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# Callback User's Guide

[Configure Callback](#)

# Configure Callback

## Important

Before you start configuring Callback, make sure that you setup and installed your [Genesys Environment](#).

Configuring a Callback service involves:

- Importing a URS strategy.
- Setting up inbound and outbound calls.
- Setting Roles for the Callback UI.

Then, you will be able to create a Callback service in the [Callback UI](#), associated with one of the Callback scenarios detailed in the [Scenarios](#) section.