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Callback Administrator's Guide

Configuring Click-To-Call-In Groups

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• Administrator

As a Callback administrator, you are setting up the Click-To-Call-In groups that you require for the Click-To-Call-In scenario. We'll tell you how to add your DNIS numbers to a group and how to enable the use of an access code for consumer call-ins. If you are migrating groups from an earlier version of Callback, be sure to read the note related to this activity.

Related documentation:

To create or modify Click-To-Call-In groups, you must be a member of the **Callback Administrator** Role. The **Callback Developer**, **Callback Supervisor**, and **Callback Monitor** Roles have read-only access.

For information about the Callback **Call-In** tab on which you can view the Click-To-Call-In records, see Viewing Click-To-Call-In records.

You can find information about using the Genesys Engagement Service (GES) APIs, including the Call-In API, on the Genesys Multicloud CX REST APIs and Tutorials for Callback page in this Guide. The page includes links to API documentation.

If you are using the Click-To-Call-In (Delayed) scenario, then you must do additional provisioning in Designer.

What does a Click-To-Call-In group consist of?

A Click-To-Call-In group definition consists of a Dialed Number Identification Service (DNIS) pool and access code settings, including the choice to use or not use an access code with Click-To-Call-In requests. The system uses the DNIS pool associated with a group to find the number that it will provide to the customer who is making the Click-To-Call-In request. The system also uses the group configuration to determine whether or not an access code is required when the customer dials in.

In Callback, you provision the Click-To-Call-In groups on the **Tools** > **Click-To-Call-In Config** tab.

Tools Refetch Tenant Configuration (last fetched 6 minutes Queues Callback Search Patterns Cacacity Click-To Call In Config 0 0	ago) uled Click-To-C	all-In Configuration Create New Group Delete Group	
	DNIS Pool		Settings
DNIS	Optional Description	Access Code Length	6 💭 Generate Access C
2,000	No DNIS to Display	Expiry (seconds)	30 0
	Add DNIS		Do not reuse DNIS for concurrent requests
New DNIS			
Description		0	/
Bulk Import From File	4		/

There are two ways in which you can enter the DNIS pool of numbers for a Click-To-Call-In group:

- Enter each DNIS number individually using the fields on the **Click-To-Call-In Config** page.
- Bulk import the DNIS numbers for a group.

The information on this page describes both methods. For general information, including how to enter a DNIS pool manually, see Provisioning Click-To-Call-In Groups. For information about the bulk import of a DNIS pool, see Performing a bulk import of DNIS pool numbers below.

A note about migration

If you are *migrating* to the latest version of Callback, rather than starting fresh, make sure that you enter any existing Click-To-Call-In group information on the **Click-To-Call-In Config** page in the Callback UI. Previously, the Click-To-Call-In group information was configured in Platform Administration.

Provisioning Click-To-Call-In Groups

	Click-	To-Call-In Co	nfiguration		
	Select Group	 ✓ Create Net 	w Group Delete Group		
	DNIS Pool			Settings	
DNIS	Optional Description		Access Code Length	6 🗘 Generate Access Code	
	No DNIS to Display		Expine (correcte)		×
	Add DNIS				
New DNIS				eate New Group	
Description		lescription 🕀			
Bulk Import From File	4				
				Cancel Save Group	

To create a new Click-To-Call-In group, navigate to the **Tools** > **Click-To-Call-In Config** page and click **Create New Group**. The UI accepts alphanumeric characters and symbols in the group name. You cannot edit the name of a group in the Callback UI after you click **Save Group**, so be sure that you have entered the name exactly as you intended before saving.

