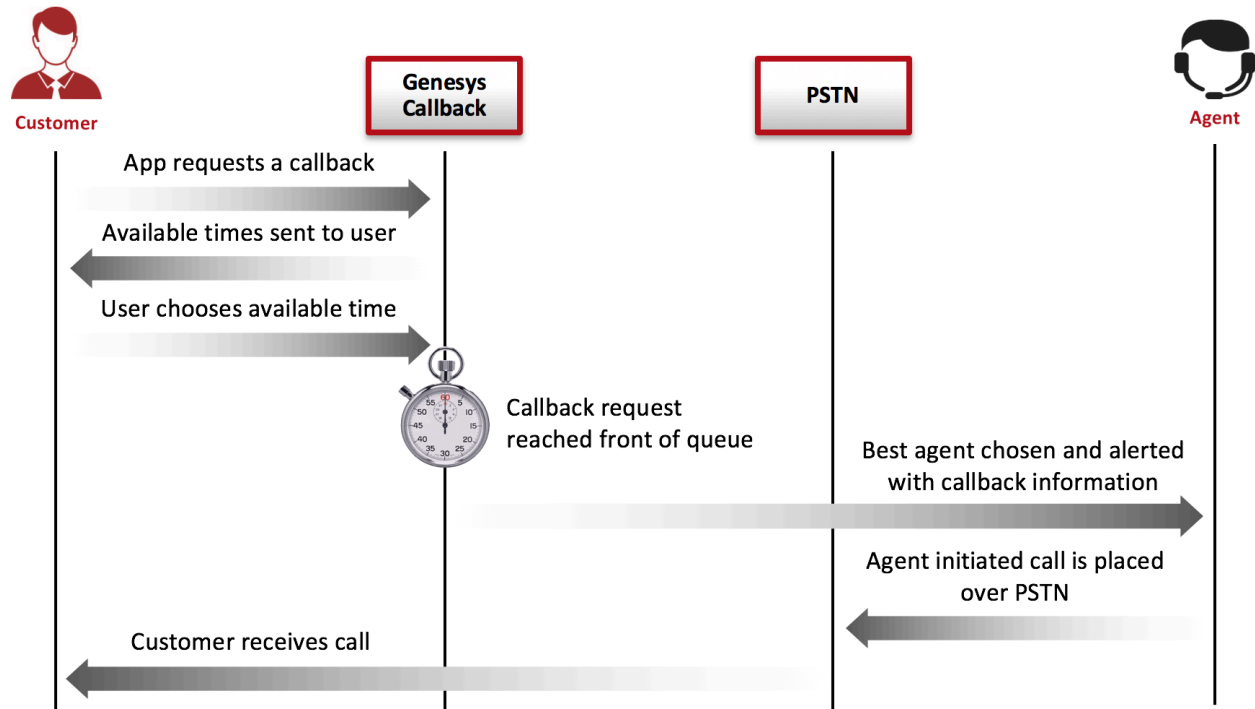# Callback User's Guide

User Terminated Delayed Agent Preview

5/12/2025

User Terminated Delayed Agent Preview

Call flow

This Callback scenario is an outbound service that goes through the following stages:

Start Callback

- Callback service: Returns session id to the user.
- Callback service: Waits for an agent to be available.
- Callback service: Reserves agent.
- Callback service: Sends preview invite to agent.
- Agent Desktop: Displays customer attached data with actions Accept and Cancel.
- Agent: Accepts the invitation by clicking the Accept button.
- Callback service: Receives the agent acceptance request.
- Callback service: Calls the mobile device from reserved agent's DN.
- Mobile device: Accepts the call.

- Callback service: Waits for interaction to be deleted.
- Callback service: Terminates after interaction is deleted.

Create your Scenario

In the **Admin UI > Services > Configured Services** tab, add a Callback service with User Terminated-Preview as the **Common Default Configuration** (see Adding a Service for det

Enter a service name. This name is the callback execution name of your service and will be u URLs to access this service. For example, if you set this name to user_term_preview, your s URL will be:
http://host:port/{base-web-application}/service/callback/user_term_preview

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

Configuration Options

Predefined Values

These are the default values, which are automatically populated when using the pre-defined User-Terminated-Immediate service. You do not need to change these values.

Option	Description
_media_type=voice	Media type of the interaction that the service is expected to handle. This option enables URS to select an agent who has the appropriate media capabilities. This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value. **This option is mandatory.**
_wait_for_agent = true	True to wait for an agent to connect. If this option is set to true, the service will wait for the agent to initiate the interaction and to send the notification to the customer. If the option is set to false, the interaction can start right after the creation of the service instance. In voice scenarios, the access information will be returned immediately with the service ID. **This option is mandatory.**
_wait_for_user_confirm = false	True to wait for confirmation of the customer's availability. If this option is set to `true`, 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 `_wait_for_agent` option is set to true.
_agent_preview = true	Enables Agent Preview. If set to true, the Preview Dialog with caller information is displayed to the agent.
_call_direction = USERTERMINATED	This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value. • If this option is set to USERORIGINATED, the customer's device will initiate the call to get connected to the agent. • If this option is set to USERTERMINATED, the agent or the system will initiate the call to contact the customer.

