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Callback User's Guide

IVR Classic Callback

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IVR Classic Callback

In this scenario, the IVR handling an inbound call has logic to check for a long waiting time and offers to call back the caller. To see an implementation example of this IVR, refer to the [Classic Callback Sample](#).

Call Flow

IVR Check Wait Time

- IVR: Requests a statistic to determine the estimated wait time for the target.
- IVR: If the waiting time is above the configured threshold, offers a callback.

Start Callback

- IVR: Callback is accepted and IVR submits a request to the callback service.
- Callback service: Returns GMS service ID to the IVR.
- Callback service: If `_wait_for_agent = true`, waits for an agent to be available.
- Callback service: Calls the customer number.
- Customer: Accepts the call.

Connect to Agent

- Callback service: Identifies that a human has answered the call.
- Callback service: Reserves the target to route the call.
- Callback service: Routes the call to the target.
- Callback service terminates.

Create your Scenario

×

Add New Service

Service Template

callback

Service Name

New Service Name

Common Default Configuration

Choose among the following...

User Originated Immediate

User Originated Delayed

User Terminated Immediate

User Terminated Delayed

User Terminated Preview

Chat Immediate

Chat Delayed

Samples

Cancel

Add

In the **Admin UI > Services > Configured Services** tab, add a Callback service with one of the User-Terminated scenario as the **Common Default Configuration** (see [Adding a Service](#) for details).

Enter the service name, which is the callback execution name of your service. It will be used in URLs

to access this service. For example, if you set this name to `voice-userorig-immediate`, your service URL will be:

`http://host:port/{base-web-application}/service/callback/voice-userterm-immediate`

When you add this service and default configuration, many options are automatically populated with the appropriate default values.

Configure the Scenario

The following parameters are mandatory in the configuration of your callback service and in the parameters of the requests that your application submits:

Option	Description
<code>_customer_number</code> Normally provided as a request parameter	<p>Customer's phone number. The parameter is mandatory to match the call with service data when the call direction is set to <code>USERORIGINATED</code>. Also used to establish the connection with the customer when the call direction is <code>USERTERMINATED</code>.</p> <div>Important This is a request parameter that you can use in REST queries.</div> <p>This option is mandatory.</p>
<code>_call_direction = USERTERMINATED</code>	<p>This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value.</p> <ul style="list-style-type: none">• If this option is set to <code>USERORIGINATED</code>, the customer's device will initiate the call to get connected to the agent.• If this option is set to <code>USERTERMINATED</code>, the agent or the system will initiate the call to contact the customer.
<code>_wait_for_user_confirm = false</code>	<p>True to wait for confirmation of the customer's availability. If this option is set to <code>true</code>, the service sends a push notification to the customer's device to get confirmation that the customer is ready to have a conversation with the agent. This scenario is possible only if the <code>_wait_for_agent</code> option is set to <code>true</code>.</p>

Include the Originating Call in Callback Historical Reporting

To connect the originating call to the **Callback Historical Reporting**, the IVR should add the following Callback KVPs to the attached data of the originating call.

- **_CB_SERVICE_ID**: Set this value to the GMS Service ID. This value is returned in the `_id` key in the response to the callback service request.
- **_CB_T_SERVICE_START**:
 - If the callback was not scheduled, set this value to the time at which the callback service was requested.
 - For a scheduled callback, set this value to the scheduled time. The required format is number of seconds since January 1, 1970, 00:00:00 UTC; for example, you can get this value in javascript as follows: `Math.floor((new Date()).getTime()/1000)`
- **_CB_T_CALLBACK_ACCEPTED**: Set to the time at which the caller accepted the callback. The format is the same as for **_CB_T_SERVICE_START**.

Important

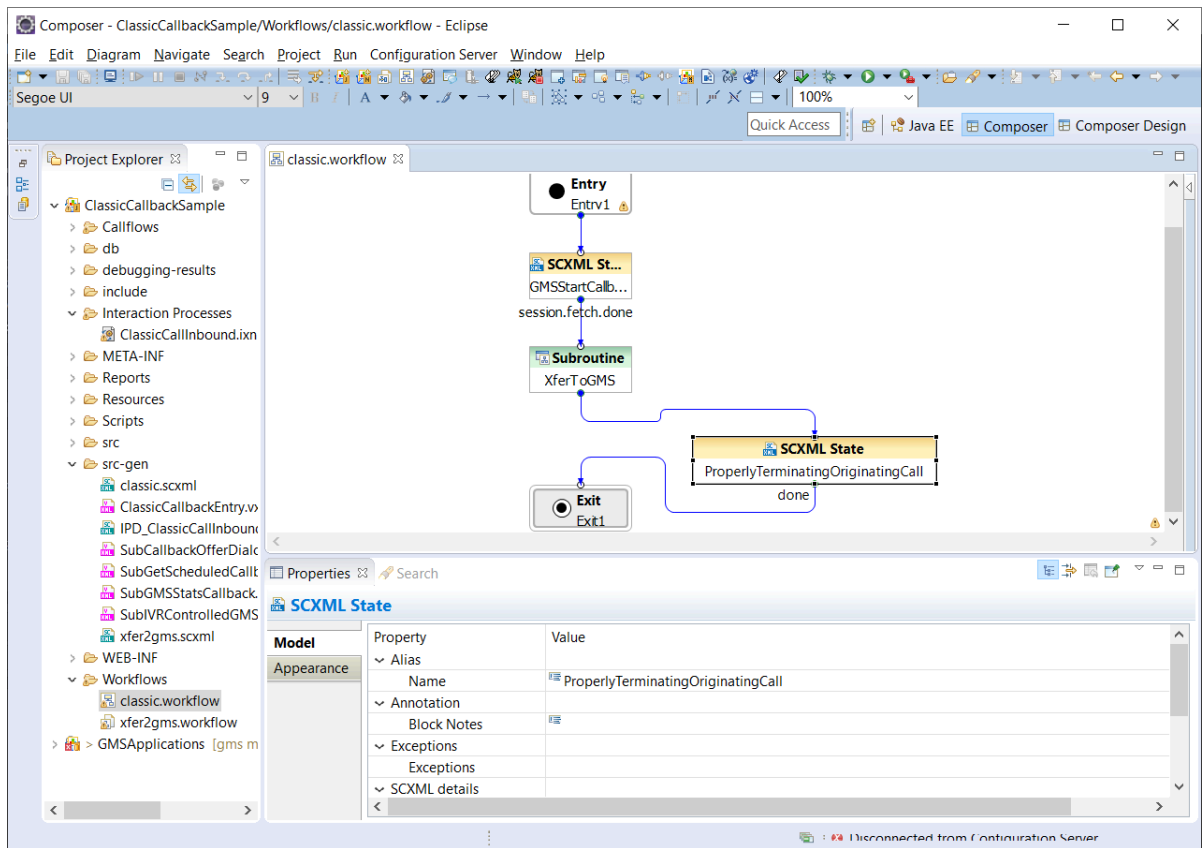
The callback strategy includes optional support for adding these attached data keys to the originating call. To enable this support, include the parameter `_originating_interaction_id` (set to the originating call interaction ID) in the HTTP request that starts the Callback service.

