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Callback Administrator's Guide

Provisioning CAPTCHA

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If you have a website that includes a callback feature, then you can provision and use a CAPTCHA widget to verify that a human is requesting the callback. Currently, Callback supports integration with only one CAPTCHA widget: Google reCAPTCHA. This page describes how to enable the use of reCAPTCHA with Callback.

Related documentation:

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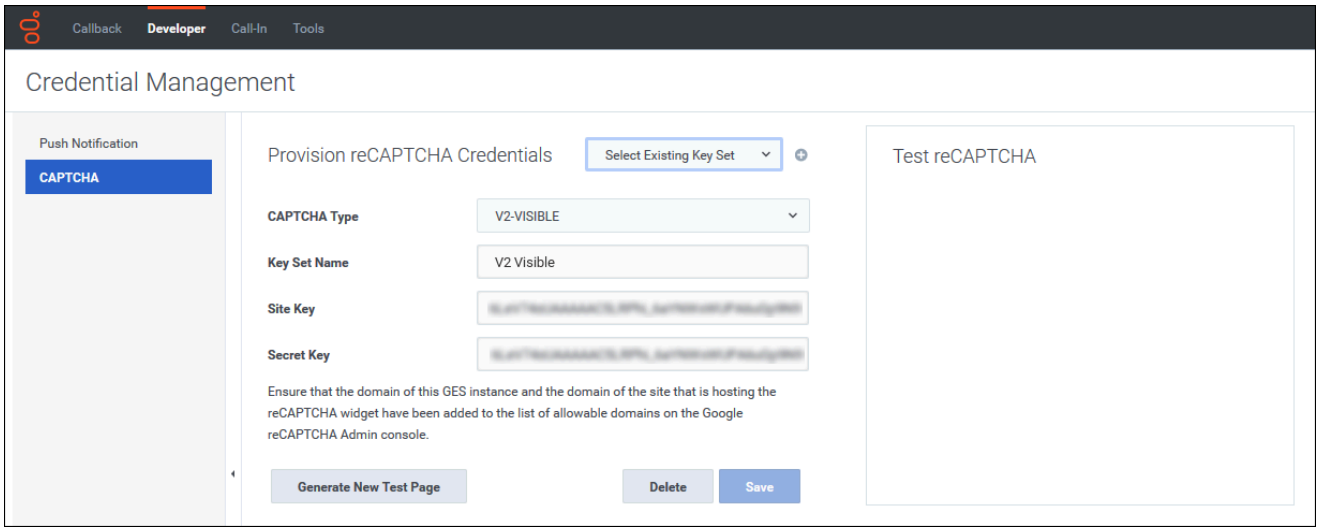
Important information about enabling reCAPTCHA on Callback requests

Integrating reCAPTCHA into your Callback API operations means that reCAPTCHA validation will be required with *all* of the Callback API operations. For example, if you have both a website and a mobile app, you cannot implement reCAPTCHA on callback requests for only your website – it must be built into your mobile app as well. Also, this implementation of reCAPTCHA is not integrated with the Genesys Callback Widget. If you are using the Callback Widget, then Genesys recommends that you avoid enabling this reCAPTCHA capability.

Provisioning Google reCAPTCHA for Callback

Callback currently supports Google reCAPTCHA. To provision reCAPTCHA for Callback, you must have a Google account. If you have not yet done so, go to the reCAPTCHA Admin console to register your site and to specify the reCAPTCHA version that you want to use. Callback supports reCAPTCHA v3, reCAPTCHA v2 Checkbox (Visible), and reCAPTCHA v2 (Invisible). Review the Google reCAPTCHA documentation; it describes the three versions of reCAPTCHA and contains information to help you to register your site on the Admin console.

