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Workspace Desktop Edition User's Guide

Handle Web Callback Interactions

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Handle Web Callback Interactions

In this lesson, you will learn how to accept a web callback voice interaction by using Workspace. This lesson contains the following sections:

- [Receiving a Web Callback Interaction](#)

Receiving a Web Callback Interaction

A web callback interaction is initiated when a contact visits your company's web site and submits a request for an agent to telephone the contact at a time that the contact specifies.

If you are the selected internal target for a web callback interaction, you receive a notice on your workstation desktop. You can decide to accept or reject the interaction. If you accept it (answer it), the interaction window is displayed. The interaction window contains information about the call and the controls that you need to complete the interaction.

The Web Callback Interaction window is similar to the Voice Interaction window (refer to [Receiving a Voice Interaction](#)). It enables you to view all the information that is necessary to handle a web callback interaction with a contact who has requested a callback from your company web page.

Lesson: Handling a web callback interaction

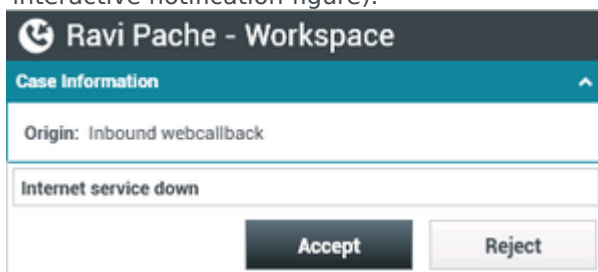
Purpose: To handle a web callback voice interaction properly.

Prerequisites

- You are logged in to Workspace (see [Lesson: Logging in to Workspace](#)).
- Your status is Ready for the web callback-media channel (see [Lesson: Going Ready in the Workspace Main window](#)).
- You are the internal target for the inbound interaction.

Start

1. Your hard phone or soft phone rings, and a preview of the inbound interaction is displayed on your workstation desktop in an interactive-notification view (see the Web callback Interaction Preview interactive notification figure).



Web callback Interaction Preview interactive notification

The Interaction Preview contains a summary of call information, including contact information and call metrics. The Interaction Preview might also contain Case Information, which is part of the case data regarding the call. The case data might include information that the contact entered in a form on your company's web page.

Tip

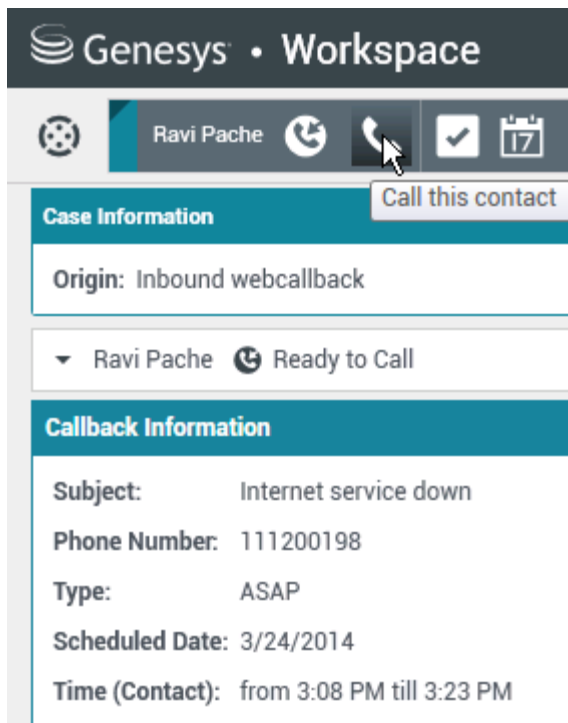
If you are using a screen reader, your system might be configured to give the focus to the Interaction Preview window. In this scenario, your screen reader will automatically read the window title to you. Navigate to the content area to have your screen reader read the Interaction Preview content. However, if your system is not configured to give the focus to the Interaction Preview window, to have your screen reader read the contents of the Interaction Preview window, you must use screen navigation to give the focus to the Interaction Preview. (**Added:** 8.5.101.14)

If your account is configured for auto-answer, the Interaction Preview is not displayed and the call is answered automatically unless your account is configured to enable you to preview the case information before the interaction is auto-answered. In this case, when you receive an auto-answer interaction, the Interaction Preview is displayed on your desktop. A timer that counts down the number of seconds until you are connected to the contact is displayed in the **Accept** button (refer to the following figure). You can click **Accept** before the timer runs out or wait for the timer to run out. The **Reject** button might also be displayed if your administrator wants you to have the option of rejecting an interaction before it is auto-answered. (**Added:** 8.5.105.12)

A dark rectangular button with the text "Accept (00:09)" in white. The text is bold, and the timer is in parentheses.

