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Designer User's Guide

Book ASAP Callback V2

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 - 2.1 Example



- 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

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 ▼