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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:

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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](#).

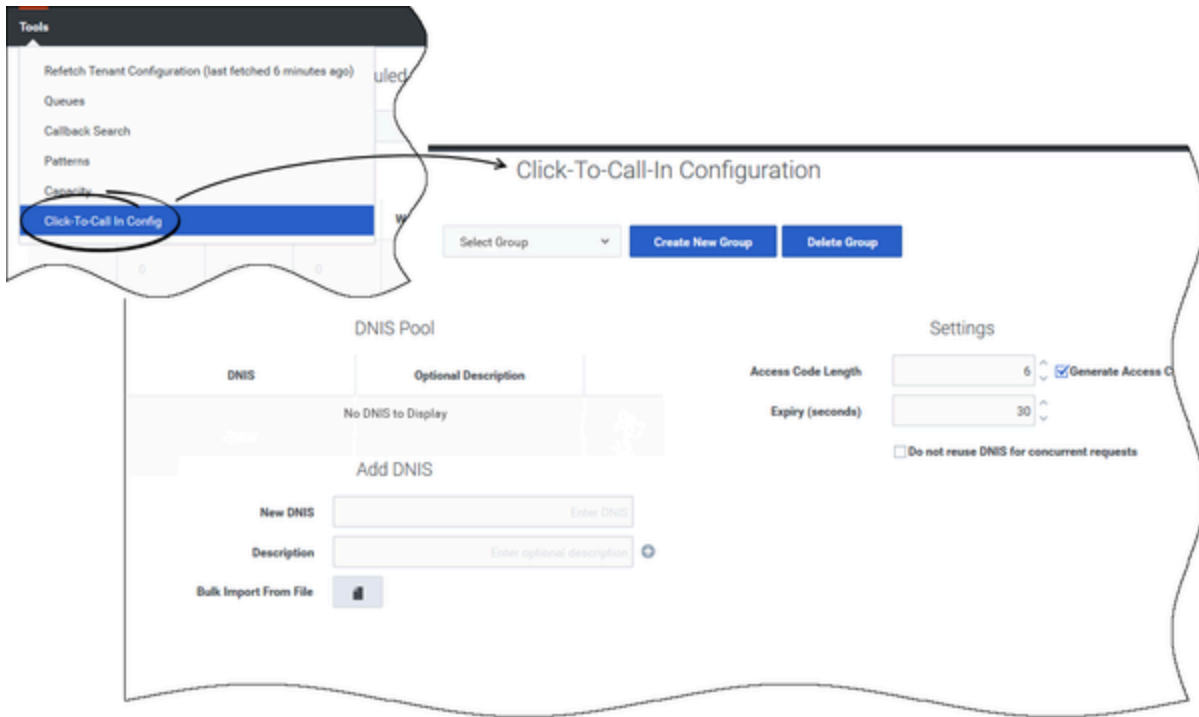
You can find information about using the Genesys Engagement Service (GES) APIs, including the Call-In API, on the [Genesys Multicloud CX REST APIs and Tutorials for Callback page](#) in this Guide. The page includes links to API documentation.

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.



