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## Genesys Engage cloud Release Note

[Callback](#)

5/3/2025

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# Callback

 **Note:** Not all changes listed below may pertain to your deployment.

- For information about the latest releases of Genesys Callback, see [Callback Release Notes](#).
- [March 11, 2021 \(9.0.043.00\)](#)
- [January 28, 2021 \(9.0.040.00\)](#)
- [November 25, 2020 \(9.0.039.57\)](#)
- [November 12, 2020 \(9.0.038.92\)](#)
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March 11, 2021 (9.0.043.00)

## What's New

### Resolved Issues

- The accuracy of Estimated Wait Time (EWT) values, used in the processing of scheduled callbacks, has been improved. When calculating EWT, the system now excludes all calls that are not ready to be routed. Previously, all calls in the queue – regardless of status – were being used to calculate the EWT. (GES-2383)
- Call-in match requests now treat numbers in the DNIS pools with leading '+' characters as equivalent to numbers without them. Previously, numbers in the DNIS pool with a leading '+' were unmatchable. (GES-2194)

January 28, 2021 (9.0.040.00)

## What's New

### Resolved Issues

- Click-To-Call-In Group configuration no longer expires after 2 weeks of inactivity. (GES-2314)
- Scheduled callbacks that are booked without the inclusion of the userData parameter now correctly start processing at the Estimated Wait Time (EWT) number of minutes before the desired callback time. Previously, Scheduled callbacks that did not include the userData parameter didn't start processing until after the desired callback time had passed. (GES-2290)
- An issue has been fixed that sometimes interfered with the operation of rescheduled callbacks. Previously, when the desired time of an already-scheduled callback was rescheduled to an earlier desired time, the new desired time was updated in the callback record and displayed in the UI, but the system continued to use the original desired time as the time at which to fetch the callback for processing. As a result, the exclamation mark warning icon – an indicator that a callback is past due – displayed for these rescheduled callbacks. (GES-2249)
- Creating a new rule on the **Permitted & Blocked Numbers** page in the UI using the **Select All Countries** check box now saves correctly. Previously a rule of this type provided no error message when saving, but the new rule failed to display in the drop-down list of saved rules on the **Permitted & Blocked Numbers** page and it wasn't available for selection on the **Callback Queues** page. (GES-2149)

November 25, 2020 (9.0.039.57)

### What's New

#### Resolved Issues

- Precise Estimated Wait Time (EWT) values are now used in callback processing for scheduled callbacks. Previously, EWT for scheduled callbacks was capped at 90 minutes. In cases where the EWT was longer than 90 minutes, callback processing did not begin until 90 minutes before the desired time. (GES-2285)

November 12, 2020 (9.0.038.92)

### What's New

#### General maintenance

- The Genesys team made a few minor updates to improve your experience.

November 5, 2020 (9.0.038.91)

### What's New

#### UI improvement

- To improve accuracy in the UI, the **Desired Callback Time** now includes a grace period, which must elapse before a scheduled callback displays a warning.

#### Changes associated with Firebase credential testing

- The **Test Firebase Credentials** section of the **Credential Management > Push Notification** page has been updated to accommodate changes associated with version 7.0 of the Firebase API/SDK. This change should not impact any apps already leveraging GES/Callback Push functionality other than the testing of provisioned credentials. In addition, the changes to testing your credentials in the Callback UI will not interfere with or otherwise break any existing Firebase/Push integrations. Regardless, Genesys recommends that you conduct your own testing to verify the correct operation of all apps that use callback-related Push Notifications.

When upgrading the Firebase client to version 7.0, you require the following information for each Firebase web app when testing the credentials in the Callback UI:

- App ID
- Public API Key

- Sender ID
- The **Project Name** entry is no longer redacted on the **Credential Management > Push Notification** page.

### Updates to the phone number validation process

- The phone number validation process has been updated to accommodate recent changes in some countries, such as the addition of new area codes.

### Resolved Issues

- You can again test your Firebase Cloud Messaging (FCM) Push Notification credentials using the Callback UI. Previously, an issue with the Push Notification service sometimes interfered with the credential testing capabilities on the **Credential Management > Push Notification** page in the UI. In addition, there were changes in FCM that might impact your configuration. More specifically, you might have to update your Firebase projects in order to successfully test credentials in the Callback UI. For more information, see the entry for FCM in the [Firebase JavaScript SDK Release Notes](#), under **Version 7.0.0 - September 26, 2019**.

