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Genesys Designer Help

Callback Block

5/5/2025

Callback Block

> **Warning**
> This block is now deprecated. Designer now uses the Callback V2 block for this functionality. For more information about Callback, see the Callback blocks page.

> **Important**
> The **Callback** block relies on callback functionality provided by Genesys Mobile Services (GMS). Read the Callback User's Guide for more information on how to implement this feature.

Contents

You can use the **Callback** block in the **Assisted Service** phase of your **Default** type application for inbound calls. This block allows the caller to request a callback when the next agent is available (**Immediate** callback), or to schedule a callback for a more convenient time (**Scheduled** callback).

> **Tip**
>
> If you offer a **Scheduled** callback, you must also create a **Callback** type application to process the outbound call. See Scheduled Callbacks, below, for more information. To learn more about application types, see the Applications page.

Required Variables

The table below lists required user variables for the callback feature. You must create these variables before using the **Callback** block.

> **Important**
>
> You do not have to use the exact variable names suggested below. However, this page references these variable names throughout to provide clear and consistent instructions for most users.

Variable	Default Value	Description
offerImmediate	`true`	Stores whether **Immediate** callback is offered. Set the default value to `false` if you do not want to offer this callback type, or if you want to determine this value at runtime.
offerScheduled	`true`	Stores whether **Scheduled** callback is offered. Set the default value to `false` if you do not want to offer this callback type, or if you want to determine this value at runtime.
offerHold	`true`	Stores whether callers can decline the callback and remain on hold. Set the default value to `false` if you do not want to offer this callback type, or if you want to determine this value at runtime.
vq	Example: '*Callback_VQ*'	Specifies the Virtual Queue name to use for callback.

Variable	Default Value	Description
skill_expr	Example: '*Billing>0*'	Specifies a skill expression to use when routing callbacks.

Call Routing tab

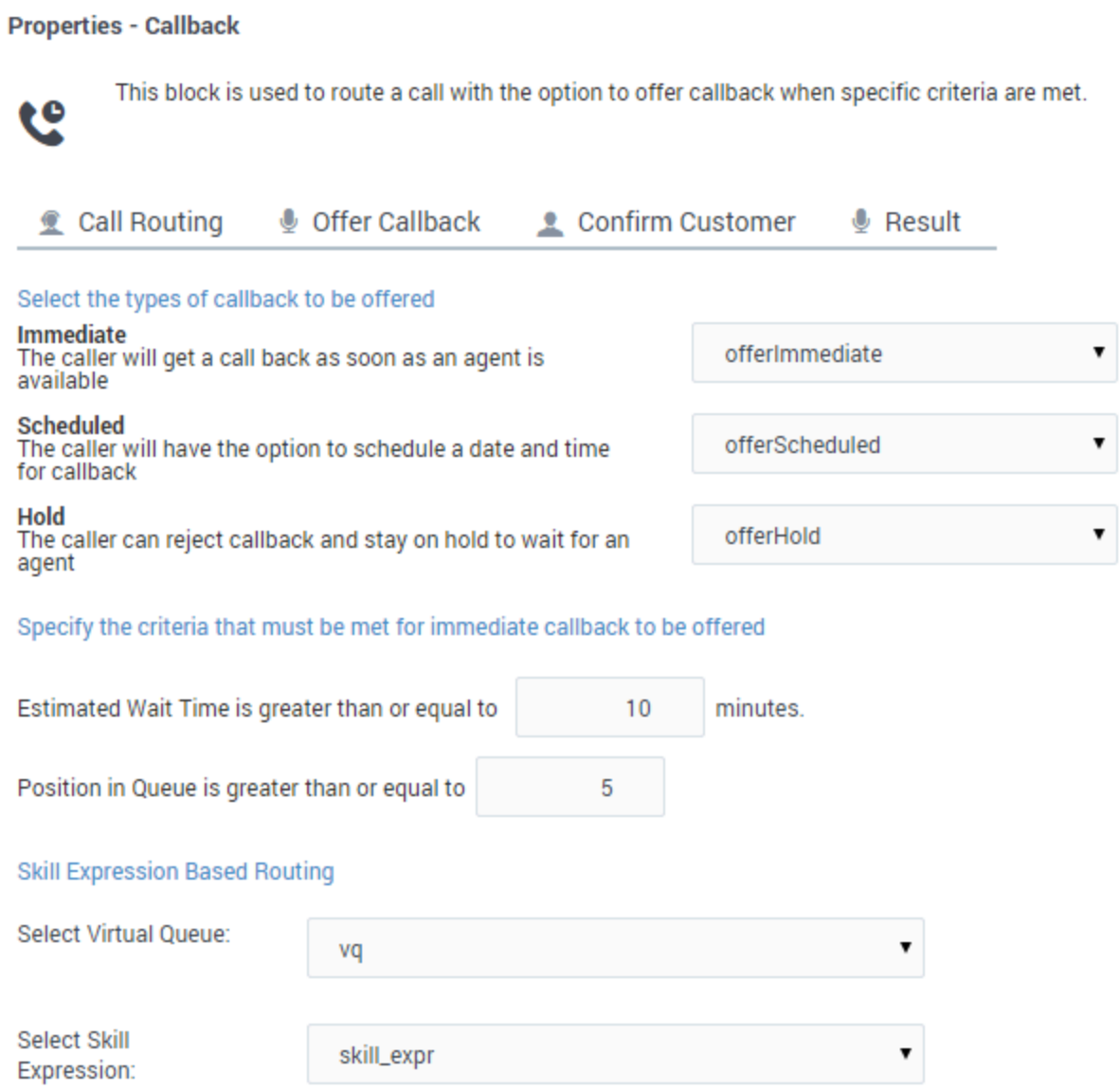
Specify the variables and rules to use when offering callback.

