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## Genesys Designer Help

Callback Blocks

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## Contents

- 1 Callback Blocks
  - 1.1 Callback V2
  - 1.2 Book ASAP Callback V2
  - 1.3 Book Scheduled Callback V2
  - 1.4 Callback Availability V2
  - 1.5 Cancel Callback V2
  - 1.6 Check for Existing Callback V2
  - 1.7 Validate Phone Number
  - 1.8 Callback VQ Watermark

# 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).