Callback Administrator's Guide

Troubleshooting and validating functionality

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The Callback UI includes a number of troubleshooting and validation tools, available as menu options under the **Developer** and **Tools** tabs. This page describes those tools and also describes some features for which you might need to investigate the existing configuration as part of your troubleshooting effort.

Related documentation:

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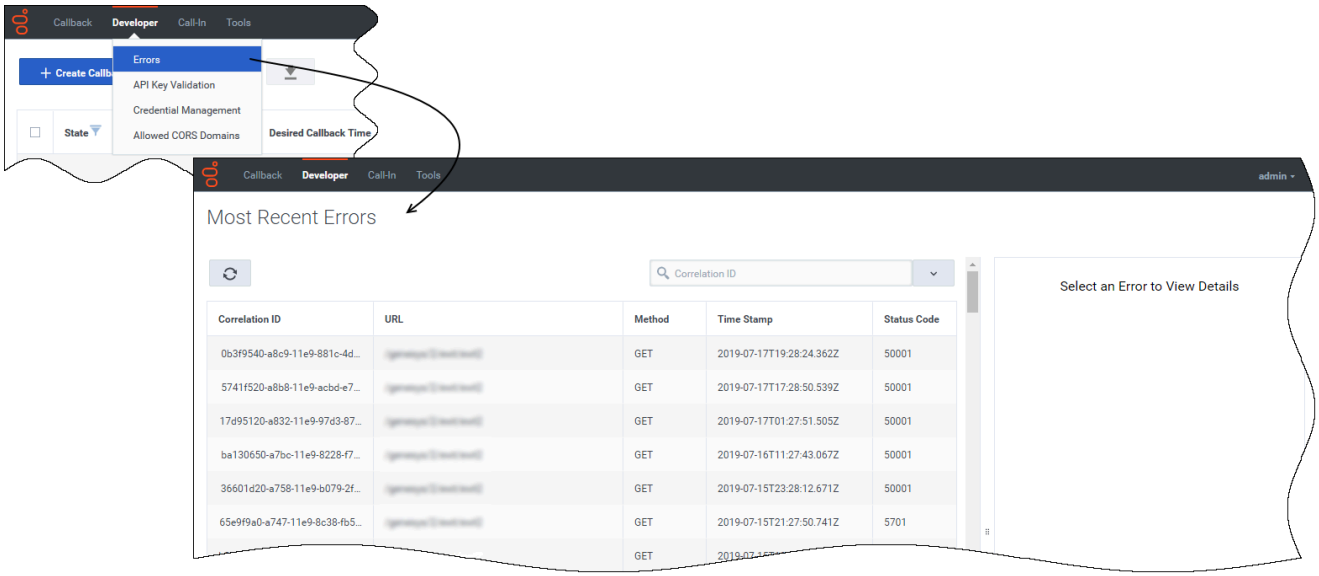
To view the **Developer** tab in the Callback UI, you must be assigned to the **Callback Administrator** or **Callback Developer** role.

Callback Administrators, Supervisors, or Developers have access to the **Tools** tab.

> **Important**
> Designer supports Callback for voice calls only; digital interactions are not supported.

Displaying errors



The **Developer** > **Errors** page displays the list of errors related to your Callback API queries. It is designed to help you solve API issues when developing an application using the REST APIs. When an API call returns an error, the response includes a correlation ID. Use this correlation ID as input for the **Search** field to find more information about a specific API call.

