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Designer User's Guide

Book Scheduled Callback V2

5/27/2026

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- Administrator

This block can be used to book a scheduled callback.

Related documentation:

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Important

- 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 a scheduled callback.

Inputs tab

Select the input **Type** and **Value** for the following parameters (this step is mandatory):

- Virtual Queue
- Phone Number
- Desired Time Slot (this must be in ISO-8601 format, i.e. YYYY-MM-DD)
- Target Skill Expression

Example

Properties - Book Scheduled Callback V2



This block is used to book an Scheduled 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 ▼	varCallbackPhoneNumber ▼
Desired Time Slot	Desired time (in ISO-8601 format) to schedule the callback – use the UTC time returned by Callback Availability.	variable ▼	varDesiredTimeSlot ▼
Target Skill Expression	Target skill expression	variable ▼	varSkillExpression ▼

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 Scheduled Callback V2



This block is used to book an Scheduled 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_SCHEDULED'
- undefined

Name	Description	Variable
Outcome	Outcome of the query.	varBookCallback ▼
Callback ID	ID of new callback	GmsCallbackServiceID ▼