GENESYS™

Designer User's Guide

Check for Existing Callback V2

2/8/2026

Contents

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- Administrator

This block checks if an existing callback already exists for a customer's phone number in the specified virtual queue.

Related documentation:
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> ## Important
> This check is performed separately for each virtual queue. Keep in mind that if a caller is using different virtual queues, they could potentially book multiple callbacks with the same phone number.

Inputs tab

Provide the **Virtual Queue** and **Phone Number** that are to be checked for existing callbacks.

Example

Properties - Check for Existing Callback V2

This block is used to check if the customer's phone number already has an existing callback scheduled or queued in a particular Callback service in Genesys Mobile Services (GMS).

🔍 **Inputs**　　💾 Results

Specify the customer's phone number to check for existing callback. It should be a numeric string including the country dialing code.

Name	Description	Type	Value
Virtual Queue	Callback Virtual Queue	variable ▼	callbackVQ ▼
Phone Number	The phone number to receive the callback	variable ▼	callbackPhoneNumber ▼

Results tab

If an existing callback with the same phone number is found in the same virtual queue, the **Callback Service ID** associated with the existing callback is returned, along with additional information such as the request date, request time, and so on.

You can use this tab to store this information in variables.

Example

Properties - Check for Existing Callback V2

This block is used to check if the customer's phone number already has an existing callback scheduled or queued in a particular Callback service in Genesys Mobile Services (GMS).

Q Inputs   🖫 **Results**

Select the variables to store the results.
The possible values for the outcome variable are:

- 'CALLBACK_EXISTS_ASAP'
- 'CALLBACK_EXISTS_SCHEDULED'
- 'CALLBACK_NOT_EXIST'
- undefined

Name	Description	Variable
Outcome	Outcome of the query.	checkExistingResult ▼
Callback ID	ID of the existing callback	parentCallbackServiceID ▼
Requested Date	Requested date of the callback in local time zone (if exists)	▼
Requested Time	Requested time of the callback in local time zone (if exists)	▼
Requested Day of Week	Requested day of the week (0=Sunday, ..., 6=Saturday) of the callback in local time zone (if exists)	▼
Upcoming Hours	Number of hours until requested scheduled callback (if exists)	▼
Upcoming Minutes	Number of minutes (excluding hours) until requested scheduled callback (if exists)	▼