June 18, 2020 (9.0.036.01)

### What's New

#### Resolved Issues

- An issue has been fixed that sometimes caused a scheduled callback to be missing the original call data.

May 28, 2020 (9.0.035.55)

### What's New

#### General maintenance

- Genesys continuously reviews and monitors product functionality; this release includes minor updates and improvements in the UI.

#### Resolved Issues

- On the **Region Affinity Rules** page in the UI, the buttons for creating a new rule, deleting an existing rule, and saving a rule no longer display for users with read-only access. Clicking and dragging a region name is also disabled for those users.

- An issue has been fixed in the Callback UI that previously let users see callbacks for queues that were restricted to them based on line-of-business filtering.

April 9, 2020 (9.0.034.43)

### What's New

#### Region Affinity

- The Callback UI has a new page under the **Tools** tab: **Region Affinity Rules**. A Region Affinity rule specifies the region or regions that you want to use to manage interactions for a given callback queue. This is an advanced feature. You must consult with your Genesys representative before you use it. The **Region Affinity Rules** page is described in the [Configuring Region Affinity rules](#).

#### Resolved Issues

- You can now log in to the Callback UI over MPLS.
- An issue has been fixed that sometimes caused a delay in fetching stats from the Statistics API.

April 2, 2020

### What's New

#### Routine maintenance

- Genesys is performing routine maintenance on the operating system. There are no other changes.

February 20, 2020 (9.0.033.56)

### What's New

#### Changes to auto-cancel of longstanding PROCESSING-state callbacks

- Callback includes a feature that automatically cancels callbacks that are in the PROCESSING state for more than 30 minutes. The feature is now disabled by default. Contact Customer Care to have the feature enabled in your environment.

#### Performance and stability enhancements

- As part of our continuous effort to make things better, this release includes performance improvements, which in turn improve callback resiliency.

### Resolved Issues

- When creating a custom date range in the **Advanced Options** dialog on the **Callback** tab, you can now include spaces in the name. Previously, if you included at least one space in the name of a custom date range, Callback failed to recognize the offset values (the number of days before and after) and no results were displayed on the tab for that date range.

January 07, 2020 (9.0.032.04)

### What's New

#### **Auto-cancel of longstanding PROCESSING-state callbacks**

- Callback now automatically cancels callbacks that are in the PROCESSING state for more than 30 minutes. All callbacks cancelled as a result of this condition will appear in the Callback UI as COMPLETED (CANCELLED\_BY\_SYSTEM).

#### **Performance and stability enhancements**

- As part of our ongoing commitment to improve customer experience, this release has functional and performance improvements that include updates to the **Callback** tab in the UI.

November 7, 2019 (9.0.030.40)

### What's New

#### **Support for Edge browsers**

- Callback is now supported on EdgeHTML version 16.0 and up and on the new Chromium-based Edge.

#### **Performance and stability enhancements**

- Genesys is always looking for ways to improve customer experience. In this release, we're rolling out the following performance and stability enhancements to improve both your user experience and your consumers' experience:
  - Ongoing styling and performance improvements to the UI, including enhanced diagnostic data for callbacks.
  - More precise handling of Scheduled callbacks to ensure that they are never purged from the queue before the Desired Callback Time.
  - Improved accuracy for starting scheduled callbacks.



- Improved monitoring and handling of large volumes of concurrent callbacks.
- Improved performance and stability to better handle environmental changes or failures.

### Resolved Issues

- In the UI, filtering the list of callbacks based on a specific callback state now works correctly. Previously, callbacks in a state other than the one on which you were filtering could sometimes be included in the list, although this rarely happened.

October 10, 2019 (9.0.029.90)

## What's New



### Partial support for Edge browsers

- Microsoft Edge and Chromium-based Edge support is now in the beta phase. Although most functionality is supported, you might experience some display issues. Ensure that you are running the latest version of Edge.

### Access to GWS statistics

- You can now access GWS statistics through the Genesys Engagement Services (GES) Statistics API. To use the Statistics API, you must first register your GWS credentials with Callback using the new **GWS Credentials** tab under **Developer > Credential Management** in the Callback UI.

### Callback-type indicator on queues

- On the **Tools > Queues** page in the Callback UI, icons beside each queue name indicate if the queue supports Immediate callbacks () , Scheduled callbacks () , or both.

