Genesys Designer Help

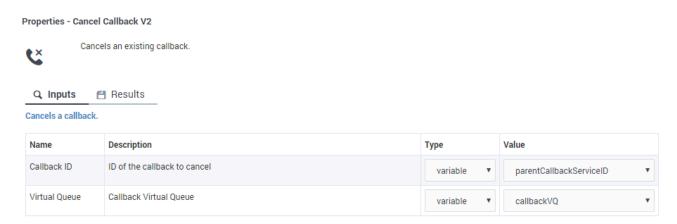Cancel Callback V2

12/15/2025

Contents

Cancel Callback V2

This block allows you to cancel a callback.

Inputs tab

Provide the **Callback ID** and **Virtual Queue** of the callback to be cancelled.

Example

Properties - Cancel Callback V2

Cancels an existing callback.

Q **Inputs**   🖫 Results

Cancels a callback.

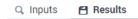| Name	Description	Type	Value
Callback ID	ID of the callback to cancel	variable ▾	parentCallbackServiceID ▾
Virtual Queue	Callback Virtual Queue	variable ▾	callbackVQ ▾

Results tab

Select a variable to store the results of the cancellation request.

Example

Properties - Cancel Callback V2

Cancels an existing callback.

🔍 Inputs   💾 **Results**

Select the variables to store the results.

The possible values for the outcome variable are:

- 'CANCEL_OK'
- undefined

Name	Description	Variable
Outcome	Outcome of the cancellation.	checkExistingResult ▼