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Genesys Designer Help

Callback Blocks

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Callback Blocks

These blocks manage options, rules, and features for Callback.

Warning

Use templates or modules — not both.

Genesys recommends that you avoid mixing templates and modules in callback applications. When planning your applications, decide whether you are going to use templates *or* modules, and then be consistent with your choice.

If you need to make changes to a template, clone *all* of the callback templates into corresponding modules, and then use those modules in your applications.

Use the links below to learn more about each block.

Callback V2

Offers callback and reconnects to the customer when an agent is ready.

Book ASAP Callback V2

Books an ASAP ("as soon as possible") Callback on Genesys Mobile Services (GMS).

Book Scheduled Callback V2

Books a scheduled Callback on Genesys Mobile Services (GMS).

Callback Availability V2

Retrieves the scheduled callback availability from Genesys Mobile Services (GMS).

Cancel Callback V2

Cancels an existing callback.

Check for Existing Callback V2

Checks if the customer's phone number already has an existing callback scheduled or queued in a particular Callback service in Genesys Mobile Services (GMS).

Validate Phone Number

Provides phone number validation and international phone number support for Callback V2.

Callback VQ Watermark

Checks the number of active callbacks that are currently queued for a specific virtual queue (VQ).