

GENESYS

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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:

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.

Caliback Developer	Call-In Tools							
Credential Management								
Push Notification	Provision reCAPTCHA Credentials Select Existing Key Set V © Test reCAPTCHA							
	САРТСНА Туре	V2-VISIBLE V						
	Key Set Name	V2 Visible						
	Site Key	Rear Teacherson Cl. HTML, Samer and Proceeding Med.						
	Secret Key	No. 411 Telecological Coll. (Phys., San Telecology (Pers)						
	Ensure that the domain of this GES instance and the domain of the site that is hosting the reCAPTCHA widget have been added to the list of allowable domains on the Google reCAPTCHA Admin console.							
	Generate New Test Page	Delete Save						

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

Callback Developer	Call-In Tools					
Credential Manage	ement					
Push Notification	Provision reCAPTCH	IA Credentials V2 Invi V2-INVISIBLE	visible ~ O	Test reCAPTCHA Submit		
	Key Set Name	V2 Invisible		50008381		
	Site Key Secret Key Ensure that the reCAPTCHA Generate	Itati Developer Caldon Intial Management Infoation A Pro CaP Key 1 Site	Tools t t Sovision reCAPTCHA Crede TCHA Type V Set Name V2 Key	entials V2.Vieble V V2.Visible V Vieble	Test reCAPTCHA Select all images with traffic lights	
		Secn Ensu reCA v	ret Key ure that the domain of this GES instar APTCHA widg APTCHA Adm Generate Ne Credential	nce and the domain of the site that is hosting the Developer Call-In Tools Management	(a) (d)	
			Push Notification	Provision reCAPTCHA Cre CAPTCHA Type Key Set Name Site Key Secret Key Threshold Ensure that the domain of thin GES in reCAPTCHA widget have been added reCAPTCHA Admin console.	Credentials v3 C Crest reCAPTCHA	27- Terras

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.