

GENESYS

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Designer User's Guide

Callback VO Watermark Block

Contents

- 1 Inputs tab
 - 1.1 Example
- 2 Results tab
 - 2.1 Example

Designer User's Guide



Administrator

You can use this block to check the number of active callbacks that are currently queued for a specific virtual queue (VQ).

Related documentation:

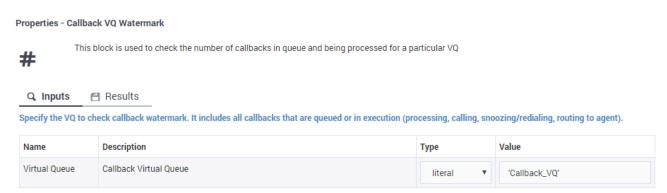
This block enables you to check the number of active callbacks that are currently queued for a specific virtual queue (VQ). The result is returned as a "watermark" value that represents the number of executed callbacks.

This can be useful for certain business scenarios, such as when you want to stop offering immediate callbacks if there are a certain number of active calls already in the queue.

Inputs tab

Specify the Callback VQ to check for callbacks that are waiting in the queue or in a state of execution (such as being dialed or routed to an agent).

Example



Results tab

Specify the variables that will store the results of the query.

The following outputs are possible:

- outcome (string)
 - WATERMARK_OK (if query OK)
 - undefined (failure)
- watermark (the number of executed callbacks)

Example

Properties - Callback VQ Watermark



This block is used to check the number of callbacks in queue and being processed for a particular VQ



Select the variables to store the results.

The possible values for the outcome variable are:

- 'WATERMARK_OK' (successful)
 undefined (failed)

Name	Description	Variable
Outcome	Outcome of the query.	outcome v
Watermark	ID of the existing callback	watermark •