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# Genesys Events and Models Reference

Call Treatment Messages

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# Call Treatment Messages

Call treatment messages are used to start and control an external application that processes a call and which might return data that can then be used to route the call.

## TreatCall

This message is sent by the IVR Server to the IVR to indicate that the specified call treatment should be run by the IVR.

**TreatCall Message**

| Message   | Parameter Name | Optional/Required |
|-----------|----------------|-------------------|
| TreatCall | CallId         | Required          |
|           | Type           | Required          |
|           | Parameters     | Optional          |
|           | ExtnsEx        | Optional          |

## Cancel

This message is sent by the IVR Server to the IVR to indicate that a previously started call treatment process must be canceled.

**Cancel Message**

| Message | Parameter Name | Optional/Required |
|---------|----------------|-------------------|
| Cancel  |                |                   |