Option	Description
_ttl = 86400	Duration (in seconds) for which the service will be kept in storage after the Desired Time is passed (Time To Live). Once expired, the service is removed from the system. For example, if you want the callbacks to be visible in the Service Management UI for one week past the execution time, then you should set 7 days of Time To Live, which means _ttl=604800. **This option is mandatory.**
_type = ors	• For Genesys Mobile Services-based services: builtin • For Orchestration Server-based services: ors
_provide_code= false	If true, returns a randomly generated code to be used for the authentication of the user originated (inbound) call. **This option is mandatory.**
_cpd_enable = false	Enables CPD. If this option is set to true, CPD will be performed on a callback made to the customer. • If CPD results in a human or silence detection, the call will be routed to the agent. • If a fax is detected, the call will be disconnected and marked complete. • If an answering machine is detected, the answering machine treatment is played. **This option is mandatory.**
_use_debug_push_certificate = false	Use debug certificates for the push notification provider

Additional Required Options

You must enter a string value for the following options:

Option	Description
_route_point= "{Route Point}@{Telephony Switch}"	Route point from which the system can create a user-terminated (outbound) call.

Option	Description
	This option is mandatory.
_urs_virtual_queue = "MyVirtualQueue"	Virtual queue (alias) to which the service request will be added.
_resource_group="{name of the resource pool configured under Transactions/GMS_Resources/Annex}"	Resource group from which access number is to be allocated. **This option is mandatory.**
_target = "MyTarget@StatServer.GA"	Routing target that specifies the agent/queue resource that will process this request. • Starting in 8.5.108.02, you can set multiple targets in this option, limited to 5. • Starting in 8.5.114.09, the limit is increased to 15. **Single Target** For a **single** target, format the string according to the URS target specification: `<Target String>@<StatServer name>.<Target Type>` where `Target Type` is one of the following: • A (Agent) • AP (Agent Place) • GA (Group of Agents) • GP (Group of Places) • GC (Campaign Group) `<Target String>` can be a skill expression. In that case, `<Target String>` must start with '?:'. For example: • `Billing@StatServer.GA`—Routes to Agent Group "Billing". • `?:English=20&;Loans=2@StatServer.GA`—Routes to any agent matching the skill expression. See the Universal Routing Server (URS) documentation for additional information about URS targets. **Multiple Targets** To set multiple targets, create a JSON-formatted string array of

Option	Description

	maximum 15 elements as follows:
	
	``
	[
	    {
	        "target": "<Target
	String>@<StatServer name>.<Target Type>",
	        "timeout": "<integer>",
	        "clear":<true/false>,
	        "stat_to_check": "<stat name>",
	        "stat_operator": "< or >",
	        "stat_value": "1"
	    }
	]
	``
	
	• The `timeout` property specifies how long to wait in seconds before switching of targets.
	
	• The `stat_to_check` property can be set to any of the values supported by the Statistics parameter passed to the IRD function `SData(Target, Statistics)`, unless `target` is a skill expression. If `target` is a skill expression, you must choose one of the following values:
	
	    • RStatAgentsReadyvoice—agents ready for voice media.
	    • RStatAgentsReady—agents ready for any media.
	    • RStatAgentsTotal—agents logged in.
	
	• The `stat_value` property specifies the threshold for the statistic passed in `stat_to_check`. If the condition set by the combination of `stat_to_check`, `stat_operator`, and `stat_value` is met, the current target is skipped, except if it is the last target of the list.
	
	• If `clear=true`, the target will be overridden when switching to the next target; if `clear=false`, the target will be expanded with the next target.
	
	Important
	If you set multiple targets in this option, then `_urs_queued_ttl` should be set to the total queue time across all targets.
	
	more...

`_urs_prioritization_strategy = WaitForTarget`
 	
`_urs_strategy_update_sub_routine = SetRouteDelay`
	By default, these options respectively match the names of the URS strategy and subroutine that you imported into IRD. If you changed one of these names, update the corresponding option to reflect

Option	Description
	the correct name.

Customization

All of the options in the Voice-User Terminated section are applicable. You can use the default values, or you can set your own values. For the route point option, you must select a value from the drop-down list.

