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Genesys Engage cloud Supervisor's Guide

Call back a disconnected participant (v8)

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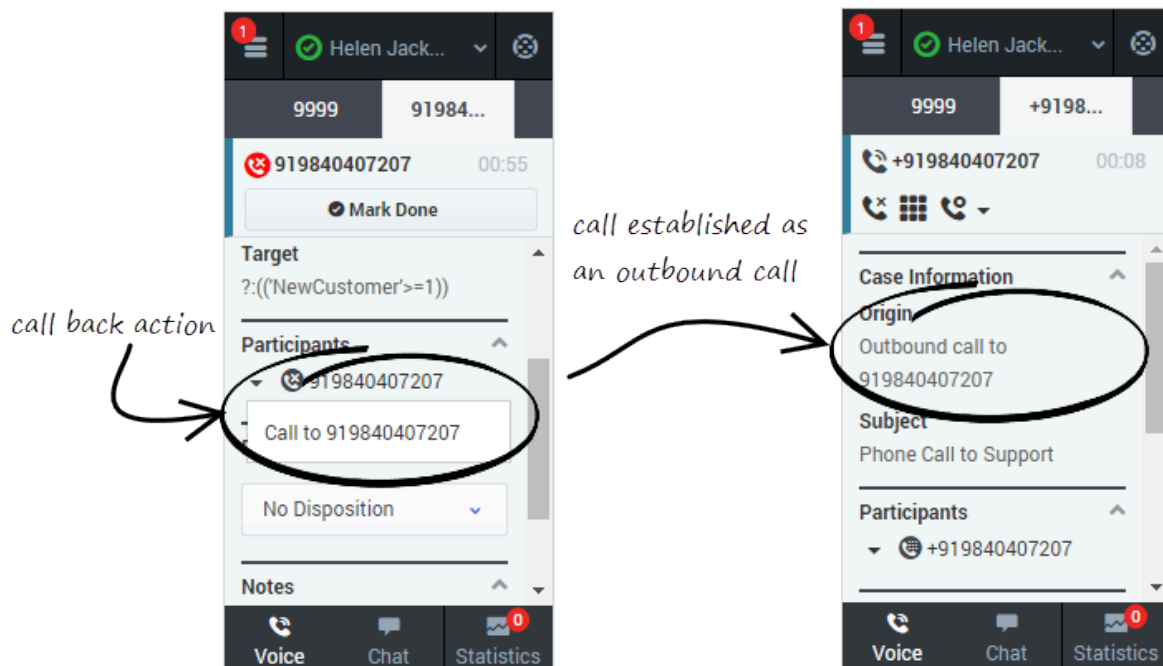
Call back a disconnected participant (v8)

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Supervisors](#).

When you're on an active call in Gplus Adapter for Salesforce, you can call back a participant that is disconnected from the current call.

How do I call back a participant?



To call back a participant, expand the **Participants** drop down list, hover over the disconnected

Call to 919677

participant contact number, and just click the **Call to** action. You can see the call being established as an outbound call in the **Case Information** section.

Once the call is established, you can see the dialed party once again listed in the **Participants** section. For the called back participant, you can perform general call actions such as **conference** and **consultation**.

Important

You cannot place a call back for internal calls.