Designer User's Guide

Book ASAP Callback V2

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Contents

- Administrator

Use this block to set up immediate callbacks.

Related documentation:

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> ## 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

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