Terminate the Originating Call

After you have requested a callback and set the required attached data, the originating call might be set to the ABANDONED state. To avoid this issue, you can customize your SCXML code.

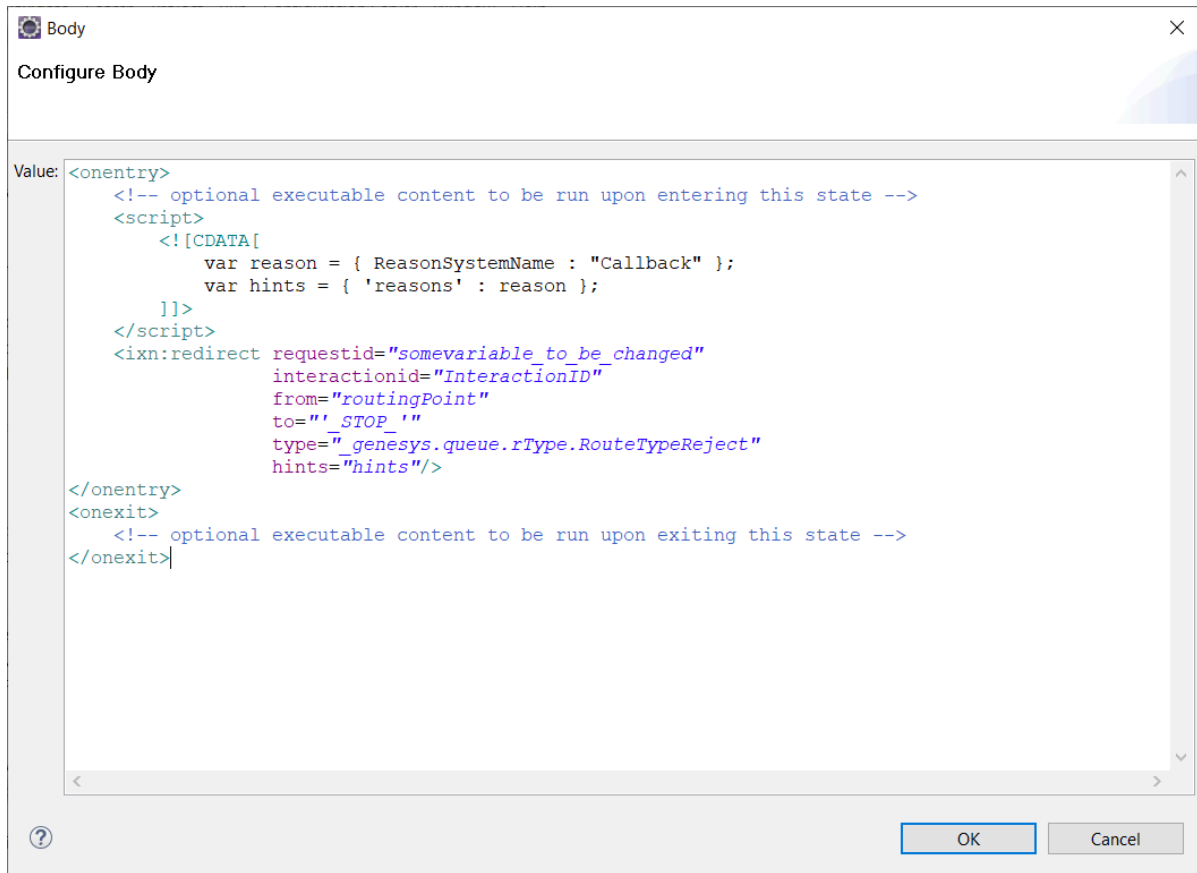
For example, open the Composer project of the Classic Callback sample and, under Workflows, edit the `classic.workflow` SCXML.

1. Add a new Block of type State before **Exit**, for example, `ProperlyTerminatingOriginatingCall`.



2. Edit the Body and add the following script:

```
<script>
  var reason = { ReasonSystemName : "Callback" };
  var hints = { 'reasons' : reason };
</script>
<ixn:redirect requestid="somevariable" interactionid="InteractionID"
from="routingPoint" to="__STOP__"
type="_genesys.queue.rType.RouteTypeReject" hints="hints"/>
```



As a result, the script is added to the generated code.

