the following parameters:
 - Call Result: Answering Machine Detected
 - Apply to Record: Update All Records in Chain
 - Apply to Call: Transfer or Connect (Recall that a call can be transferred or connected to a queue for an IVR. The two terms are synonymous here.)
3. Specify the Destination DN: The ACD queue to which the IVR DN's log in. (See note below.)

Note:

Recall that the administrator specifies the Destination DN in the Genesys Administrator or through the Outbound Configuration Wizard.

4. Add this treatment to the calling list you are using.

End

Rules for Silence in a SIP Server Environment

SIP Server 8.1 and higher supports the Silence call result. On a call-by-call basis, you can configure whether to drop a call with a Silence call result, or have it connected. The details of how to configure OCS to handle the Silence call result from SIP Server depend on whether you are using SIP Server in a traditional telephony environment or a VoIP environment (see [Configuring the Silence Call Result](#) or [VoIP-Only Functionality: Transferring a Call with the Silence Result to an Alternative DN](#), respectively, on [Configuring the Silence Call Result](#)).

Note:

If no treatment is configured for the Silence call result, and SIP Server is configured to connect such call, OCS treats the call in the same way as it would treat a call with Answer call result.

Configuring the Silence Call Result

You can configure OCS either to drop a call with the result Silence or connect it as if the result was Answer. To do so, configure a Treatment object for the appropriate Calling List for the call result Silence. The values for the Apply to Call action are either drop or connect (or transfer). If connect

is specified, the Target DN must also be specified.

Notes:

- SIP Server can only connect such a call to the Voice Transfer Destination.
- Configuration Server 8.1 is required to define Silence Call result in a treatment.

If a call with the result Silence is released by SIP Server, OCS attempts to apply a treatment to the chain of records in the same way it would for any other unsuccessful call result, such as Busy or No Answer. OCS then disposes the Silence call result in the calling list in the same way as for any other call result.

Note:

For detailed instruction on configuring Treatment objects, see the Provisioning Your Environment > Outbound Contact Object Types > Treatments in the *Framework Genesys Administrator Help*.

VoIP-Only Functionality: Transferring a Call with the Silence Result to an Alternative DN

This additional functionality is available only in a VoIP environment when dialing on behalf of the Trunk Group DN. In all modes (Transfer, ASM, and GVP IP) OCS can transfer a call that is established on the Trunk Group DN, and that has the call result Silence, to an alternative destination.

To have OCS perform a transfer to an alternative destination, configure a Treatment with the action Transfer/Connect/Route for the calling list that originates the calling record OCS then performs the transfer in the same way as it does for the Fax and Answering Machine call results, by using single-step transfer (for details, see [Rules for Answering Machine Detected or Fax Detected](#)).