Option	Description
Section: Voice-User Terminated	
_prefix_dial_out = 91	_prefix_dial_out
_userterminated_first_connect_party = CUSTOMER	First party to connect when _call_direction is set to USERTERMINATED. Set this option to CUSTOMER to call the customer first; set this option to AGENT to call the agent first. **This option is mandatory.**
_agent_preview_allow_reject = false	Allows the agent to reject the call in the preview dialog. • If the option is set to 0, the preview dialog does not display the reject button. • If the option is greater than 0, its value determines the number of times that an agent can reject the service request; the reject option will not be displayed to the next agent.
_agent_preview_timeout = 30	Duration in seconds that the agent has to preview the callback information and submit a reply. The Preview dialog will automatically close after this timeout and submit a reject from the agent. In this scenario, the call will go back in the queue. During this period, the agent is reserved for the Callback interaction and is not an eligible target for other interactions; therefore, Genesys recommends to evaluate carefully when extending this timeout beyond 30 seconds (default).
Section: Voice Treatment	
_treatment_find_agent_fail = GMSApplications/<treatmentfile1>	Music file to be played when the service fails to find the agent in the time specified by the Max Time To Wait For Agent on the Call parameter. This parameter accepts a URI as a string or as a JSON-formatted string. See also _treatment_waiting_for_agent. By default, this

Option	Description
	option has an empty value and Callback will use the `<GMS installation>/Resources/SampleTreatments/all_agents_busy.wav` file available in the callback template.
`_treatment_waiting_for_agent = GMSApplications/<treatmentfile2>`	Music file to play when the customer is waiting for an agent. This parameter accepts a URI as a string or as a JSON-formatted string. If you do not set this option, Callback will use the default `<GMS installation>/Resources/SampleTreatments/next_customer_rep.wav` file of the callback template.
`_treatment_customer_connect = GMSApplications/<treatmentfile3>`	URI of the music file to play when the customer answers the callback. The JSON-formatted strings can be used to specify hints to the RequestApplyTreatment. For example: `{ "file": "file_url", "hints": {"hint1":"value"}}`
`_treatment_call_failure_answering_machine = GMSApplications/<treatmentfile4>`	URI of the music file to play when a call is not answered by the customer and is forwarded to the answering machine. JSON-formatted strings can be used to specify hints to the RequestApplyTreatment. The following example makes the music start playing after the answering machine beep is detected: `{ "file": "file_url", "hints":{ "am-beep-detection":"on"} }` By default, the value of this option is empty and Callback uses the `<GMS installation>/../Resources/SampleTreatments/call_fail_ans_machine.wav` file from the Callback template. To deactivate the play treatment, set the value of this option to `{ }`.

Important

In the Voice Treatment section, the `GMSApplications/<treatmentfile>` path is applicable if you are using the treatments builtin to the Callback strategy. If you are not using the builtin treatments, enter the path where you have placed your voice treatment files.

Sample Request and Response Sequence

Request

```
URL:http://192.168.184.128:8080/genesys/1/service/callback/user_term_preview
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:application/json, text/javascript, */*; q=0.01
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Cache-Control:no-cache
Connection:keep-alive
Content-Length:513
Content-Type:multipart/form-data;boundary=AaB03x;charset=UTF-8
Cookie:JSESSIONID=1q2r9rzpkelzas5uh21vrubqd; BAYEUX_BROWSER=c397-1v94320p0gfmni2a3d4xs12mv
gms_user:jdoe_desktop
Host:192.168.184.128:8080
Origin:http://192.168.184.128:8080
Pragma:no-cache
Referer:http://192.168.184.128:8080/genesys/admin/js/sample/cb/index.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
31.0.1650.57 Safari/537.36
Request Payload
--AaB03x
Content-Disposition: form-data; name="first_name"

John
--AaB03x
Content-Disposition: form-data; name="last_name"

Doe
--AaB03x
Content-Disposition: form-data; name="_provide_code"

false
--AaB03x
Content-Disposition: form-data; name="_customer_number"

5125
--AaB03x
Content-Disposition: form-data; name="location_lat"

37.8197
--AaB03x
Content-Disposition: form-data; name="location_long"

-122.4786
--AaB03x
Content-Disposition: form-data; name="_device_os"

comet
--AaB03x
Content-Disposition: form-data; name="_agent_preview_data"

Field1Val, Field2Val,Field3Val,Field4Val
--AaB03x
```

Response

```
HTTP/1.1 200 OK
{"_dialog_id":"0","_action":"ConfirmationDialog","_text":"You will receive a call from the
agent","_ok_title":"Ok","_id":"440-f86e4dff-2c00-4753-a876-5b52354566de"}
```

Sequence Diagram

Click on the diagram to access full resolution. For a more detailed diagram, click here.

User Terminated Delay Preview (Agent First Connect Party) - High Level