In the drop-down menus for **Immediate**, **Scheduled**, and **Hold**, select the variables that you created in the Required Variables section. See the figure below for an example.

If you are offering **Immediate** callback, you can also set the following options:

- **Estimated Wait Time is greater than or equal to** - Specify the minimum value for Estimated Wait Time, in minutes, before **Immediate** callback is offered. Set this value to `0` to always offer **Immediate** callback.
- **Position in Queue is greater than or equal to** - Specify the minimum queue position before **Immediate** callback is offered. Set this value to `0` to always offer **Immediate** callback.

In the **Skill Expression Based Routing** section, select the variables that you created in the Required Variables section. See the figure below for an example.



Offer Callback tab

In the drop-down menu, select **Template - Offer Callback** to use the pre-packaged template for callback.

The inbound callback feature is provided by a series of shared modules. The **Callback** block hands off the call to one main shared module that guides callers through the callback process. This shared module might rely on one or more supporting shared modules to extend its functionality (such as to collect a phone number or negotiate a time for **Scheduled** callback). When the callback process is complete, the main shared module returns the call to your application.

For ease of use, you can use shared module templates that provide pre-packaged callback functionality. The templates are read-only and cannot be edited or deleted. If you want to modify these templates, go to the **Shared Modules** list and click **Clone** beside a template to create a copy for editing.

Warning

Although you can copy a template to modify its prompts or behavior, you must not change its inputs or outputs. Doing so might cause unexpected behavior or application errors. If you want to change audio prompts only, you can modify audio resources in the **Callback** audio collection, which you can access by going to the Media Resources window.

Connect Customer tab

In the drop-down menu, select **Template - Calling Back** to use the pre-packaged template for callback.

Tip

You must also create an application of type **Callback** to provide the outbound call. See the Scheduled Callbacks section, below, for more information.

The outbound callback feature is provided by a shared module.

For ease of use, you can use a shared module template that provides pre-packaged callback functionality. The template is read-only and cannot be edited or deleted. If you want to modify this template, go to the **Shared Modules** list and click **Clone** beside the template to create a copy for editing.

Warning

Although you can copy a template to modify its prompts or behavior, you must not change its inputs or outputs. Doing so might cause unexpected behavior or application errors. If you want to change audio prompts only, you can modify audio resources in the **Callback** audio collection, which you can access by going to the Media Resources window.

