



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Designer User's Guide

Book ASAP Callback V2

10/1/2023

Contents

- 1 Inputs tab
 - 1.1 Example
- 2 Results tab
 - 2.1 Example



- Administrator

Use this block to set up immediate callbacks.

Related documentation:

-

Important

- This block relies on callback functionality provided by Genesys Mobile Engagement (formerly known as Genesys Mobile Services). Read the [Callback Administrator's Guide](#) for more information on how to implement this feature.
- You must use this block in connection with the callback feature. See the [Callback V2](#) block page for more information.

Use this block to book an immediate callback ("as soon as possible").

Inputs tab

Select the input **Type** and **Value** for the following parameters (this step is mandatory):

- Virtual Queue
- Phone Number
- Target Skill Expression

You can use literal or variable value types.

Example

Properties - Book ASAP Callback V2



This block is used to book an ASAP Callback on Genesys Mobile Services (GMS) for a particular Callback service.

🔍 Inputs 📄 Results

Book a callback.

| Name | Description | Type | Value |
|-------------------------|--|------------|-----------------------|
| Virtual Queue | Callback Virtual Queue | variable ▼ | callbackVQ ▼ |
| Phone Number | The phone number to receive the callback | variable ▼ | callbackPhoneNumber ▼ |
| Target Skill Expression | Target skill expression | variable ▼ | skillExpression ▼ |

Results tab

Select the variables that will store the results of the **Outcome** and **Callback ID** queries.

Tip

Genesys recommends that you use the system variable *GmsCallbackServiceID* to store the value of the **Callback ID**.

Example

Properties - Book ASAP Callback V2



This block is used to book an ASAP Callback on Genesys Mobile Services (GMS) for a particular Callback service.

🔍 Inputs 📄 Results

Select the variables to store the results.

The possible values for the outcome variable are:

- 'BOOKED_ASAP' (if booking is successful)
- undefined (if booking failed)

| Name | Description | Variable |
|-------------|-----------------------|------------------------|
| Outcome | Outcome of the query. | varBookCallback ▼ |
| Callback ID | ID of new callback | GmsCallbackServiceID ▼ |