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Designer User's Guide

Book ASAP Callback V2

6/17/2025

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- 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.

Q 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.

Q 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 ▼