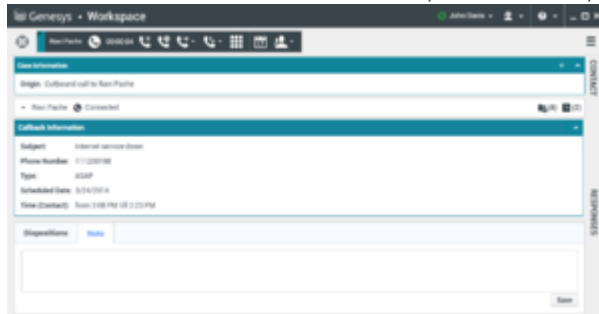
2. You can choose to accept or reject the interaction in the Interaction Preview by performing one of the followings steps:
 - Click Accept to answer the interaction.
 - Click Reject to return the interaction to the queue.
 - Do nothing. The interaction will timeout and be redirected.
3. If you accept the interaction, the Web Callback interaction window is displayed on your desktop. The window contains Case Information and Callback Information. The status of the call is Ready to Call. In this state, you can review the Case Information and the Callback Information before you connect the call to the contact. Callback Information provides you with the subject of the call, the number provided by the contact, and the scheduled date and time for the call.

Click **Call this contact** to call the contact (see the Web Callback interaction window case and callback information figure). The call status changes to Establishing until the contact answers the call. If the call times out because the line is busy or the contact does not answer, the status returns to Ready to Call.



Web Callback interaction window case and callback information.

4. When the contact answers and the Callback Voice Interaction window is displayed on your desktop. The window contains Case Information, call controls, and Callback Information



Web Callback interaction window.

If you connect with the contact successfully You can do any of the following:

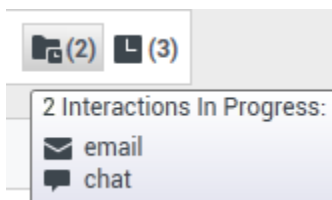
- Terminate the call (see Step 6).
- Put the call on hold and retrieve the call. The call status changes to On Hold, and then back to Connected when you retrieve the call.
- Use the keypad to send DTMF to the contact.
- Start a voice or IM consultation.
- Conference the call (see [Starting a Voice Conference](#)).
- Transfer the call (see [Transferring a Voice Call](#)).
- View and read standard responses (see [Lesson: Using The Standard Response Library](#)).
- For SIP-enabled agents, additional call actions are available:

- Record the call (see [Record Interactions](#)).
- Mute and unmute the call.
- Adjust the microphone and speaker volumes.

Note: For information about how to use the functionality in the interaction window, see the [Workspace 8.5 Help](#).

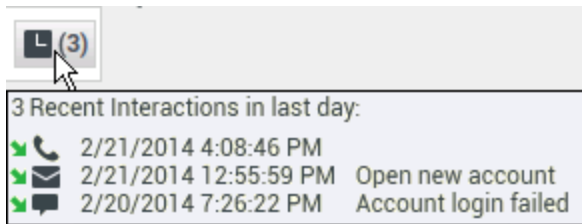
You can also use the Web Callback Interaction window to do the following:

- View contact records. See [Lesson: Finding and viewing an interaction in the contact database](#).
- View contact history. See [Managing Contact History](#).
- Launch the Team Communicator. See [Starting a Voice Conference](#), [Transferring a Voice Call](#), and [Blending a voice consultation with an IM consultation](#).
- Reschedule the callback to a different time. See the [Lesson: Rescheduling a call as a callback](#).
- Set a disposition code. See [Assigning Disposition Codes](#).
- Use the Note to add information about the interaction to the interaction history. See [Managing Contact History](#).
- View and edit the case information for the interaction. See [Managing Contact History](#).
- Link to a web-page from a hyperlink in the Case Information view. The case information might contain a hyperlink to enable you to view a web-page that is related to the interaction, such as customer records. Click the hyperlink in the Case Information view to open a new browser window and view the link. Place your mouse pointer over the hyperlink to preview the web page from the Case Information view. The hyperlink might be a URL or highlighted anchor text.
If there are interactions in progress for the current contact, the number of interactions is displayed beside the connection status of the interaction (see the Dynamic Contact History Matrix displaying the number and type of interactions in progress for the current contact figure). Place your mouse pointer over the icon to display the number and type of interactions in progress (except voice interactions) for the current contact.



Dynamic Contact History Matrix displaying the number and type of interactions in progress for the current contact

Your account might be configured to notify you if there are recent interactions for the current contact; if so, the number of recent interactions is displayed beside the connection status of the interaction (see the Recent interactions matrix displaying the list of interactions with the current contact within the last day figure). Place your mouse pointer over the icon to display the number and type of recent interactions for the current contact. If you click the icon, the Contact view is opened and the History tab is displayed. Your system administrator defines the contents as interactions during the last-specified number of days.



Recent interactions matrix displaying the list of interactions with the current contact within the last day

- When the interaction is complete, either you or the contact can end the call. If you want to terminate the call, click the End Call button. The call status returns to Ready to Call.
- If required by your configuration, specify a disposition code that qualifies the outcome of the interaction by selecting an outcome from the disposition code drop-down list or radio button list in the Disposition Code view (see [Assigning Disposition Codes](#)).
- Click Done.
- If the Web Callback Interaction window does not close automatically, close the Web Callback Interaction window after you have clicked Done for each of the active interactions.
- Complete your after-call work.

End

Next Steps

- Set your status to Ready. See [Lesson: Going Ready in the Workspace Main window](#).

Related Information

- [Web Callback help](#)