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## Widgets Reference

[Callback](#)

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# Callback

**Receive a Call**

Please fill out the following details. Today, 15 Aug at 13:58

**First Name** Required

**Last Name** Required

**Phone** +1

**Email** Optional

**Date & Time** When should we call you? (Required)

☒ As Soon As Possible ☐ Custom Date & Time

**Cancel** **Confirm**

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- [Configuration](#)
- [Localization](#)
- [API Commands](#)
- [API Events](#)

## Overview

The Callback Widget provides a form to fetch user details like Name, Phone number, Email and Callback Immediate / Call at a user preferred time and submits to the Customer Service. Preferred times are updated based on the agents availability so that user can pick one.

### Usage

Callback can be launched manually by the following methods:

- Calling the **command** "Callback.open"
- Configuring **ChannelSelector** to show Receive a Call as a channel
- Configuring **Calendar** to show a Date-Time picker for selecting a preferred time.

### Dependency

The Callback Widget needs **Calendar** plugin. Make sure that it is included.

### Customization

All text shown in the Callback Widget is fully customizable and **localizable** by adding entries into your **configuration** and **localization** options.

Callback supports themes. You may create and register your own themes for Genesys Widgets.

### Namespace

Callback plugin has the following namespaces tied-up with each of the following types.

Type	Namespace
<b>Configuration</b>	callback
i18n - <b>Localization</b>	callback
CXBus - <b>API Commands &amp; API Events</b>	Callback
CSS	.cx-callback

### Mobile Support

Callback supports both desktop and mobile devices. Like all Genesys Widgets, there are two main modes: Desktop & Mobile. Desktop is employed for monitors, laptops, and tablets. Mobile is employed for smartphones. When a smartphone is detected, Callback switches to special fullscreen templates that are optimized for both portrait and landscape orientations.

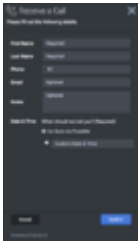
Switching between desktop and mobile mode is done automatically by default. You may configure Genesys Widgets to switch between Desktop and Mobile mode manually if necessary.

## Screenshots

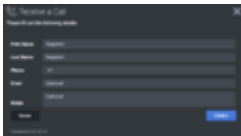
### "Dark" Theme



Callback with Calendar in desktop



Mobile fullscreen view in portrait orientation



Mobile fullscreen view in landscape orientation

### "Light" Theme



Desktop Callback view



Mobile fullscreen view in portrait orientation



Mobile fullscreen view showing country codes for phone numbers