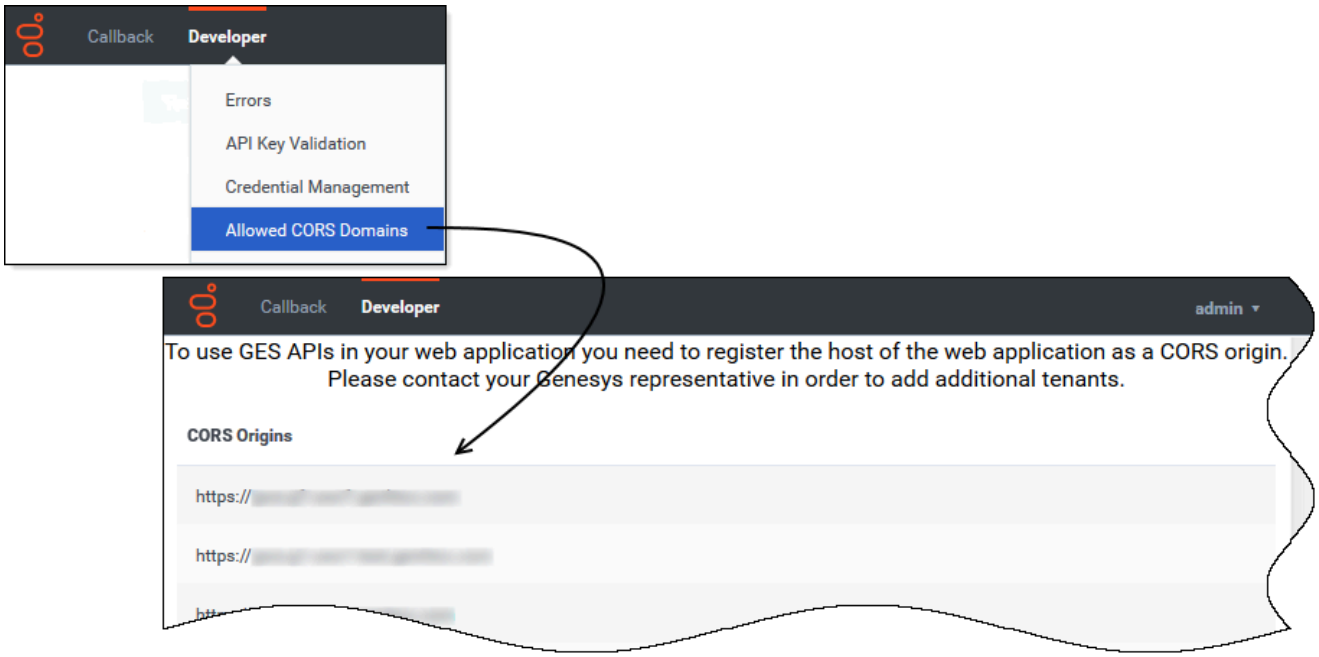
Video: Purging callbacks

Link to video

This video describes the built-in callback purging feature. If you have regular business hours configured in Designer, then Callback automatically purges callbacks at the end of your business day. For global businesses, this helps to prevent such things as overnight callbacks to customers. You also have the option to purge callbacks after a specific duration of time has elapsed. This is helpful if your contact centers are open 24/7.

The video explains these options, provides some tips about how to use the purging feature, and describes how the purging feature works in some common scenarios.

