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Callback Administrator's Guide

Troubleshooting and validating functionality

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- Administrator

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 screenshot shows the Callback UI interface. The top navigation bar includes 'Callback', 'Developer', 'Call-In', and 'Tools'. The 'Developer' tab is active, and the 'Errors' menu item is highlighted. Below the navigation bar, there are several configuration options: '+ Create Call...', 'State', 'Allowed CORS Domains', and 'Desired Callback Time'. The 'Errors' menu is open, showing options for 'Errors', 'API Key Validation', 'Credential Management', and 'Allowed CORS Domains'. The 'Errors' option is selected, leading to the 'Most Recent Errors' page. This page features a search bar for 'Correlation ID' and a table of error records. To the right of the table is a panel titled 'Select an Error to View Details'.

Correlation ID	URL	Method	Time Stamp	Status Code
0b3f9540-a8c9-11e9-881c-4d...	ipnpsvc/callback	GET	2019-07-17T19:28:24.362Z	50001
5741f520-a8b8-11e9-acbd-e7...	ipnpsvc/callback	GET	2019-07-17T17:28:50.539Z	50001
17d95120-a832-11e9-97d3-87...	ipnpsvc/callback	GET	2019-07-17T01:27:51.505Z	50001
ba130650-a7bc-11e9-8228-f7...	ipnpsvc/callback	GET	2019-07-16T11:27:43.067Z	50001
36601d20-a758-11e9-b079-2f...	ipnpsvc/callback	GET	2019-07-15T23:28:12.671Z	50001
65e9f9a0-a747-11e9-8c38-fb5...	ipnpsvc/callback	GET	2019-07-15T21:27:50.741Z	5701

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.