	Click-	To-Call-Ir	Configuration		
	auto_insurance	 ✓ Cre 	eate New Group Delete Group		
		This is the DI	NIS Pool for the		
	DNIS Pool	auto_insuran	ce group.	Settings	
DNIS	Optional Description		Access Code Length	6	Generate Access Code
		10	Expiry (seconds)	30	~
+18005555554	Claims			Do not reuse DNIS for c	oncurrent requests
	Add DNIS		o add a DNIS number to the poo he number here. You can add a s well, but that is optional.	ol, enter description	
New DNIS	+180	005555555			
Description		Renewals	Click A Pool for	dd DNIS to add the nu r the selected group.	mber to the DNIS
Bulk Import From File	- iii				

In the pane on the left side of the **Click-To-Call-In Configuration** page, you enter your DNIS pool of numbers. The group must contain at least one valid DNIS number (that is, it must conform to the E.164 format for telephone numbers). You can enter a maximum of 10,000 DNIS numbers for each group. A DNIS number cannot exceed 16 characters, and can include the "plus" sign (+) prefix.

You can include a description for a DNIS number, but that is optional. The UI accepts alphanumeric characters and symbols in the description. The description cannot exceed 32 characters.

If you have a large DNIS pool for a group, you can bulk import the numbers instead of entering each one individually. For more information about the bulk import method, see Performing a bulk import of DNIS pool numbers below.

	Clicl	k-To-Call-In Confi	guration	
	auto_insurance	✓ Create New Gr	Dup Delete Group	These are global settings for the group. In other words, these settings apply to every entry in your DNIS Pool for the selected group.
	DNIS Pool	You can edit or delete entries.		Settings
DNIS	Optional Description		Access Code Length	6 Generate Access Code
+18005555554	Claims	\bigcirc	Expiry (seconds)	30 ↓ Do not reuse DNIS for concurrent requests
+18005555555	Renewals	10		
	Add DNIS			
New DNIS				
Description		al description		
Bulk Import From File	4			

In the pane on the right side of the page, you enable or disable the use of an access code. In other words, the access code is optional. If you enable the use of the access code, then you can specify settings for the code. If enabled, the system generates an access code for each Click-To-Call-In request and provides it to the caller at the same time that it provides the phone number that the caller must use to dial in. The caller must enter the access code correctly for the call to be directed to an agent.

Additional information about the Settings

Setting	Description
Generate Access Code	Enable or disable the use of access codes with Click-To-Call-In requests.
Length	The length of an access code. Valid values are 4 to 12, inclusive. The default value is 6.
Expiry (seconds)	The lifetime, in seconds, of the Click-To-Call-In request. Valid values are 10 to 1800, inclusive. The default value is 30.
Unique DNIS	Specifies if a DNIS number is unique or not. "Unique" means that it cannot be reused while it is in use. Select the check box if the DNIS is unique. Otherwise, leave the check box clear. The default value is false, or "not unique" (the check box is not selected).

Performing a bulk import of DNIS pool numbers

		Click-	To-Call-Ir	n Configural	tion		
		Select Group	¥ 0	reate New Group	Delate Group	•	
	DNIS Pool					Settings	
ONNES	Optio	nal Description		Acces	e Code Langth		💭 🗹 Generate Access Code
	Nia CRUS to Citylia	,		Ex	piry (seconds)	30	0
	Add DNIS					Do not muse DNIS for o	ancument requests
New DNIS							
Description			escription 🕒				
Bulk Import From File							
	_			J			

If you have a large DNIS pool associated with a Click-To-Call-In group, you can import the DNIS pool as a bulk upload. After you create the group on the **Tools** > **Click-To-Call-In Config** page, then use the **Bulk Import From File** button to import the DNIS pool from a .csv file.

If you use the bulk import method, you will require a separate .csv file for each group. You can upload the DNIS pool for a single group from a file; you cannot upload the DNIS pool for many groups from one file.

The bulk import method supports only .csv files (values must be separated by a comma). You can include a description, but it is optional. In the sample file shown here, there is no description for one entry, although you still require the commas.

<u>File Edit Format View Help</u> +18005555554,Claims,
+18005555554,Claims,
+18005555555, Renewals, +18005555556,, +18005555557, Referrals, +18005555558, Complaints, +18005555559, Inquiries DNIS number and description

The DNIS numbers must be entered in the .csv file using the E.164 format for telephone numbers. The system will check the values for compliance and prompt you to fix any errors. All rules that apply when entering the DNIS numbers individually also apply when bulk uploading the pool of numbers.