GENESYS™

Designer User's Guide

Cancel Callback V2

9/5/2025

Contents

-

  - Administrator

This block enables you to cancel a callback.

Related documentation:
  -

Inputs tab

Provide the **Callback ID** and **Virtual Queue** of the callback to be cancelled.

Example

Results tab

Select a variable to store the results of the cancellation request.

Example

Properties - Cancel Callback V2

Cancels an existing callback.

🔍 Inputs   🖫 **Results**

Select the variables to store the results.

The possible values for the outcome variable are:

- 'CANCEL_OK'
- undefined

Name	Description	Variable
Outcome	Outcome of the cancellation.	checkExistingResult ▾