GENESYS™

Workspace Desktop Edition Deployment Guide

Callback

12/17/2025

Callback

[**Added:** 8.5.111.21]

Workspace supports agent processing of Voice Callback interactions through Genesys Callback is provided as an integrated service through Genesys Mobile Services (GMS) component. Contacts can request a callback through your website and these are routed to available agents according to your routing strategy. For information about setting up **Genesys Callback**, refer to the *Genesys Callback Online Documentation* and the *Genesys Callback User's Guide*.

The following user callback request scenarios are supported:

- **Immediate**: The contact requests an immediate callback, to be routed to the agent as soon as the agent is available. The contact is called and a treatment is played until the agent is available.
- **Delayed**: The contact requests a delayed callback, to be called back when the request reaches the top of the queue.
- **Delayed (Agent Preview)**: The contact requests a delayed callback based on available times. At the designated time, when the agent is available, a callback preview is directed to the agent and the agent connects the call to the contact. Configure five different key-value pairs or whole list.
- **Scheduled**: The contact requests a callback to be scheduled for a desired time based on available time slots.

Workspace employs the following privileges for all Callback interactions:

- Can Use Callback: The agent is permitted to use the Callback media.
- Can Reject Invitation: The agent is permitted to decline a Callback so that it can be processed by a different agent. Depends on 'Callback - Can Use Callback Channel'.
- Can Reschedule Current Callback: The agent is permitted to reschedule the current Callback interaction. Depends on 'Callback - Can Use Callback Channel'.
- Can Reschedule Or Submit On New Number: The agent is permitted to reschedule a Callback interaction or submit a new Callback by using a new phone number. Depends on 'Callback - Can Use Callback' and 'Callback - Can Reschedule Current Callback' or 'Callback - Can Submit New Callback'.
- Can Submit New Callback: The agent is permitted to create a new Callback interaction from another interaction or by using the Team Communicator. Depends on 'Callback - Can Use Callback Channel'.

You must also allow the voice privileges since the Workspace Voice channel is used to complete Callback interactions.

Use the Callback options in the `interaction-workspace` section to configure the channel to handle Callback interactions and to configure the appearance and content of the Callback information view. You must specify the URL of the Genesys Mobile Server (GMS) that is used for Callback requests by using the callback.gms-url option.

Configuring a callback type for the Schedule Callback window

You use a Business Attribute of type `Interaction Operational Attribute` to define the callback types that are specified by the callback.callback-types-business-attribute option in the `interaction-workspace` section. A callback type is a combination of the following:

- A Callback Service defined in Genesys Mobile Services (GMS)

- A time slot duration

- A set of Key-Value Pairs.

The callback types that are available to an Agent or a Group of Agents are defined by using Business Attribute Values. Specify the Business Attribute name as the value of the callback.callback-types-business-attribute option.

> ### Warning
>
> Configure the Callback type data in the annex of the Business Attribute Value objects, not in the annex of the Business Attribute object that contains it.

This is the recommended workflow for specifying Callback types:

1. Create a **Business Attribute** and give it a name.

2. In the **Business Attribute**, create as many **Business Attribute Values** as there are Callback Types to be exposed to Agents.

3. In the annex of each **Business Attribute Value**, specify the keys described below under *Business Attribute Value Annex*.

4. Set the value of the callback.callback-types-business-attribute Workspace option to the name of the Business Attribute that you created in step 1.

Business Attribute Values should be configured as follows:

- Business Attribute Value Name: (Mandatory) The unique technical name for this callback type

- Business Attribute Value Display Name: The name that is shown in the **Callback Type** drop-down list of the Schedule Callback window. To specify that a particular Business Attribute value is default, set `Default` to `True` when you create the attribute value.The default callback type is selected by default in the Reschedule Callback and New Callback dialog boxes. If no default is specified, the callback types are displayed alphabetically and the first callback type is selected by default.

- Business Attribute Value Annex:

  - `interaction-workspace/callback.service-name`: The Callback Service name defined in GMS to be associated with this callback type

  - `interaction-workspace/callback.time-slot-duration`: Specifies the duration, in minutes, of the time slots to be displayed in the time picker of the **Reschedule Callback** and **New Callback** dialog boxes. It must be a multiple of the "bucket" duration that is specified in the corresponding Callback Service ('_request_time_bucket') option defined in GMS. Valid values are 15, 20, 30, 60. Default value is 15.

- `interaction-workspace/callback.keys.<business-key>=<business-value>`: The Key-Value pairs to be attached to the (re-)schedule request as the business context of this callback type.

Personalizing the content of the Callback Preview notification

The business data that is distributed as part of the Callback Preview notification has a static key structure:

```
1=Value1
2=Value2
3=Value3
etc...
```

To display agent-facing labels instead of the keys "1", "2",and so on, use Business Attributes, specified by the toast.case-data.format-business-attribute.

As this option can be overwritten by a routing strategy, if the Callback business process is able to assign to the notification `UserEvent` a Key-Value Pair that points at a Transaction object name, this can provide even more flexibility.

The localization model of Configuration Objects can also be used to transform the display name of the configured Business Attribute Values into labels in the language of the logged in agent.

To make callback Key-Value pairs ready to be displayed in the case data of the interaction notification and the interaction view, you should configure the corresponding GMS Service by setting the value of the `_attach_udata` option to `separate_keys`. Next, you can configure Case Data to show these as any regular interaction key-value pair.

Configuring callback availability

- Opening hours configured in solution.
- Not available: slot capacity full