### Performance and stability enhancements

- Genesys is always looking for ways to improve customer experience. In this release, we're rolling out the following performance and stability enhancements to improve both your user experience and your consumers' experience:
  - Improved response times in the Callback UI.
  - Improvements to Scheduled callbacks, ensuring that they start at the correct (desired) time.
  - Internal improvements that maximize service availability and minimize time spent troubleshooting.

September 26, 2019 (9.0.028.35)

## What's New

### Callback UI Enhancements

- This release includes the following UI enhancements:
  - On the **Tools** > **Queues** page, you can now open a **Filter Displayed Queues** dialog in which you select the specific queues that you want to display on the **Callback Queues** page.
  - On the **Callback** tab, in the **State** column, a calendar icon displays beside callbacks that are scheduled. If there is no icon associated with a callback's state, then the callback is immediate.

September 5, 2019 (9.0.027.59)

## What's New

### Upload JSON-format capacity data

- To make it easier to add data to your new or existing capacity rule, you can now copy JSON-format capacity data from a file and paste it directly into an open and focused capacity rule. The rule is updated with the pasted data; this overwrites all existing data in the rule. For more information, see [Using JSON-format capacity statements to configure a capacity rule](#).

### Updates to diagnostic data associated with callback records

- On the **Callback** tab in the UI, the following updates have been made to the diagnostic data that is available for callbacks:
  - There is now diagnostic data, including error messages, available for a callback that is in the **SCHEDULED** state.
  - When a callback in the **SCHEDULED** state remains in that state past the **Desired Callback Time**, a **Warning** icon displays to alert you. Hovering over the icon displays a message.

August 8, 2019 (9.0.026.60)

## What's New

### UI styling enhancements

- The following Callback UI pages have been re-designed for an improved user experience:
  - **Call-In**

- **Tools > Queues**
- **Tools > Callback Search**
- **Tools > Permitted & Blocked Numbers**

### Resolved Issues

- Unchecking Canada or United States at the top of the **Permitted & Blocked Numbers** page now correctly removes the country from the Currently Selected Countries list. (GES-1732)
- An issue has been fixed that, in rare scenarios, caused changes to a **Permitted & Blocked Numbers** rule to be saved automatically instead of being discarded when the user navigated away from the rule without clicking **Save**. (GES-1729)
- Custom date ranges now work correctly for users who set their browser language to Australian English. Previously, depending on the date range that was specified, the Callback UI might generate an error and fail to save the custom date range setting. (GES-1709)
- Previously, an error was posted on the **Errors** page if someone tried to cancel a callback that was in the PROCESSING state. That error is no longer tracked on the **Errors** page. (GES-1700)

July 18, 2019 (9.0.025.55)

### What's New

#### UI styling enhancements

- The following Callback UI pages have been re-designed for an improved user experience:
  - **Tools > Capacity**
  - **Tools > Click-To-Call-In Config**
  - **Callback**
  - **Developer > Errors**
  - **Developer > Credential Management**

### Resolved Issues

- When UTC mode is selected as a display option for the **Callback** UI tab, the server now correctly uses UTC time for date ranges instead of the local time zone. (GES-1681)
- An issue has been fixed that could cause localized date formatting (based on your browser's language setting) to display incorrectly in the Callback UI. (GES-1685)
- An issue has been fixed that occasionally caused an unexpected server error (1001). (GES-1688)

June 27, 2019 (9.0.000.23)

## What's New

### Updates to Callback metrics

- Callback metrics on the **Callback** tab in the UI now include the name of the user who created, cancelled, rescheduled, or recreated the callback. The username is captured for these actions only when they are performed in the Callback UI.

### Changes to callback record storage

- Callback records are now stored for 14 days; the 14 days start at the Desired Callback Time. The Callback TTL (seconds) setting in the CALLBACK\_SETTINGS data table no longer has any effect on how long a callback record is stored.

### UI enhancements

- Genesys continues to improve text, styling, and performance in the Callback UI.

### Resolved Issues

- The callback ID now displays correctly when you search for a callback record using **Tools > Callback Search**. Previously, when using a customer's number to search for a scheduled callback, the UI found the information for the record but failed to display the callback ID.
- The occasional failure to fetch callback details while a callback was in the PROCESSING state has been fixed. Previously when this happened, no metrics were available in the UI for the callback record once the state reached COMPLETED.
- Using a complete and valid URL to search for an error on the **Developer** tab now works correctly. Previously in this scenario, the **Developer** tab sometimes failed to return any results.