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

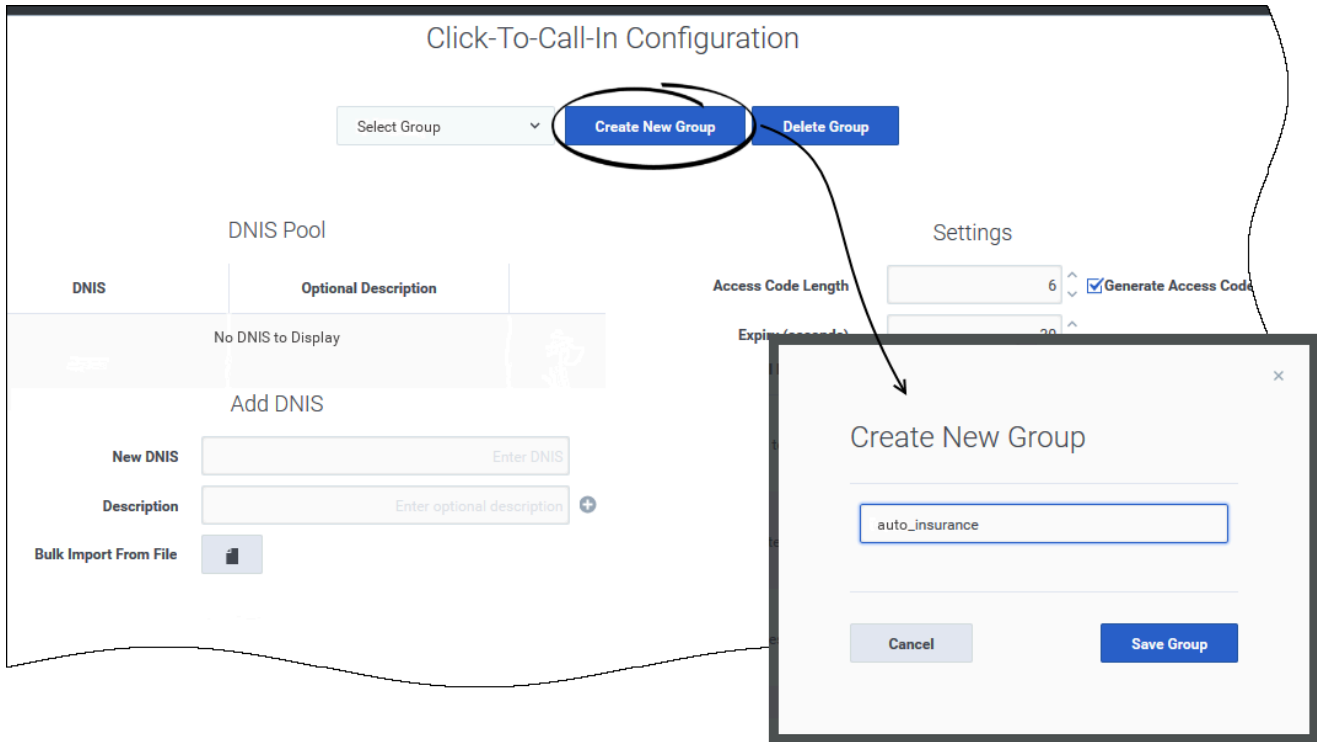
- Enter each DNIS number individually using the fields on the **Click-To-Call-In Config** page.
- Bulk import the DNIS numbers for a group.

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.

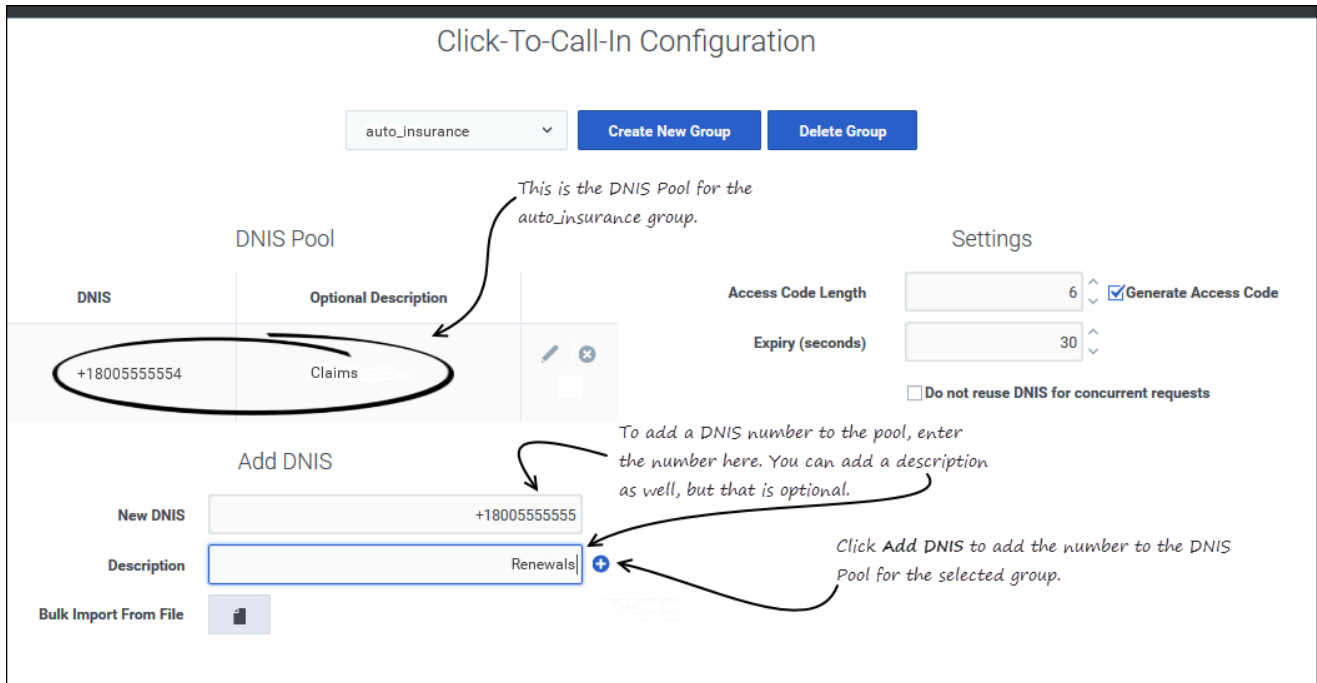
A note about migration

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



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.



