Genesys Mobile Services

Voice Treatment Section

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Voice Treatment Section

- _treatment_call_failure_answering_machine
- _treatment_find_agent_fail
- _treatment_customer_connect
- _treatment_waiting_for_agent

_treatment_call_failure_answering_machine

Default Value:
Valid Values: String or as a JSON-formatted string
Changes Take Effect: Immediately

URI of the music file to play when a call is not answered by the customer and is forwarded to the answering machine. JSON-formatted strings can be used to specify hints to the `RequestApplyTreatment`.

The following example makes the music start playing after the answering machine beep is detected:
`{ "file": "file_url", "hints":{ "am-beep-detection":"on"} }`

By default, the value of this option is empty and Callback uses the `<GMS installation>/../Resources/SampleTreatments/call_fail_ans_machine.wav` file from the Callback template.

To deactivate the play treatment, set the value of this option to `{ }`.

_treatment_customer_connect

Default Value:
Valid Values: String or as a JSON-formatted string
Changes Take Effect: Immediately

URI of the music file to play when the customer answers the callback.

The JSON-formatted strings can be used to specify hints to the `RequestApplyTreatment`. For example:

`{ "file": "file_url", "hints": {"hint1":"value"}}`

_treatment_find_agent_fail

Default Value:
Valid Values: String or JSON-formatted string
Changes Take Effect: Immediately

Music file to be played when the service fails to find the agent in the time specified by the Max Time To Wait For Agent on the Call parameter. This parameter accepts a URI as a string or as a JSON-formatted string. See also _treatment_waiting_for_agent. By default, this option has an empty value and Callback will use the <GMS installation>/Resources/SampleTreatments/all_agents_busy.wav file available in the callback template.

_treatment_waiting_for_agent

Default Value:
Valid Values: String or JSON-formatted string
Changes Take Effect: Immediately

Music file to play when the customer is waiting for an agent. This parameter accepts a URI as a string or as a JSON-formatted string. If you do not set this option, Callback will use the default <GMS installation>/Resources/SampleTreatments/next_customer_rep.wav file of the callback template.