GENESYS™

Genesys Events and Models Reference

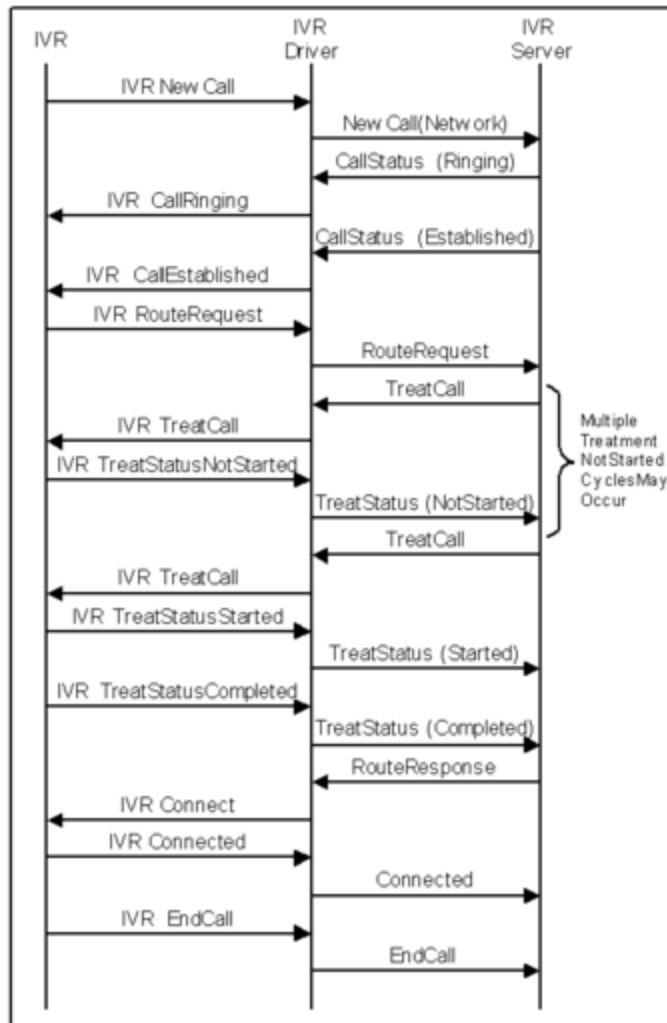## Call Treatment Call Flows

12/17/2025

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Call Treatment Call Flows
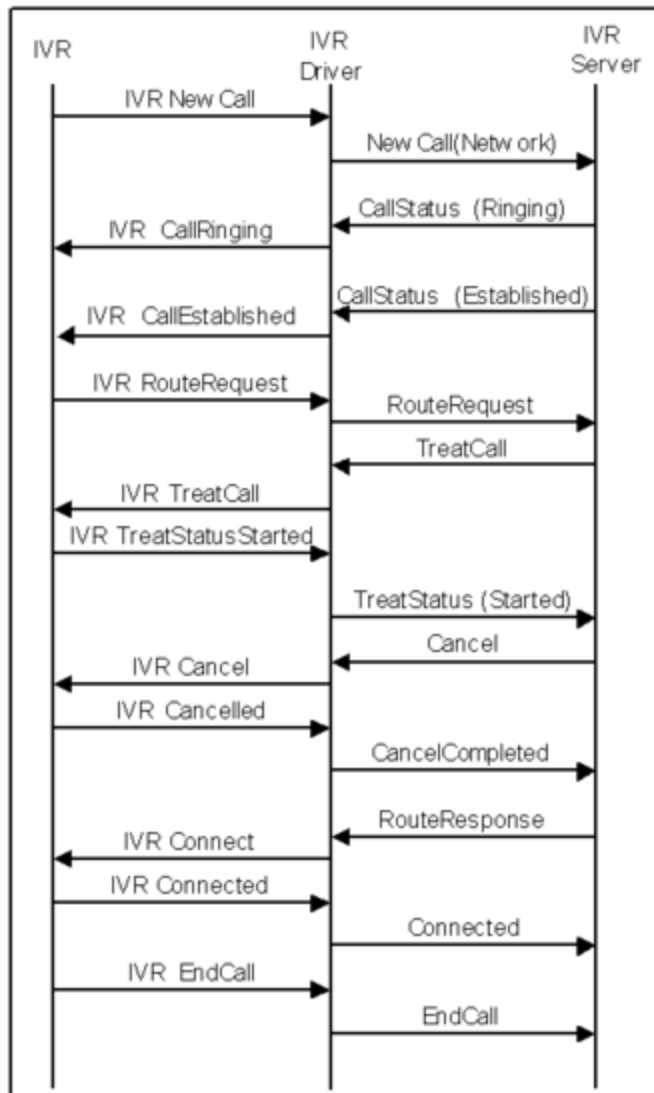
Call Treatment
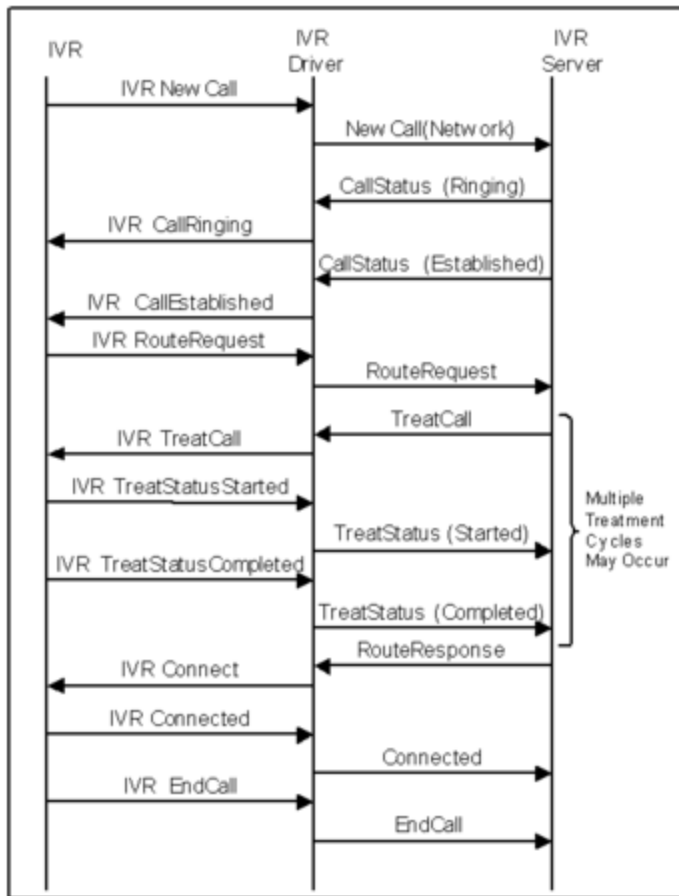
Call Treatment Call Flow

Call Treatment Failed

Call Treatment Failed Call Flow

Call Treatment Interrupted

Interrupted Call Treatment Flow

The command to cancel the call treatment is forwarded from the Genesys Framework by IVR Server.