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Callback User's Guide

Accept Inbound Calls

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Accept Inbound Calls

For some voice scenarios, you must create an SCXML scenario to manage inbound calls related to Callback. The customer retrieves a number to call that is associated with a list of DNS dedicated to the Callback scenarios. This page details how you create configuration objects and scripts related to these inbound calls.

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Setting up Acceptance of an Inbound Call

To enable the Callback service to accept an inbound call, Orchestration Server (ORS) requires a SCXML file to manage inbound calls. On this page, samples use the `inbound.scxml` available in the <GMS installation directory>\service_templates\callback.zip file. Unzip the file. The `inbound.scxml` file is located in the <GMS installation directory>\service_templates\callback\src directory.

Tip

You can customize the `inbound.scxml` file or create new SCXML files dedicated to Callback in this directory.

Create a Callback Inbound Script Resource

The screenshot shows the GAX Configuration page for the `GMSInboundUISample Properties`. The `Options` tab is active, displaying a table of configuration options. A handwritten note "URL of the inbound.scxml file" with an arrow points to the `url` key value.

Key	Value
Application	
url	http://135.39.45.125:8010/genesys/1/document/service_template/callback...
ApplicationParms	
_treatment_customer_connect	http://localhost:8010/genesys/1/document/service_template/callback/Re...
_treatment_find_agent_fail	http://localhost:8010/genesys/1/document/service_template/callback/Re...
_treatment_waiting_for_agent	http://localhost:8010/genesys/1/document/service_template/callback/Re...
app_find_agent_timeout	120
app_gms_offer_callback	true
app_gms_service_name	samples
app_gms_service_uri	http://135.39.45.125:8010/genesys/1/service/samples
app_selected_agent_group	Customer_Service

Navigate to the **Environment > Scripts** section of Genesys Administrator Extension and click **New** to create the script resource.

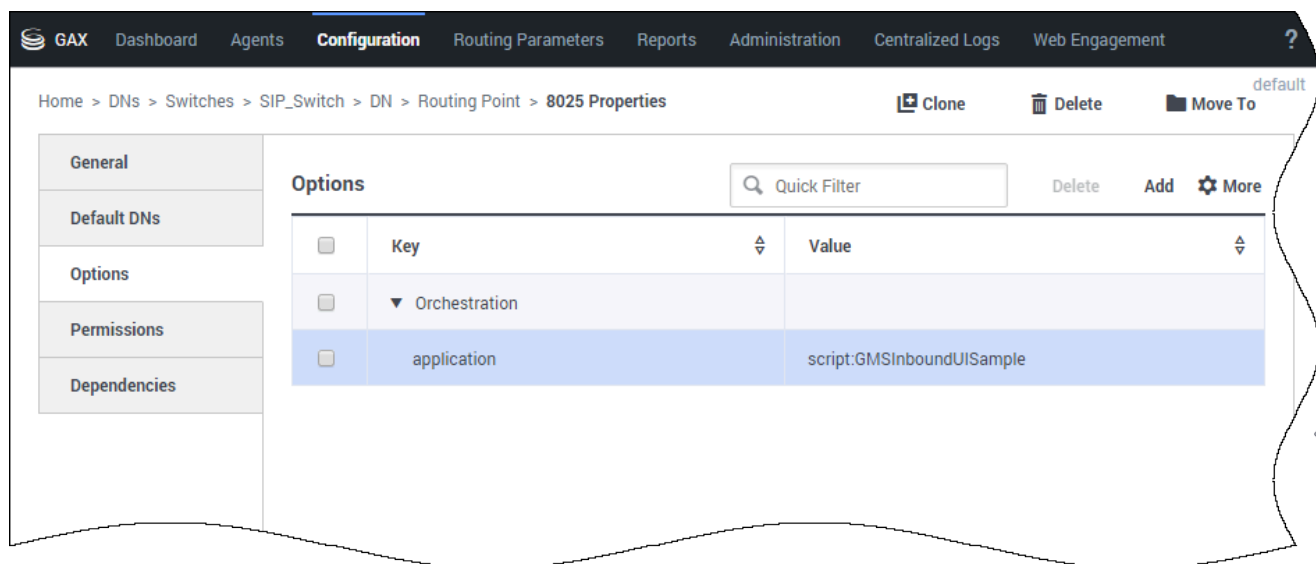
1. Enter a name, for instance GMSInboundUISample, select the **SCXML** type, and click **Save**.
2. In the **Options** tab, enter the Application > url of your SCXML file:
`http://<gms>host>:<gms>port>/genesys/1/document/service_template/callback/src/inbound.scxml`

3. Then, create the following parameters in the ApplicationParms section:

```
app_find_agent_timeout = <timeout in seconds when routing to agent for GMS match fails>
app_selected_agent_group = <agent_group for GMS match fails>
treatment_for_no_match = <treatment_file prior to routing on GMS match fail>
require_access_code = <true/false>
require_ani = <true/false>
```

4. Save your script object.

Create DNs for your Callback Inbound Script Resource



Browse or create DNs of type Routing Point in **Switching > DNs > Switches > SIP_Switch > DN > Routing Point**. **Check the Options** tab. The Orchestration.application value must be set to script:<gms-inbound-sample-script> where gms-inbound-sample-script is the name of the inbound script that you have just created. In our example, Orchestration.application=script:GMSInboundUISample.

Setting up Acceptance of a Classic Inbound Call

What are the differences between an Inbound Call and a Classic Inbound Call?

In a typical Callback scenario, a service is created first and then, the call arrives/initiates. In a Classic call scenario, the arrival of the call results in the creation of a Callback service.