Viewing CORS domains

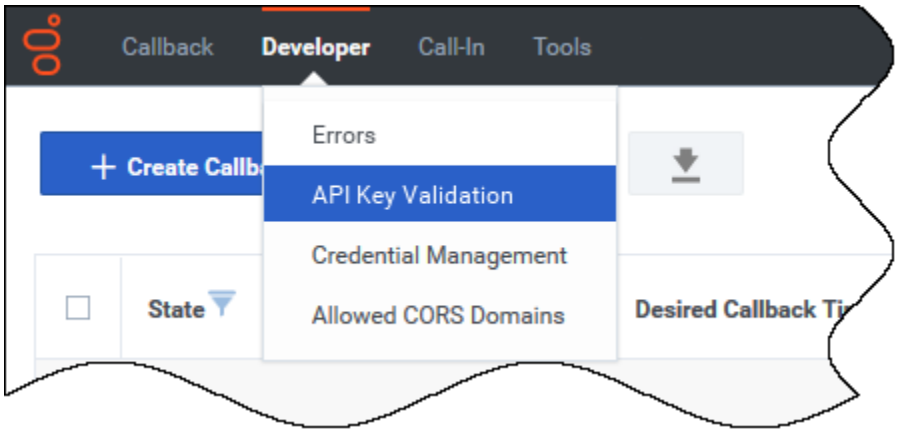


To access Genesys Engagement Services (GES) APIs in a Web application, your

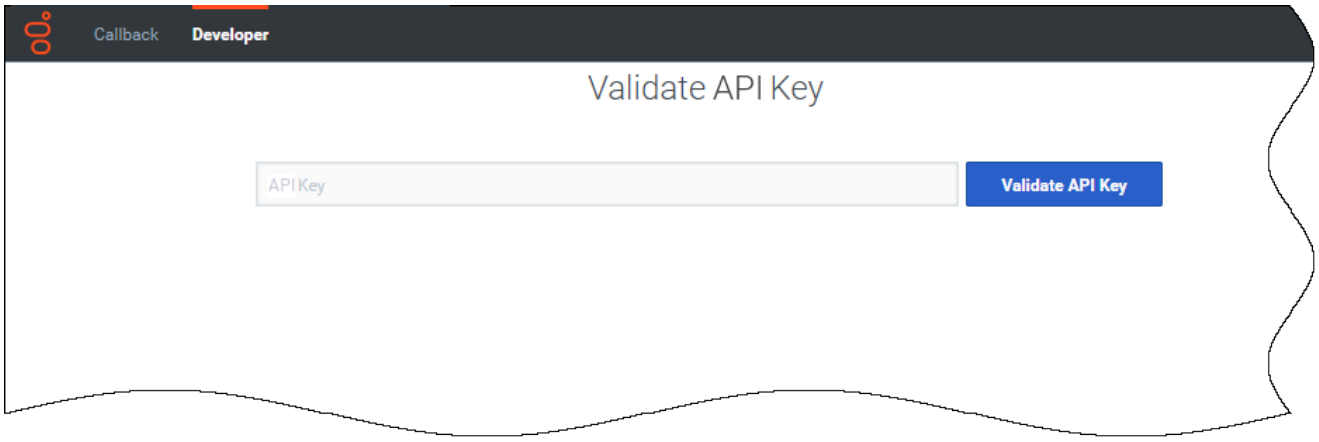
Web application's host must be registered as a "safe" domain or origin. The **Developer** tab includes an **Allowed CORS Domains** page, which you can access from the **Developer** tab menu. On the **Allowed CORS Domains** page, you can view the list of domains or origins that have been provisioned for your use. Cross-origin resource sharing (CORS) requests to the origins in the list are allowed. The list of origins on the **Allowed CORS Domains** page is read-only.

Updating the list of CORS domains	If you use Callback from the Genesys Multicloud CX hosted service, contact your Genesys representative to add cross-region resources to the list. If you don't have the **Allowed CORS Domains** page in your Callback UI, contact Genesys Customer Care to request it. If you are a Genesys Multicloud CX private edition customer, see Update CORS settings.

Validating your API key



If your permissions allow it, the **Developer** tab menu includes **API Key Validation**.