June 6, 2019 (9.0.000.22)

## What's New

### Click-To-Call-In

- Callback now supports the Click-To-Call-In (Immediate) scenario. Consumers tap a **ClickToCall** button in your mobile app to initiate a call to your contact center. For more information, see [Callback Scenarios](#).
- To implement the Click-To-Call-In scenario for Callback, you must configure at least one Click-To-Call-In group. You provision the Click-To-Call-In Groups on the new **Tools > Click-To-Call-In Config** page. For more information, see [Configuring Click-To-Call-In Groups](#).

### Updates to the Patterns page

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In the Callback UI, improvements have been made to the **Tools > Patterns** page, including the following:

- The **Patterns** page has been re-named to **Permitted & Blocked Numbers**.
- It is no longer possible to delete a rule when it is assigned to a queue.
- When you select a rule, the names of the queues to which the rule is assigned are now listed on the page.
- The page now includes a **Save** button. Previously, rule settings were saved automatically.

### Updates to the Capacity page

In the Callback UI, improvements have been made to the **Tools > Capacity** page, including the following:

- A message displays at the top of the **Capacity** page that indicates the number of queues to which the selected capacity rule is assigned.
- You can now delete a capacity rule as long as it is not assigned to any queue.
- You can enter up to 1000 callbacks per time slot.

### Updates to the CAPTCHA tab

- Minor text fixes and styling updates have been made to the **Developer > Credential Management > CAPTCHA** tab.

May 16, 2019 (9.0.000.21)

## What's New

### Capacity rules

- You can now configure capacity rules on the **Tools > Capacity** tab to specify the maximum number of scheduled callbacks that are allowed within each time slot for a week. After rules are configured, assign them to queues. For more information, see the [Configuring Capacity Rules](#) article.

### Updates to the Callback tab

- **Advanced Options** improvements:
  - Styling updates have been made to the **Advanced Options** window to enhance clarity.
  - A **Select All** checkbox is now available for filtering the grid based on the different callback states.
- **Custom Date Range** improvements:
  - Minor text fixes and styling updates have been made to the **Configure Custom Date Range** section of the **Advanced Options** window.
  - Custom date entries in the time range drop-down menu on the **Callback** tab are now prefixed with

Custom.

### RBAC and Line of Business filtering

- The Role-Based Access Control and Line of Business filtering that was described as an upcoming feature in an earlier [Release Note](#) is now fully implemented. For more information, including a note about the migration of roles, see the [Controlling User Access](#) article.

### Developer resources

- Users with the Developer role may now access the following areas under the **Developer** tab:
  - **Allowed CORS Domains** for troubleshooting Web integration with Callback services. For more information, see the [Using the Developer Tab](#) article.
  - **Credential Management > CAPTCHA** for provisioning reCAPTCHA to protect against bot-based attacks for a customer's Callback Services integration.

### Resolved Issues

- Previously, users might have encountered an error message that indicated that the system Failed to Fetch All Callbacks for Queue <queue-name>. The issue that caused the error message has been fixed. The error message sometimes displayed during start up of the Callback UI or when users refreshed the list of callbacks using the F5 key when there was a large number of callbacks in the system (for example, 10,000 or more). (GES-1354, GES-1350)
- Name recordings that are made when a customer initially requests a callback are now working correctly. Previously, name recordings were not played back to the customer during the callback attempt. (GES-1477)

April 18, 2019 (9.0.000.19)

### What's New

#### Number validation

- To avoid initiating callbacks to numbers that you know to be fraudulent, you can now configure number validation rules on the **Tools > Patterns** tab. In addition, you can create rules that specify a list of countries to which you allow callbacks. After the rules are configured, apply them to queues.

April 4, 2019 (9.0.000.18)

### What's New

#### Developer tab

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- The Callback UI now includes a **Developer** tab that provides access to a set of tools to facilitate or troubleshoot developer integration efforts. A user must be a member of the Callback Developer or Administrator Role to access the **Developer** tab. For more information, see [Using the Developer Tab](#) in the Callback documentation.

