GENESYS

Callback User's Guide

Pausing Callback

5/7/2025

Pausing Callback

For certain situations, you can temporarily pause outbound calling and routing to agents with callbacks that have reached the QUEUED state. You can set this up globally to suspend all callback services, or individually for particular services. This feature is useful, for example, to deal with a fire alarm where all agents need to exit the facility.

Consider the following:

- For callbacks where the outbound call has **not yet** connected to the customer, pausing these calls will disable outbound calling altogether.

- For callbacks where the outbound call has **already** connected to the customer, pausing the callback disables routing the call to the agent; the customer will continue listening to the "waiting for next available agent" prompt. As soon as you unsuspend the callback service, normal operation resumes.

- The state of paused callbacks will be **PAUSED** in the Callback UI.

Set up the list for the callback pause service

You can control how and when callbacks are paused using a transaction list entry in the **Transactions** folder of your tenant configuration.

Enter the name you want to use for the list of paused services by setting the _paused_services_list option in your callback service. If you don't specify a value for this option, the name GMS_Paused_Services is used by default.

Enable callback pause (globally or per individual service)

The **Transactions** folder of your tenant configuration includes an object called GMS_Paused_Services, of type list. In the **Annex** of this object, add the following settings to the section called **services**.

- Pause callback **globally** for all services by adding the following key:
  key: all

  value: true (pauses calling), false (enables calling)

- Pause callback for individual services based on the service name, by adding a key for each service:
  key: The service name.

  value: true (pauses calling), false (enables calling)

- Pause callback for **individual** services based on IDs, by adding an identification text passed in the HTTP request that starts the callback:
  key: Identification text, where the text value is passed in the option _paused_services_id of the HTTP request. This key can contain any alphanumeric characters, except the blank character.

value: `true` (pauses calling), `false` (enables calling)

If any of the keys ("all", callback service name, or _paused_services_id) is found in the transaction list with its value set to `true`, the system pauses the service.

> ## Tip
> If you anticipate using this feature, be careful that active callbacks do not expire while in the PAUSED state. For example, make sure that the callback service options values are all set to a longer time period than you expect the callbacks to be paused: _ttl, _urs_queued_ttl, and _max_time_to_wait_for_agent_on_the_call.