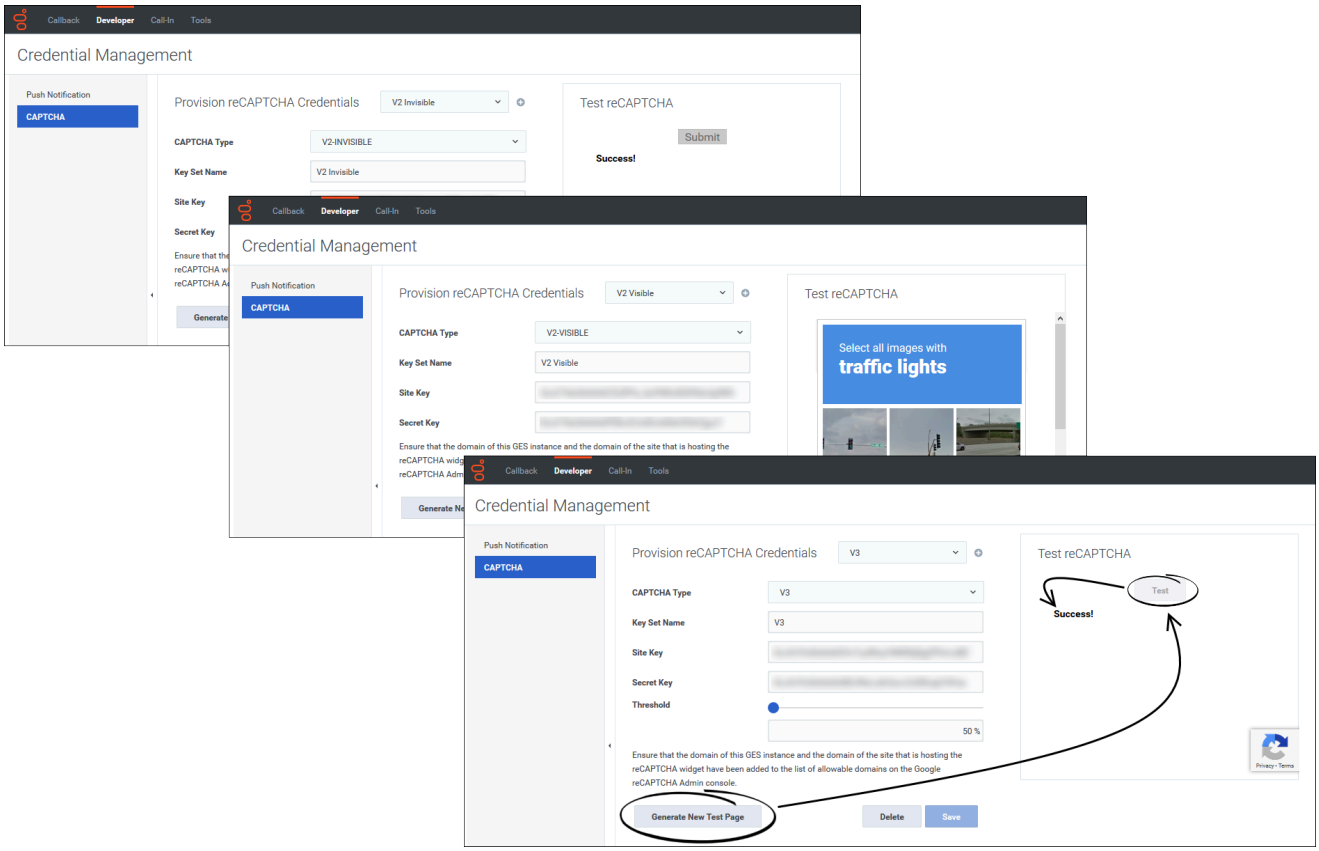
On the Google reCAPTCHA Admin console, it is important that you add the domain of your Callback instance and the domain of the site that is hosting the reCAPTCHA widget to the list of allowable domains.



After you have registered your site on the Google reCAPTCHA Admin console, you must register your reCAPTCHA credentials with Callback on the **Developer** > **Credential Management** > **CAPTCHA** tab. The CAPTCHA type, site key, and secret key that you specify must match the settings for the reCAPTCHA widget that you provisioned in the Google Admin console.

Specify a name (the **Key Set Name**) to identify the reCAPTCHA widget and its associated credentials. It is helpful to use a descriptive name. For example, you might enter a name that reflects the type of reCAPTCHA widget that you're using (`V2 Visible`). The **Key Set Name** is used only in Callback; it is not specified or used in the Google reCAPTCHA Admin console.

Testing reCAPTCHA integration with Callback



After you save your reCAPTCHA credentials on the **CAPTCHA** page in Callback, be sure to test them. When you click **Generate New Test Page**, a testing widget opens on the page. The widget will vary slightly depending on the type of reCAPTCHA that you're provisioning. You might have to check a box or otherwise interact with the widget, but you will be presented with a **Submit** or **Test** button at some point. If your credentials were correctly configured and you pass the reCAPTCHA validation, then the widget returns a Success! message. If it fails, check your credentials or – if you are using the V3-type reCAPTCHA – try adjusting the threshold, and then try again.