Advanced tab

Greetings

Enable the check box beside **Customer Greeting** and/or **Agent Greeting** to play an audio file to that person while the call is being connected.

For customers, you might use this feature to play a legal disclaimer, or to announce that the call might be recorded (if you use call recording in your contact center). For agents, you might use a variable to announce the customer name or other relevant information.

After you enable **Customer Greeting** and/or **Agent Greeting**, you can select an audio file to play by clicking the icon in the **Announcement** field. This is useful for customer greetings that play a static disclaimer audio file.

Optionally, enable the **Var?** check box to use a variable to dynamically select the audio file. This is useful for agent greetings that use a variable to provide call-specific information, such as the customer name.

Result tab

In the drop-down, select a variable to store the outcome of the callback interaction. This step is optional.

Scheduled Callbacks

This section describes how to create a **Callback** type application to provide **Scheduled** callbacks. After you create your application, you must configure Genesys Mobile Services to use this application for outbound callback. Refer to the Callback User's Guide for more information.

In Designer, go to the Applications page and click **Add Application**. In the pop-up window, enter an application name and select **Callback** in the drop-down menu. Click **Create and Open**.

The **Callback** application type only has two phases - **Initialize** and **Finalize**. Drag a **Callback** block from the **Palette** and drop it in the **Initialize** phase.

Learn more about the tabs that are available for this block:

Confirm Customer tab

In the drop-down menu, select **Template - Calling Back** to use the pre-packaged template for callback.

The outbound callback feature is provided by a shared module.

For ease of use, you can use a shared module template that provides pre-packaged callback functionality. The template is read-only and cannot be edited or deleted. If you want to modify this template, go to the **Shared Modules** list and click **Clone** beside the template to create a copy for editing.

> **Warning**
> Although you can copy a template to modify its prompts or behavior, you must not change its inputs or outputs. Doing so might cause unexpected behavior or application errors. If you want to change audio prompts only, you can modify audio resources in the **Callback** audio collection, which you can access by going to the Media Resources window.

Result tab

In the drop-down, select a variable to store the outcome of the callback interaction. This step is optional.

User-Originated Callbacks

This section describes how to create a **Callback** application that provides **user-originated** callbacks. This allows a customer who is using a mobile device to request a callback and receive a push notification when an agent is available. The customer can then connect to the agent.

After you create your application, you must configure Genesys Mobile Services to use this application

for outbound callback. Refer to the Callback User's Guide for more information.

In Designer, go to the Applications page and click **Add Application**. In the pop-up window, enter an application name and select **Callback** in the drop-down menu. Click **Create and Open**.

You can only use this type of **Callback** application with the **Initialize** phase. Drag a **Callback** block from the **Palette** and drop it in the **Initialize** phase.

Learn more about the tabs that are available for this block:

Confirm Customer tab

Select **Customer dials in**. In a user-originated callback scenario, the customer initiates the call after receiving a push notification that an agent is available.

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Advanced tab

Use the **Advanced** tab to configure options for **Greetings** and **Reporting**.

Configure a greeting message for the agent, customer, or both. The message plays just before the call between the agent and customer is connected and can be a variable or an announcement from the audio collection.

You can also choose to enable reporting on the reconnected call waiting for an agent by placing the call in virtual queue. Select a variable or existing virtual queue from the drop-down menu or append the callback virtual queue name with a suffix (for example, you can add *_out* to the name of the reconnecting virtual queue).

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Result tab

(Optional) In the drop-down, select a variable to store the outcome of the callback interaction.

Valid values for user-originated callback:

- CALLBACK-ABANDONED_IN_QUEUE

- CALLBACK-ROUTED_TO_AGENT
- CALLBACK-PUSH_FAILED

Known Issues

- You cannot use callback if you also use priority increments for routing in the **Route Call** block. Callback requires all calls to keep their priority from the time they enter the queue. Calls can have different priorities that are set at the beginning of the call, but their priorities cannot be modified once they enter the queue.