Designer User's Guide

Book Scheduled Callback V2

2/21/2026

Contents

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  - Administrator

This block can be used to book a scheduled callback.

Related documentation:
  -

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

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 ▾