

# **GENESYS**

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# Genesys Designer Help

Book Scheduled Callback V2

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# **Important**

• You must use this block in connection with the callback feature. See the Callback V2 block page for more information.

# Contents

- 1 Book Scheduled Callback V2
  - 1.1 Inputs tab
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Use this block to book a scheduled callback.

# Inputs tab

Select the input **Type** and **Value** for the following parameters (this step is mandatory):

- · Virtual Queue
- · Phone Number
- Desired Time Slot (this must be in ISO-8601 format, i.e. YYYY-MM-DD)
- · Target Skill Expression

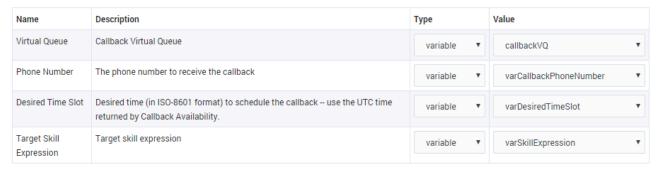
#### Example

Properties - Book Scheduled Callback V2



This block is used to book an Scheduled Callback on Genesys Mobile Services (GMS) for a particular Callback service.





## Results tab

Select the variables that will store the results of the **Outcome** and **Callback ID** queries.

# Tip

Genesys recommends that you use the system variable *GmsCallbackServiceID* to store the value of the **Callback ID**.

## Example

#### Properties - Book Scheduled Callback V2



This block is used to book an Scheduled Callback on Genesys Mobile Services (GMS) for a particular Callback service.



#### Select the variables to store the results.

The possible values for the outcome variable are:

- 'BOOKED\_SCHEDULED'
  undefined

Name	Description	Variable
Outcome	Outcome of the query.	varBookCallback ▼
Callback ID	ID of new callback	GmsCallbackServiceID ▼