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.

Click-To-Call-In Configuration

auto_insurance Create New Group Delete Group

DNIS	Optional Description	
+18005555554	Claims	✎ +
+18005555555	Renewals	✎ +

Add DNIS

New DNIS

Description

Bulk Import From File

These are global settings for the group. In other words, these settings apply to every entry in your DNIS Pool for the selected group.

Settings

Access Code Length Generate Access Code

Expiry (seconds)

Do not reuse DNIS for concurrent requests

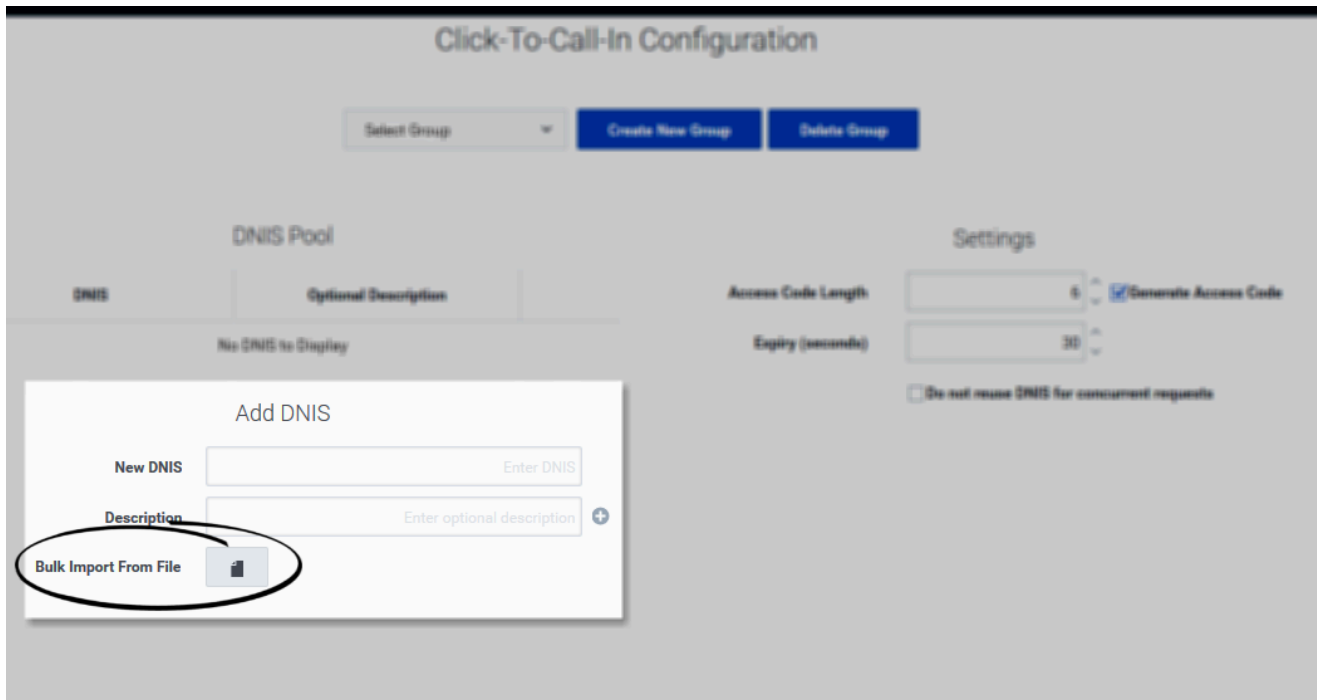
You can edit or delete entries.

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).

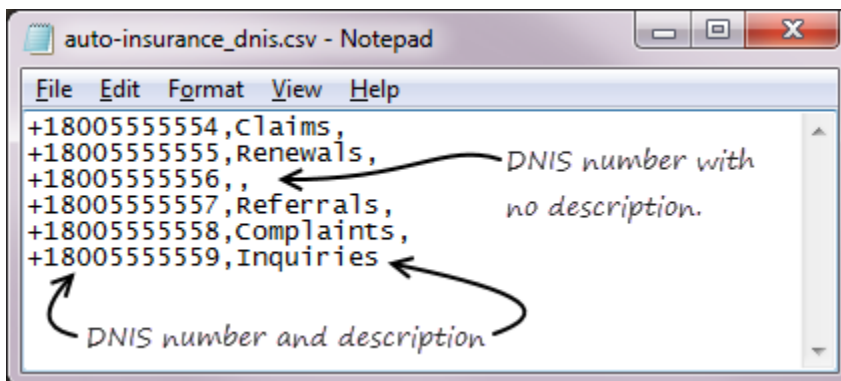
Performing a bulk import of DNIS pool numbers



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.



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.