GENESYS™

Designer User's Guide

Start Treatment Block

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- Administrator

Use this block to play an uninterrupted busy treatment to a customer as their call is being routed.

Related documentation:
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You can use the **Start Treatment** block to play uninterrupted audio (a "busy treatment") to callers while their calls are being processed by more than one Route Call or Route Agent blocks.

Typically, busy treatments are played by the Route Call or Route Agent block, but the audio stops playing when the flow moves on to the next block.

- Learn more about busy treatments

> **Important**
>
> After a busy treatment has been executed at least 10 times, Designer exits the Route Call or Route Agent block and moves to the next block if the average duration of the treatment is less than 1000 ms (for example, due to a missing audio file).

With the **Start Treatment** block, callers won't hear any breaks in the audio as their call is being routed. The audio will continue to play until another treatment is started (for example, the flow reaches another **Start Treatment** block, or **Play Message** is started by one of the routing blocks), the call is routed, or the Assisted Service phase ends.

> **Tip**
>
> Remember that when you start a new treatment, it immediately stops any treatment that is running.

Module tab

Use this tab to select the Shared Module that will play the audio file.

Is Synced

- If enabled, the **Start Treatment** block will remain active while the treatment is running. The application will not move to the next block in the phase until a condition specified in the Navigation tab causes the application to jump to another block.

> ### Important
> When exiting the block on a navigation condition, the treatment keeps playing (like with an asynchronous block) although the **Start Treatment** block is exited.

- If not enabled, the **Start Treatment** block is exited as soon as the treatment starts, and processing moves to the next block in the phase.

> ### Important
> When **Is Synced** is not enabled, an asynchronized treatment can continue to play after the **Start Treatment** block has been exited, and will continue playing until a new treatment is started or the Assisted Service phase ends.

Signature tab

This tab displays any **Input Parameters** and **Output Parameters** that are returned by the Self Service Shared Module running the busy treatment.

Navigation tab

Use this tab to add a **Condition Expression** that will redirect the application to the selected target block. You can select a target by **Name**, **Type**, or **Description**.

> ### Important
> The busy treatment will continue to play to callers during the redirect, as the target block is part of the same Assisted Service phase as the **Start Treatment** block.

Example

Here's a look at how this block can be used in an application flow (click to enlarge):

Important

Do not update system variables in the Assisted Service phase while an asynchronous **Start Treatment** is running. Instead, update system variables *before* the Start Treatment starts or within the Self Service treatment itself.