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## Genesys Designer Help

Callback VQ Watermark Block

# Callback VQ Watermark Block

This block enables you to check the number of callbacks that are queued for a specific virtual queue (VQ). The result is returned as a "watermark" value that represents the number of callbacks that are currently active (such as being dialed or routed to an agent) or waiting to be connected.

## Important

This value does not include scheduled or completed callbacks.

You can add this block to the top level of a default type application.

For example, let's say you wanted to stop offering immediate callbacks when a certain number of calls are already in the queue. You could add this block to do a watermark value check for the specified VQ, and then use a [Segmentation block](#) to decide what to do when a certain value is reached.

## Inputs tab

Specify the Callback VQ to check for the number of callbacks that are being dialed, routed to an agent, or waiting to be connected.

### Properties - Callback VQ Watermark



This block is used to check the number of callbacks in queue and being processed for a particular VQ

**Inputs** Results

Specify the VQ to check callback watermark. It includes all callbacks that are queued or in execution (processing, calling, snoozing/redialing, routing to agent).

| Name          | Description            | Type      | Value         |
|---------------|------------------------|-----------|---------------|
| Virtual Queue | Callback Virtual Queue | literal ▼ | 'Callback_VQ' |

## Results tab

Specify the variables in which to store the results of the query.

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### Properties - Callback VQ Watermark



This block is used to check the number of callbacks in queue and being processed for a particular VQ

Inputs

Results

Select the variables to store the results.

The possible values for the outcome variable are:

- 'WATERMARK\_OK' (successful)
- undefined (failed)

| Name      | Description               | Variable                                |
|-----------|---------------------------|---|
| Outcome   | Outcome of the query.     | <input type="text" value="outcomeVar"/> |
| Watermark | Watermark level of the VQ | <input type="text" value="numCB"/>      |