The Classic inbound service does the following:

1. Creates a Callback (user originated) service.
2. Transfers the call to the Callback service created in the previous step.

To create and accept an inbound call, you must set up a routing point to load the Classic Inbound workflow.

Important

The `IPD_ClassicCallInbound_Entry.sxml` file can be downloaded from the [Classic Callback Sample](#) page.

Before configuring your script, you must first setup the classic callback sample: [See: Running the Sample](#).

Setting up your Classic Inbound script

Home > Scripts > Scripts > Callback > GMSClassicInbound Properties

Clone Delete Move To default

General Options Permissions Dependencies

Options

Quick Filter

Delete Add More

<input type="checkbox"/>	Key	Value
<input type="checkbox"/>	▼ Application	
<input type="checkbox"/>	url	http://135.39.45.125:8080/ClassicCallbackSample/...
<input type="checkbox"/>	▼ ApplicationParms	
<input type="checkbox"/>	app_find_agent_timeout	120
<input type="checkbox"/>	app_gms_offer_callback	true

Cancel Apply Save

Create an **Enhanced Routing** object. Navigate to the **Environment > Scripts** section of Genesys Administrator Extension and click **New** to create the script resource.

1. Enter a name, for instance GMSClassicInbound, select the **SCXML** type, and click **Save**.
2. In the **Options** section, enter the URI of your SCXML file in the Application.url option:
`http://<gmshost>:<gmsport>/ClassicCallbackSample1/src-gen/IPD_ClassicCallInbound_Entry.scxml`

3 Then, create the following parameters in the ApplicationParms section:

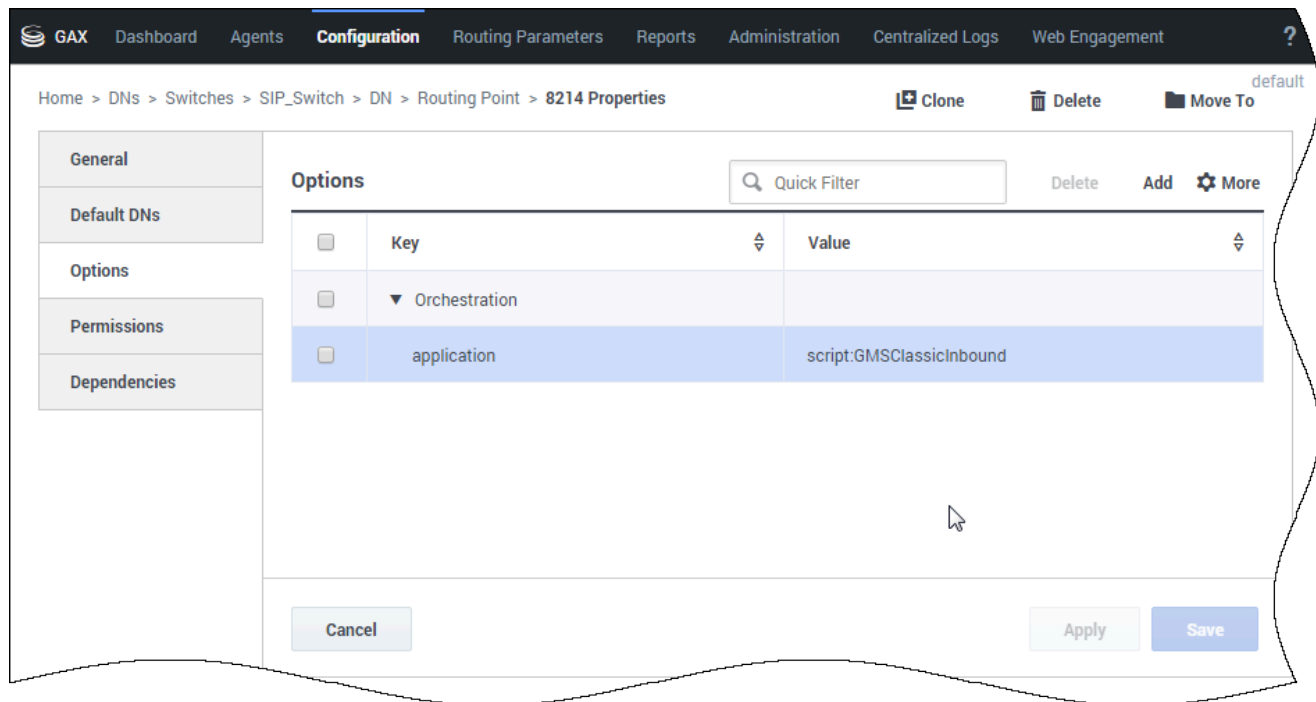
```
app_find_agent_timeout = <timeout in seconds when routing to agent if GMS Callback fails>
app_selected_agent_group = <agent_group to route to if GMS Callback fails>
app_gms_offer_callback = true
app_gms_service_uri = http://<gmshost>:<gmsport>/genesys/1/service/<callback_service_name>
```

4. Save your script object.

Important

The `<callback_service_name>` parameter must match the name of the Callback service that you will **add** to the Service Admin UI.

Create DNs for your Classic Callback Inbound Script Resource



Browse or create DNs of type Routing Point in **Switching > DNs > Switches > SIP_Switch > DN > Routing Point**. Check the **Options** tab. The Orchestration.application value must be set to script:<gms-classic-sample-script> where gms-classic-sample-script is the name of the classic script that you have just created. In our example, Orchestration.application=script:GMSClassicInbound.