GENESYS™

Designer User's Guide

Callback VQ Watermark Block

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Contents

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  - Administrator

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

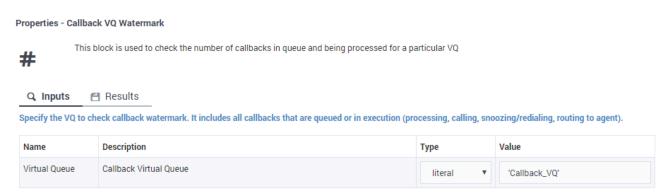### Related documentation:
  -

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

Properties - Callback VQ Watermark

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

🔍 **Inputs**   🗄 Results

Specify the VQ to check callback watermark. It includes all callbacks that are queued or in execution (processing, calling, snoozing/redialing, routing to agent).

Name	Description	Type	Value
Virtual Queue	Callback Virtual Queue	literal ▾	'Callback_VQ'

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

🔍 Inputs   💾 Results

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 ▼
Watermark	ID of the existing callback	watermark ▼