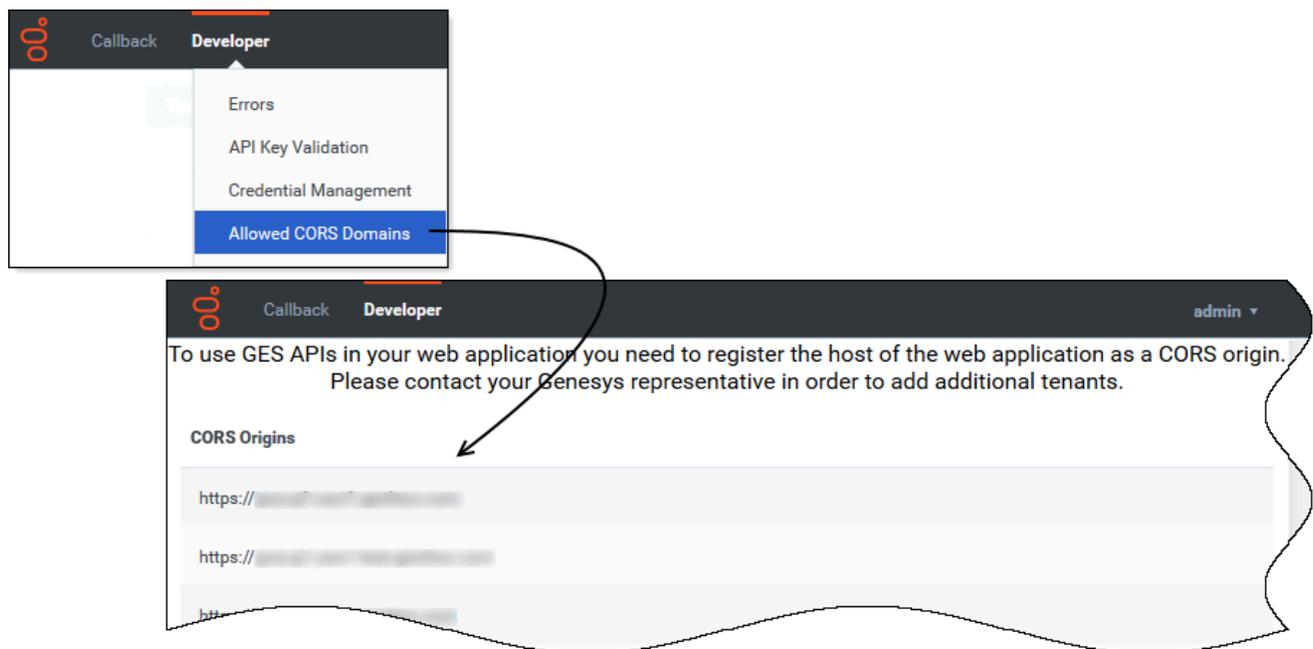
Video: Purging callbacks

[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

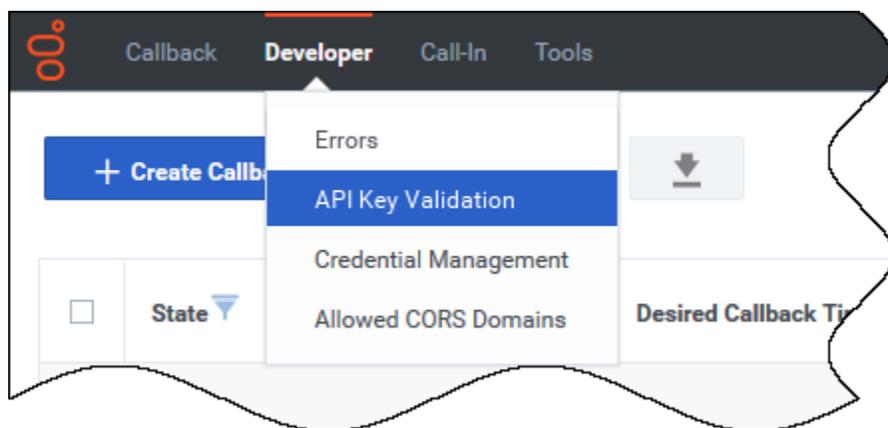
Web application's host must be registered as a "safe" domain or origin. The **Developer** tab includes an **Allowed CORS Domains** page, which you can access from the **Developer** tab menu. On the **Allowed CORS Domains** page, you can view the list of domains or origins that have been provisioned for 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

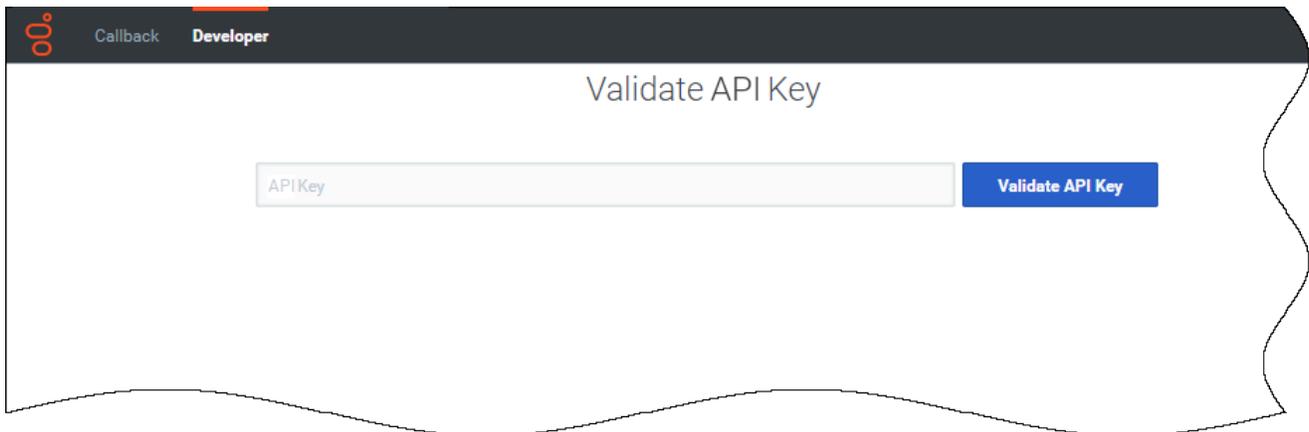
If you use Callback from the Genesys Multicloud CX hosted service, contact your Genesys representative to add cross-region resources to the list. If you don't have the **Allowed CORS Domains** page in your Callback UI, contact Genesys Customer Care to request it.

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**.

