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# Designer User's Guide

Callback Blocks

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## Contents

- [1 Book ASAP Callback V2](#)
- [2 Book Scheduled Callback V2](#)
- [3 Callback Availability V2](#)
- [4 Callback V2](#)
- [5 Cancel Callback V2](#)
- [6 Check for Existing Callback V2](#)
- [7 Validate Phone Number](#)
- [8 Callback VQ Watermark](#)



- Administrator

Learn about the Callback blocks available in Designer.

### Related documentation:

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### Important

Designer supports Callback for **voice calls only**. Digital interactions are not supported.

These blocks are located in the **Callback** section of the **Palette** and manage options, rules, and features for Callback. To learn more about provisioning Callback for use with Designer, see Provisioning Callback in Designer in the *Callback Administrator's Guide*.

### Warning

**Use templates or modules — not both.**

- Genesys recommends that you avoid mixing templates and modules in callback applications. When planning your applications, decide whether you are going to use templates *or* modules, and then be consistent with your choice.
- If you need to make changes to a template, clone *all* of the callback templates into corresponding modules, and then use those modules in your applications.

### Book ASAP Callback V2

Books an ASAP ("as soon as possible") Callback on Genesys Mobile Services (GMS).

### Book Scheduled Callback V2

Books a scheduled Callback on Genesys Mobile Services (GMS).

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## Callback Availability V2

Retrieves the scheduled callback availability from Genesys Mobile Services (GMS).

## Callback V2

Offers callback and reconnects to the customer when an agent is ready.

## Cancel Callback V2

Cancels an existing callback.

## Check for Existing Callback V2

Checks if the customer's phone number already has an existing callback scheduled or queued in a particular Callback service in Genesys Mobile Services (GMS).

## Validate Phone Number

Provides phone number validation and international phone number support for Callback V2.

## Callback VQ Watermark

Checks the number of active callbacks that are currently queued for a specific virtual queue (VQ).