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Callback User's Guide

Callback Scenarios and Configuration

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Callback Scenarios and Configuration

This chapter details the scenarios that you can implement based on the provided templates and options.

- **User Terminated Immediate**: The customer requests that an agent immediately makes a callback.
- **User Terminated Delayed**: The customer delays the callback and an agent will call him.
- **User Terminated Scheduled**: The customer schedules the callback and an agent will call him.
- **User Terminated Delayed Agent Preview**: The customer schedules the callback and an agent will preview the callback before calling.
- **Capacity**: You define the number of agents that are available for Callback for a given time slot during the week.
- **IVR Classic Callback**: The IVR handling an inbound call has logic to check for a long waiting time and offers to call back the caller.
- **Preview and Disposition Scenarios**: Integrate the Preview and Disposition scenarios to your Callback application.

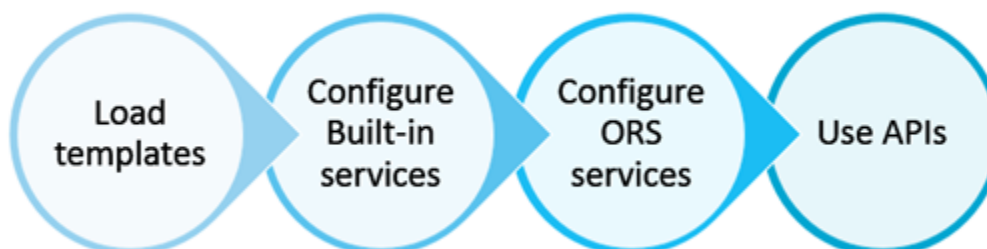
Additional User Originated scenarios are covered in GMS Documentation. See **User Originated Delayed** and **User Originated Immediate**.

Also consider reading the Universal Routing Voice Call Back **White Paper** that details two types of Voice Call Back (VCB) solutions managed by **Universal Routing Server (URS)**:

- Pre-emptive Agent Reservation
- Dialing Notifications

Learn about the Callback Templates

Callback provides a set of templates that you can use to create your customized workflow. Templates are already loaded at the product installation and show up in the **Templates** panel.



Templates include two types of services:

- Built-in services of type `builtin` that are basic services executed in the Genesys Mobile Services server. They provide fixed functionality that you can tune only through configuration options in the **Configured services** section.
- Orchestration Server-based (ORS) services of type `ors` that implement ORS scenarios. The implemented scenarios depend on the ORS service configuration.

These templates enable you to create Callback services that provide the **GMS APIs**.

Note that `ors` and `builtin` services may implement some **cross-dependencies**.

Important

The Callback services are executed in the Orchestration Server, and managed in the Genesys Mobile Services server. See the **Scenarios** section of the *Callback User's Guide* for more information.

Relationship between Configured Services and API queries

When you create a new `{service-execution-name}` service in the **Configured Services** section of the Service Management UI, this service is also created in the `service.{service-execution-name}` section of your GMS configuration.

The screenshot shows the 'Configured Services' section of the Genesys Mobile Services UI. A table lists various services, and annotations highlight specific relationships:

- An arrow points from the text `{service-execution-name}` to the 'Match interaction' header.
- A handwritten 'Dependency' label with an arrow points from the `_access_code` value to the `_type` value.
- A handwritten 'builtin or ors' label with an arrow points to the `builtin` value in the `_type` column.

Name	Value	Description
<input type="checkbox"/> <code>_access_code</code>		Request Parameter - Access code returned as a result of request-access
<input type="checkbox"/> <code>_access_number</code>		Request Parameter - Number to which the user called
<input type="checkbox"/> <code>_phone_number</code>		Request Parameter - Phone number of the mobile phone where the service request originated
<input type="checkbox"/> <code>_service</code>	<code>match-interaction</code>	
<input type="checkbox"/> <code>_type</code>	<code>builtin</code>	

The URLs used by the Service API are dependent on the execution name of the service that you have just created. Services are available at the following URL:

`http://<host>:<port>/genesys/1/service/{service-execution-name}`

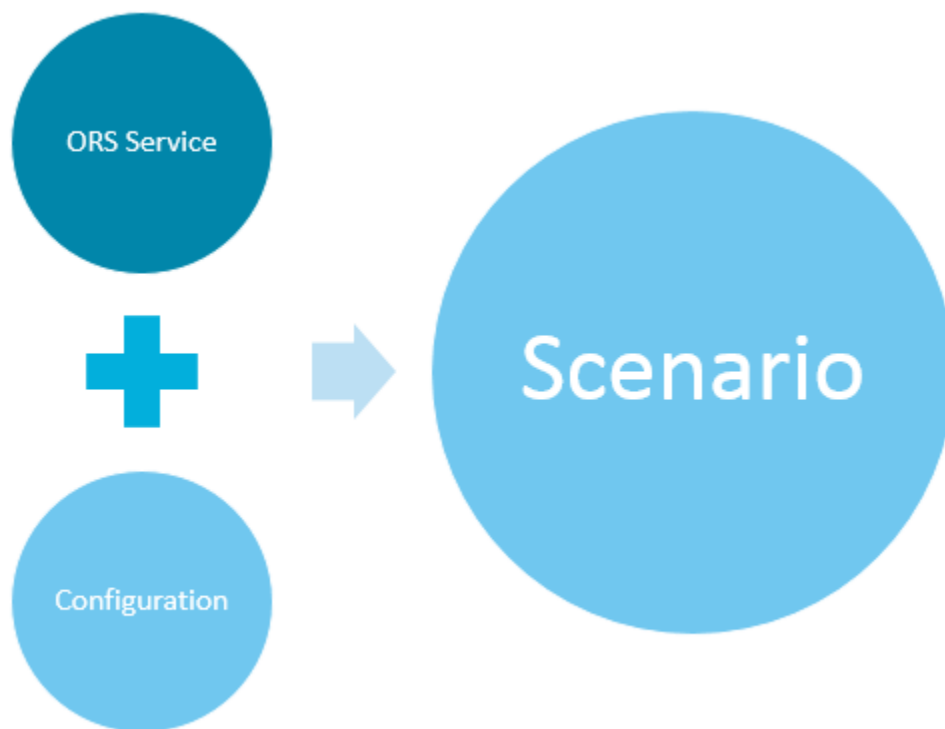
For instance, if you create a service named `match-interaction`, then `{service-execution-name}` is `match-interaction` and the service is available at:

`http://<host>:<port>/genesys/1/service/match-interaction`

Important

To use a service, you should start by allocating resources to this service with a **create service** request. Note that for some builtin services, this may not be necessary.

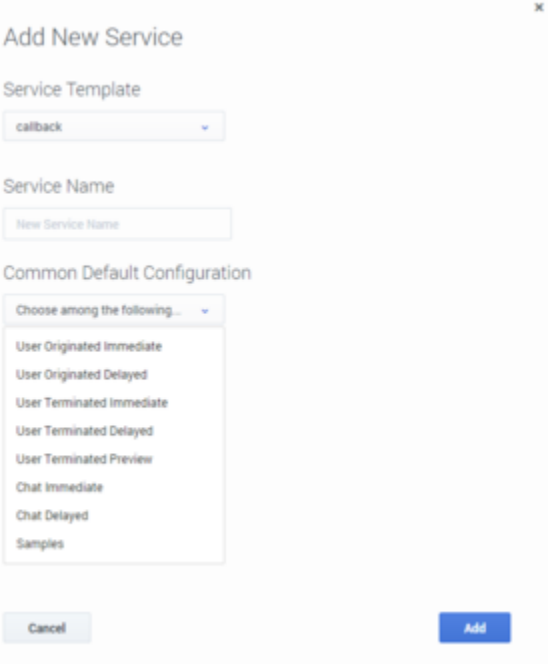
Customized ORS Scenarios



To implement a customized ORS scenario, you will need to **create** an ORS service and select the **Callback** template.

Choose your scenario in the list that the template displays. Then, refer to the pages of this chapter for configuration details and sequence diagrams.

[+] See the list.



The image shows a modal dialog box titled "Add New Service". It contains three main sections: "Service Template" with a dropdown menu set to "callback"; "Service Name" with a text input field containing "New Service Name"; and "Common Default Configuration" with a dropdown menu showing a list of options: "User Originated Immediate", "User Originated Delayed", "User Terminated Immediate", "User Terminated Delayed", "User Terminated Preview", "Chat Immediate", "Chat Delayed", and "Samples". At the bottom of the dialog are two buttons: "Cancel" and "Add".

Advanced Customization










If you are an advanced user of **Composer**, you can customize the SCXML and VXML of the **Classic Callback sample** that includes a Composer project.

Services Cross-Dependencies

According to the services that you plan to use, you may need to create and configure the following services in the **Configured Services** panel, even for services of type builtin.

- **request-access** — Use the request-access template to create a **request-access**.
- **match-interaction** — Use the match-interaction template to create a **match-interaction** service.

The following table presents the builtin services and the ors scenario that require one of these services (or both) before you can start using them.

Builtin or Scenario name	request-access	match-interaction
match-interaction		
request-interaction		
User Terminated Delayed Voice (notification)		
User Terminated Immediate Voice ORS Service		
User Terminated Scheduled Voice		
User Terminated Delayed Voice Agent Preview	