

# **GENESYS**

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Outbound (CX Contact) CX Contact Help

**Device Escalation** 

8/25/2025

## Contents

- 1 Enable Device Escalation
- 2 Handle Answering Machine Detection
- 3 Device Escalation Business Scenario
  - 3.1 Target Devices
  - 3.2 Prioritize Contact Order
  - 3.3 Handle Answering Machine Detection



• Administrator

Learn about the **Device Escalation** sub-tab of the **Treatment** tab. For information on the **Delivery Options** sub-tab or the **Retry Options** sub-tab, go here. For information about applying SCXML treatment scripts, go here.

#### **Related documentation:**

•

In the event records within a contact list contain multiple devices, you can use the **Device Escalation** feature to specify which device(s) in the record you want the system to dial. If you want the system to dial more than one device, you can define the order in which the devices are dialed. For voice campaigns, you can also specify how to handle answering machine detection - drop the call, deliver the call to an agent, or send the call to a DN for treatment (for example, leave a pre-recorded message).

## Enable Device Escalation

To get started, on the **Treatment** tab, click the **Treatment** button to see all available treatment subtabs - **Delivery Options**, **Retry Options**, and **Device Escalation**.

The **Device Escalation** sub-tab is initially disabled (greyed out). To enable it, set the **Use Device Escalation** switch to the **On** position.

Now you can click the **Device Escalation** sub-tab to define the device escalation plan.

General Dialing Treatment Co	mpliance Advanced			
U fields marked with an asteriak (*) o	re required			
Scripting treatments				
Delivery Options   Retry Options	Device Escalation   Summary			
Une Device Excelution On				
			Advanced	
Answering Machines @		Destination DN	· · · · · ·	
				Update



By default, all 10 devices are enabled and are prioritized/ordered from Device 1 to Device 10. Each device can be enabled or disabled at any time, even while a campaign group is running, and the changes are updated in real-time.

The fields on the **Device Escalation** tab are as follows:

#### Important

Before **Device Priority** configuration can take effect, the Next in chain or Next in chain after option must be enabled for call results on the **Retry Options** tab.

- Enable Device On means the device is attempted and included in the escalation plan. Off means it is excluded.
- Device Priority and Device to Contact These fields define the priority of a device being attempted. For example, if you want Device 3 to be attempted first (i.e. before all other devices in the escalation plan), drag and drop **Device3** to align with the 1st **Device Priority** field. See the Prioritize Contact Order example below for more information.

• Answering Machine (enabled for the voice channel only) - Define how you want the system to respond if it detects an answering machine. See the section on Handling Answering Machine Detection below for more information.

### Handle Answering Machine Detection

#### Important

This field applies only to campaigns using the voice channel.

The system can handle answering machine detection in a couple of ways:

- Drop the call
- Deliver to a DN to either an agent or to a DN where a pre-recorded message is retrieved.

If you opt for the second option, you must first do the following:

- 1. On the **General** tab for the campaign object, specify an **Agent Group** and **Destination DN**.
- On the Treatment -> Delivery Options tab, check the Will be connected box. The DN specified on the General tab populates in the DN field. Then, on the Device Escalation tab, the Will be connected option is automatically enabled for each device and the DN is automatically populated. Note: If you edit the default Destination DN on this tab, the change will apply to all devices because all devices must use the same Destination DN.

New Dialing Profile				
General Dialing Treatment Compl	ance Advanced			
• Name:				
Agent Group:	TestOutbound_AG_2230 v			
Destination DN:	5556 🚺 🗸			
Caller ID Number	Second and			
Add Voice Treatment	t ry Options   D <u>evice Escalation</u>			
Use Device Escalation	an			
Answering Machines	° 0	5556		
	Add Voice Treatment			
	Delivery Options   Retry Optio	ons   Device Escalation		
	Enable Device	Device Priority ()	Device to Call	Answering Machine
	On	1st	Device1	5556
		and	Device?	₩ill be connected
		2110	and the	5556
		3rd	Device3	S556

#### Important

If you do not follow the steps above, your only option is to drop the call upon answering machine detection.

## Device Escalation Business Scenario

The best way to understand how this feature works is to read the scenario below and then apply the principles and plan to your own scenario.

To begin, let's say there are four devices for a record:

- Device 1 is home
- Device 2 is personal mobile
- Device 3 is work
- Device 4 is business mobile

Enable Device	Device Priority 🚱	Device to Call	Answering Machine
on home	1st	Device1	5556
on Opersonal m	obile <sup>2nd</sup>	Device2	Will be connected
on work	3rd	Device3	✓ Will be connected 5556
on business m	obile <sup>4th</sup>	Device4	✓ Will be connected 5556

You should now formulate a plan. In this scenario, you should start by determining which devices you want to target, then prioritize the order in which those devices are contacted, and then determine what you want to do if the system detects an answering machine on any given device.

#### **Target Devices**

**Plan:** You're calling at a time when contacts are unlikely to answer their home phone or their work phone - say at lunch time on a weekday - so you want to target mobile devices only. In this case, that's Device 2 (personal mobile) and Device 4 (business mobile).

Action: For Device 2 (personal mobile) and Device 4 (business mobile), leave the **Enable Device** switches set to the **On** position. For all other devices, turn the **Enable Device** switch to the **Off** position.

Enable Device	Device Priority 😡	Device to Call	Answering Machine
Off	1st	Device1	
onOpersonal	mobile <sup>2nd</sup>	Device2	Will be connected 5556
off	3rd	Device3	
on business	mobile <sup>4th</sup>	Device4	Will be connected 5556

#### Prioritize Contact Order

**Plan:** Notice in the **Device to Contact** field that Device 2 (personal mobile) is placed in the 2nd priority position, while Device 4 (business mobile) is placed in the 4th priority position. That means the system will call the personal mobile phone before calling the business mobile. Let's say you want

the reverse to happen - you want to start with Device 4 (business mobile) before proceeding to Device 2 (personal mobile).

#### Action: To reverse the order:

- 1. Drag Device2 (personal mobile) from the 2nd priority position to the 4th priority position. This moves Device4 to the 3rd priority position because a device that is displaced from its original position moves up or down one position it does not switch places with the device moving into its position.
- 2. Drag Device4 (business mobile) from the 3rd priority position to the 2nd priority position.

#### Link to video

Handle Answering Machine Detection

#### Important

Remember, this option only applies to campaigns using the voice channel.

**Plan:** If an answering machine is detected on Device 2 (personal mobile), you want an agent to take the call and leave a voicemail. If an answering machine is detected on Device 4 (business mobile), you want the system to hang up.

Action: In the Answering Machine field, select the following:

- Device 4 (Business mobile) Deselect Will be connected.
- Device 2 (Personal mobile) Leave the Will be connected option enabled (checked).

Enable Device	Device Priority 🕢	Device to Call	Answering Machine
off	1st		
			Will be dropped
on business	mobile <sup>2nd</sup>	Device4	
Off	3rd		
onOpersonal	mobile <sup>4th</sup>	Device2	Will be connected 5556