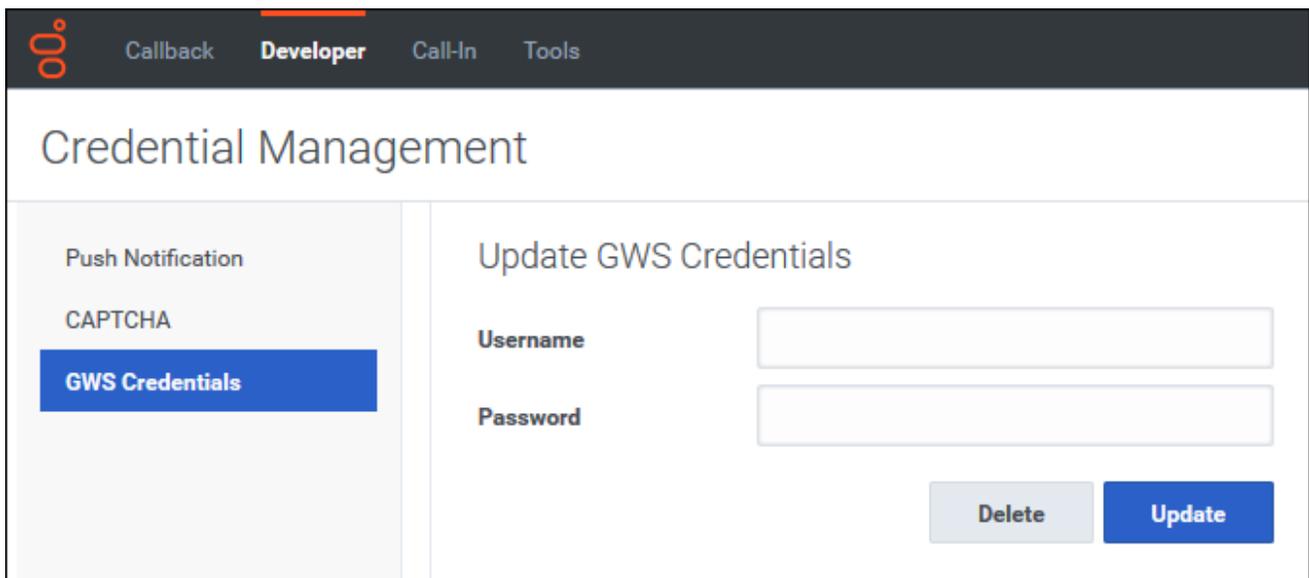


Copy/paste your API Key into the text box and click **Validate API Key**.

- 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:

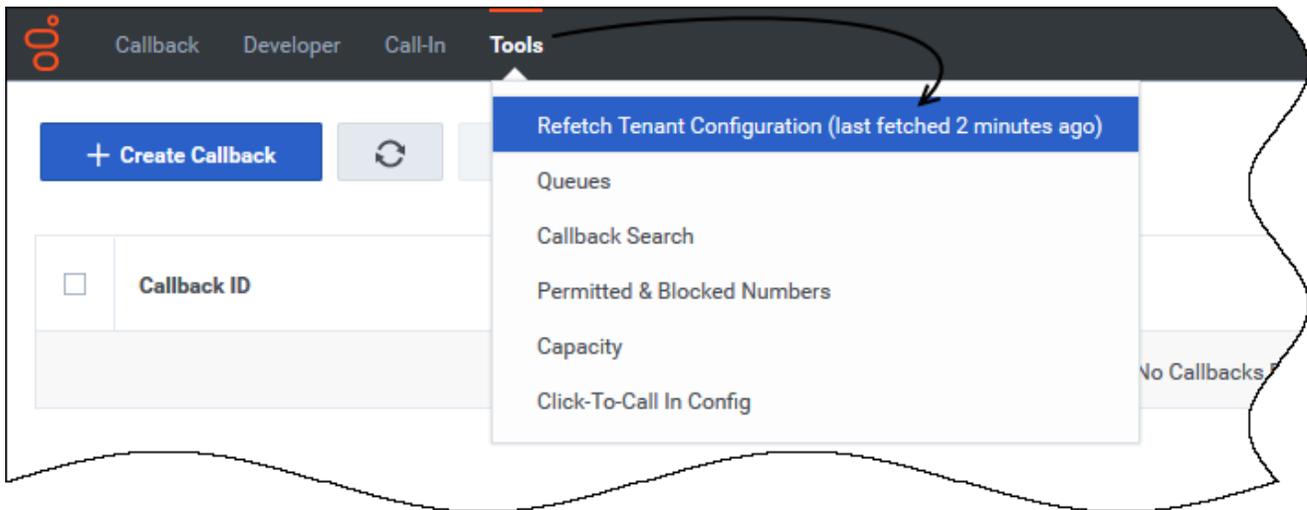
- To check if the office is open (configured in the **Business Hours** column in the CALLBACK_SETTINGS data table), use the /callbacks/open-for API.
- To check which Scheduled callback timeslots are available (configured in the **Business Hours, Slot Capacity**, and **Slot Duration** columns in the CALLBACK_SETTINGS 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: <ul style="list-style-type: none">• If Immediate Offer Hours is not configured for

open-for API input parameter = true	Associated output parameter and values
	<p>the callback virtual queue, the API returns -1.</p> <ul style="list-style-type: none"> • 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. <p>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.</p>
returnWithinImmediateOffertime	<p>isWithinImmediateOfferTime</p> <p>Indicates whether Immediate callbacks can be offered based on:</p> <ul style="list-style-type: none"> • 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	<p>isImmediateEnabled</p> <p>The API returns the Immediate Enabled value that's set for the callback virtual queue.</p>

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.