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Genesys Events and Models Reference

Call Treatment Call Flows

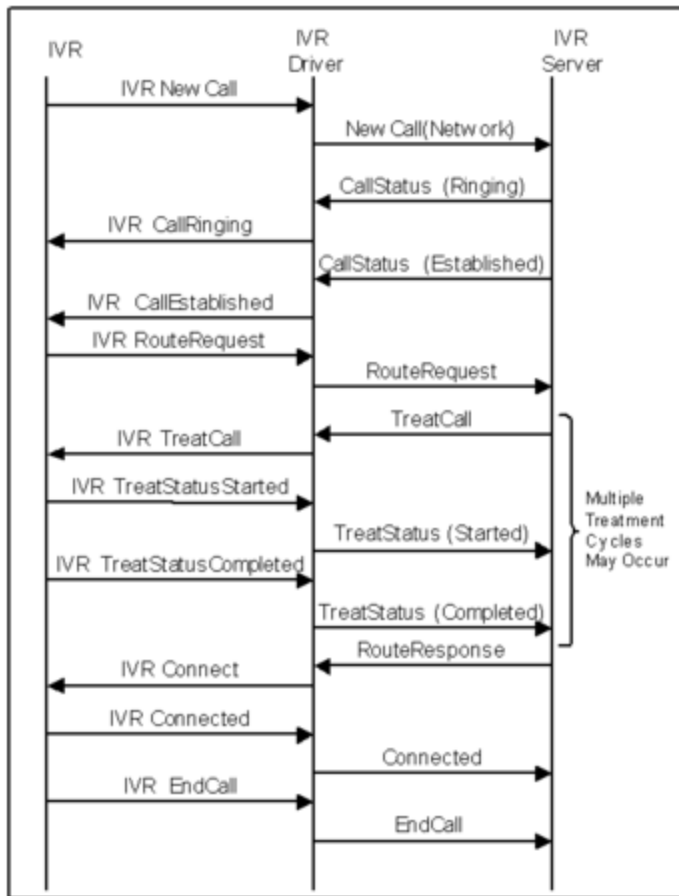
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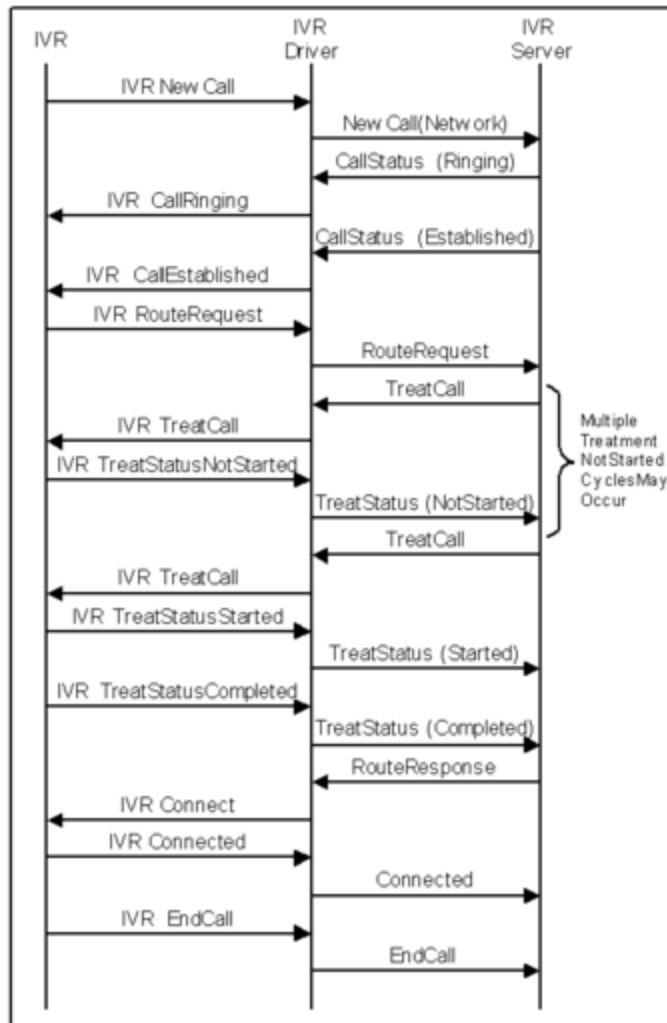
Call Treatment Call Flows

Call Treatment



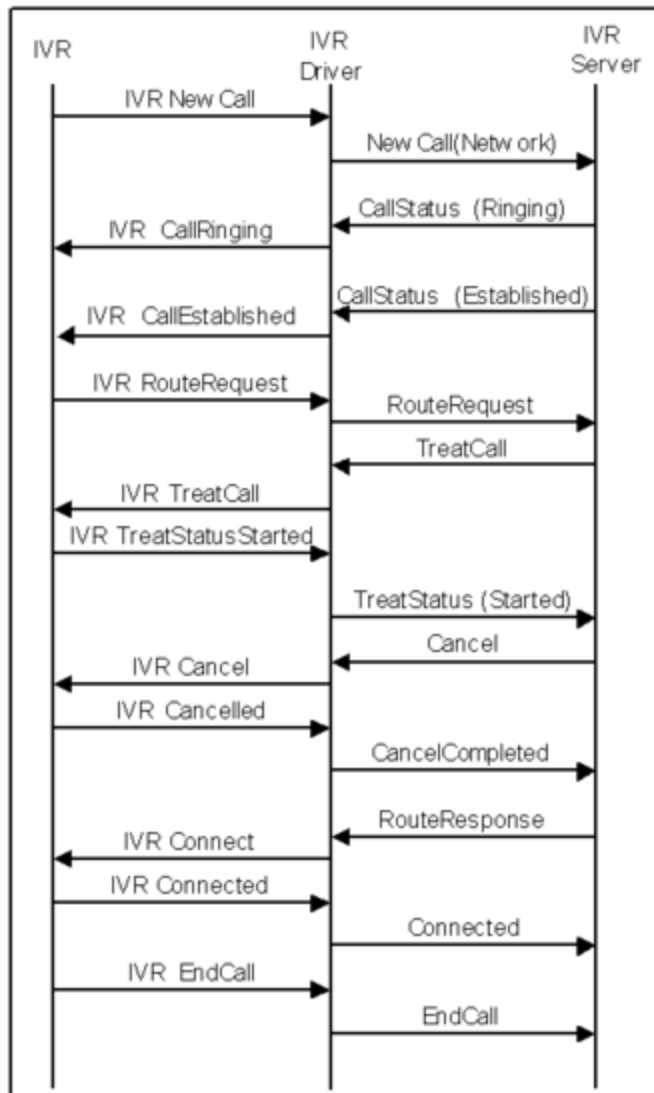
Call Treatment Call Flow

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.