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Callback User's Guide

Callback and Mobile Engagement UI

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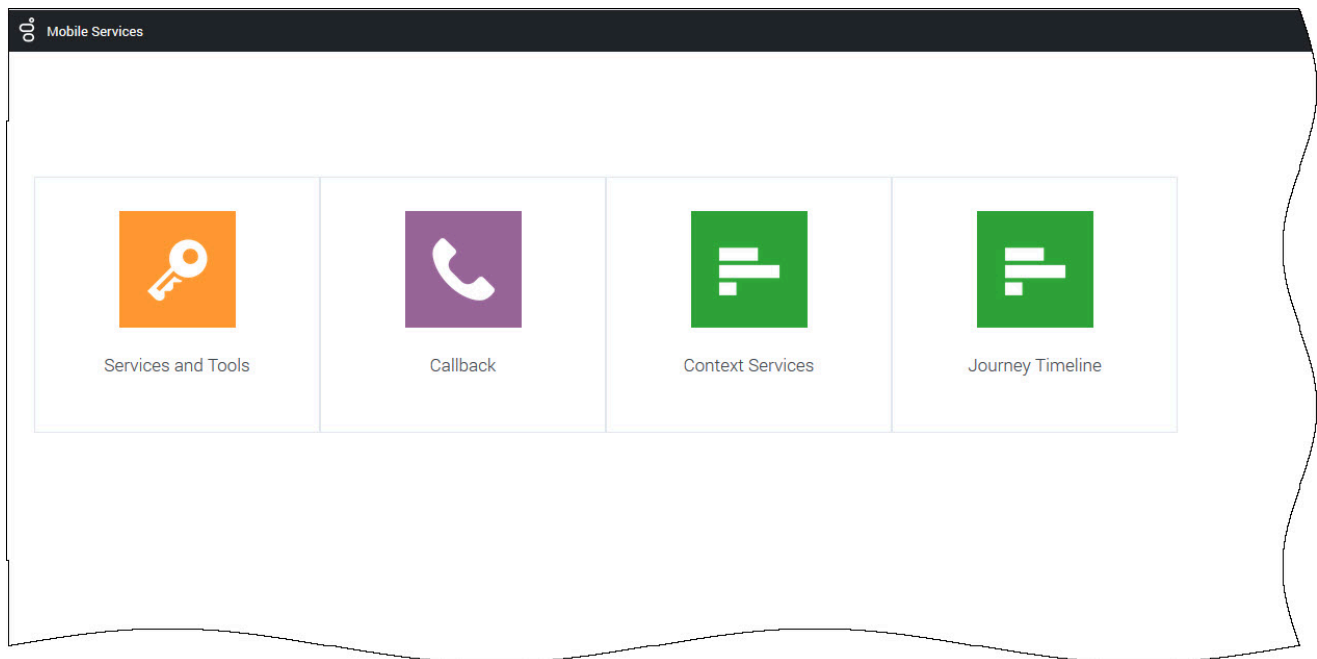
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Callback and Mobile Engagement UI

Important

Before you start using this interface, make sure that your GMS application is up and running, and that you properly **configured your user permissions**.

Scope of Use



Callback UI is provided through the Service Management User Interface of the Genesys Mobile Services (GMS) at the following location: <GMS Local Host>:8080/genesys

- Services and Tools UI
 - Access Reporting tools.
 - Test your Callback Scenario with a Sample interface.
 - Manage the **exception list** for Callback services.
 - Service Templates: Upload the Callback templates.
 - Services:
 - Create a Callback service implementing a given scenario.

- Manage Call Center operating hours and holiday schedules by implementing an Office Hour service.
- Callback UI: Manage completed and scheduled Callbacks.

Important

For further information and detailed help about the Admin UI, refer to the [Service Management Help](#).

Implement a Callback Service

If you already have configured Callback as detailed in the Configuration chapter, you can now create your callback service:

- First, [add a Callback Service](#) using the Services Tab. This Callback service will implement the scenario of your choice.
- Once the Callback Service is instantiated, you must configure some of its parameters according to the chosen [scenario](#).
- You can implement additional Callback features by configuring sections such as [Treatments](#), [Reporting](#), or [Exception Patterns](#) in your service's details.
- Once you are done with your service configuration, you can start using it:
 - You can [create and manage callbacks](#) in the Callback UI.
 - You can use the [Callback Services API](#) to implement an application.

Scenario Sample

The **Sample** tab in the Tools menu supports the scenarios described in the [Callback Scenarios](#). This sample can be used to test that your Callback configuration works.

For more information about the sample, as well as a download option, see the [Lab Sample](#) in the *Service Management Help*.