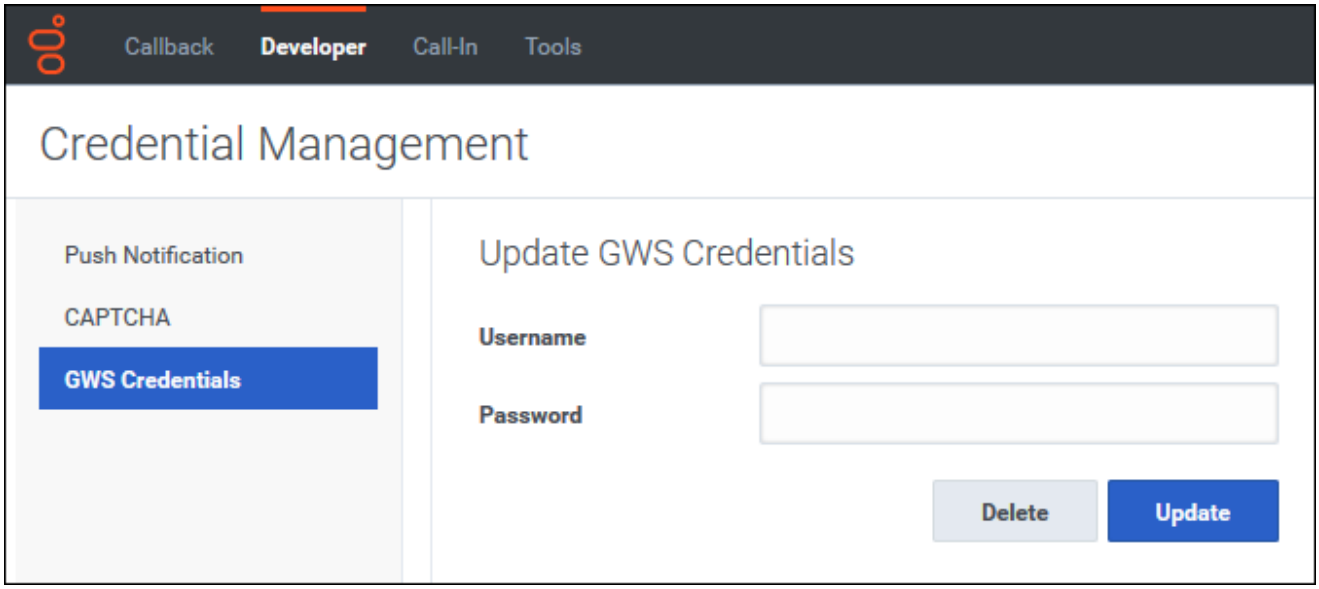


Copy/paste your API Key into the text box and click **Validate API Key**.

- If your API Key is incorrect, the UI displays **Invalid API Key**.
- If your API Key is valid, the UI displays **Valid API Key**.

Testing credentials and feature functionality

The **Developer** tab menu includes **Credential Management,** if you have sufficient permissions to view this part of the interface. Use **Credential Management** to register, manage, and test credentials for features within your Callback environment and features that work within other supported delivery networks.



To view GWS statistics information through Callback's Statistics API, you must register your credentials on the **Credential Management** > **GWS Credentials** tab before you can retrieve the statistics.

For additional information about the Callback APIs, see Genesys Multicloud CX REST APIs and tutorials for Callback.

If you use the following features with callbacks, then register, manage, and test the credentials associated with these features on the **Credential Management** page:

- Push Notification
- CAPTCHA

Click the feature name to find information about how to provision these features for use with Callback.

Booking a callback using the callbacks create API

When you book a callback using the Callback UI or the /callbacks/create API, the callback is booked regardless of the specified office hours or whether the virtual queue is enabled for immediate or scheduled callbacks.

If you are booking callbacks directly with the API, not all settings in the CALLBACK_SETTINGS data table are taken into account. The parameters that are included with API callbacks are marked with a checkmark (✓) in the **Web Callback** column of the CALLBACK_SETTINGS parameters table. For some settings, the API reads them, but only when an associated parameter is set to `true`. For information about the settings and relevant parameters, see Web Callbacks (API) in the *Designer User's Guide*.

When you use the Callback UI to book a Scheduled callback, only available timeslots are returned for the hours configured. However, when you use the callbacks/create API to book a Scheduled callback, the slot availability is *not* checked. Genesys strongly recommends that you use the other Genesys Engagement Services (GES) APIs to check parameters before booking the callback. The following APIs are relevant in this situation:

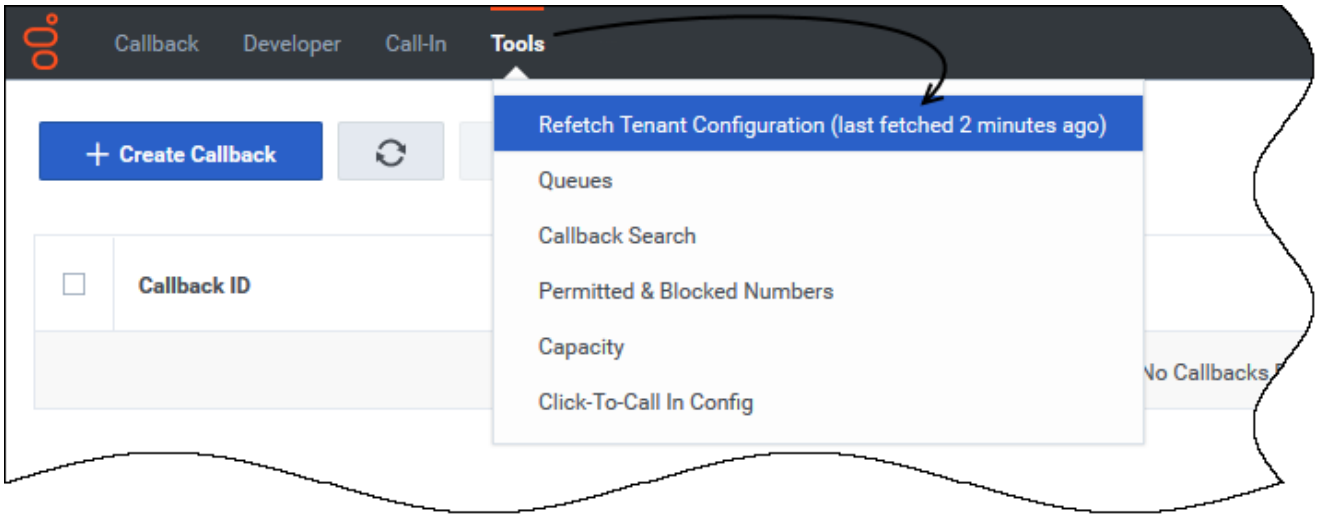
- To check if the office is open (configured in the **Business Hours** column in the CALLBACK_SETTINGS data table), use the /callbacks/open-for API.
- To check which Scheduled callback timeslots are available (configured in the **Business Hours**, **Slot Capacity**, and **Slot Duration** columns in the CALLBACK_SETTINGS data table), use the /callbacks/availability API.
- To check the values of **Immediate Enabled** and **Scheduled Enabled** for a callback virtual queue, use the /callbacks/queue-status API.

Starting with GES version 100.0.003.0156, you can use the open-for API to find the following additional information, but only when certain input parameters are set to `true`. The following table provides additional information.

open-for API input parameter = `true`	Associated output parameter and values
queryImmediateOfferHours	**immediateOfferHoursOpenFor** The API returns the following values: • If **Immediate Offer Hours** is not configured for

open-for API input parameter = `true`	Associated output parameter and values
	the callback virtual queue, the API returns `-1`. • If **Immediate Offer Hours** is configured, but the current time is outside of the configured offer hours, the API returns `0`. • If **Immediate Offer Hours** is configured and the current time is within the offer hours, the API returns the number of seconds until the end of the business day associated with **Immediate Offer Hours**. **NOTE:** If you specify a value for the **start** parameter, then that value is used as the current time for any open-for API calculation. However, because some of the open-for API output parameters depend on estimated wait time, and estimated wait time is a real-time calculation, Genesys recommends that you avoid specifying a **start** time when using **queryImmediateOfferHours** or **returnWithinImmediateOfferTime**.
returnWithinImmediateOffertime	**isWithinImmediateOfferTime** Indicates whether Immediate callbacks can be offered based on: • The current time. • The current estimated wait time. • **Immediate Offer Hours**, if configured. • **Business Hours** and **Immediate Blackout (minutes)** when **Immediate Offer Hours** is not configured.
checkImmediateEnabled	**isImmediateEnabled** The API returns the **Immediate Enabled** value that's set for the callback virtual queue.

Refreshing your Tenant configuration data



During the process of migrating from an older version of Callback, you can use the Tools > Refetch Tenant Configuration menu option to immediately reflect recent changes to Tenant configuration in your Callback UI or to find out when the Tenant configuration data was last refreshed. The actual Tenant configuration is performed in Platform Administration or Agent Setup.

By default, Callback fetches the Tenant configuration every 30 minutes. When you click **Refetch Tenant Configuration**, the system refreshes Tenant configuration data wherever it exists throughout the Callback UI.

Once you are fully migrated to the latest version of Callback, there is no data in the UI that will be impacted by selecting this menu option.