### Support for Push Notification

- The Callback UI now includes a **Push Notification** page on which you enable push notification configuration for features that can leverage this capability. A user must be a member of the Callback Developer or Administrator Role to access the **Push Notification** configuration page. For more information, see [Provisioning Push Notifications](#) in the Callback documentation.

### Tools tab

- The Callback UI now includes a **Tools** tab, which offers additional views and tools to assist with callback management, configuration, and troubleshooting. A user must be a member of the Administrator, Supervisor, or Developer Role to access the **Tools** tab. For more information, see [Using Callback Tools](#) in the Callback documentation.

### Security improvements

- Security improvements have been made to the Callback application.

March 21, 2019 (9.0.000.17)

## What's New

### URL changes

- The URLs for all of the Callback UI web pages now include `/ges/app/*`, rather than `/ges/ui/*` or `/ges/react/*`.

### Resolved Issues

- You can now successfully recreate a callback using the automatically-generated **Desired Date** value without any manual intervention. Previously, when you tried to recreate a completed callback using the **Desired Date** that the application selected, you received a Please select a valid callback time error. In this scenario, the only way to recreate the callback using the auto-generated date was to open the calendar and select that date. (GES-1160)
- Callbacks no longer return error messages when in the PROCESSING state. Previously, the interface generated an error message about a failure to get diagnostic data when a call was being processed. (GES-1300)

March 7, 2019 (9.0.000.16)

## What's New

### Updated UI

- Colors and styling have been updated on the Callback login screen and throughout the UI.

### Resolved Issue

- Styling issues have been fixed in the Callback **Advanced Options** window. Previously, long queue names did not display properly in the **Advanced Options** window and users could sometimes experience issues when scrolling through the list. (GES-1148)

February 27, 2019 (9.0.000.15)

## What's New

### MPLS

- Support for environments that use MPLS. (GES-1121)

### Resolved Issue

- The **Callback** tab now displays all pages of results when you filter the list and more than 250 callbacks are returned. Previously, Callback would sometimes display only one page of callbacks in this scenario (subsequent pages failed to display). (GES-1149)

February 7, 2019 (9.0.000.14)

## Features Coming Soon

### Role-Based Access Control

- Role-Based Access Control (RBAC) gives you customized control over user activities within the interface. Using RBAC, you can define Roles such as Administrator, Developer, Monitor, and Supervisor, and then configure access control that is appropriate for each Role. Users can then perform only the tasks allowed for the Role to which they are assigned. For example, a user with a “Monitor” role can log in to the Callback interface and view the list of callbacks, but cannot make any changes. RBAC will be available for use with the Callback application when Platform Administration has been updated to support this feature for Callback. Watch this Callback Release Note for future updates.



### Restricting user access based on lines of business

- You can limit the scope of what logged-in users can see and access based on your lines of business. Currently, any user who is logged in to the Callback application can see all callback requests as long as the user has access to that tab in the user interface. Using the line-of-business filtering feature, administrators have the option to limit which callback requests a specific group or user can view. For example, if you have a Sales group, then you can allow that group to view only callback requests for Sales. The ability to limit user access based on lines of business will be available for use with the Callback application when Platform Administration has been updated to support this feature for Callback. Watch this Callback Release Note for future updates.

December 28, 2018 (9.0.000.06)

### What's New

#### Initial release

Genesys Callback enables you to provide a deferred option to connect consumers and agents at a mutually beneficial time, and provides support for Call-In behavior.

Callback is a generic product name that includes support for many scenarios and triggering sources including:

- Immediate (as soon as an agent is available) or Scheduled Callback offers
- IVR in-queue callback.
- Web or mobile callback — Public API-driven from mobile apps, Web sites, or the Genesys Widgets for Callback.
- Click-To-Call-In — A mobile app requests call-in details provided immediately or when an agent becomes available.
- Additional public APIs for queue Estimated Wait Time (EWT) and office hours availability
- Web administration UI for general management (list, create, cancel, reschedule callbacks)

Genesys Callback is enabled through Genesys Engagement Services (GES), the successor to Genesys Mobile Services (GMS) in the cloud. Designer is used to configure Callback.

### Known Issues

- When the desired time of an already-scheduled callback is updated or rescheduled to an earlier desired time, the new desired time is updated in the callback record and displays in the UI. However, the system continues to use the original desired time as the time at which to fetch the callback for processing. As a result, the exclamation mark warning icon – an indicator that a callback is past due – displays for these rescheduled callbacks. (GES-2249)