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## Callback Administrator's Guide

Configuring Country and Number Validation rules

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- Administrator

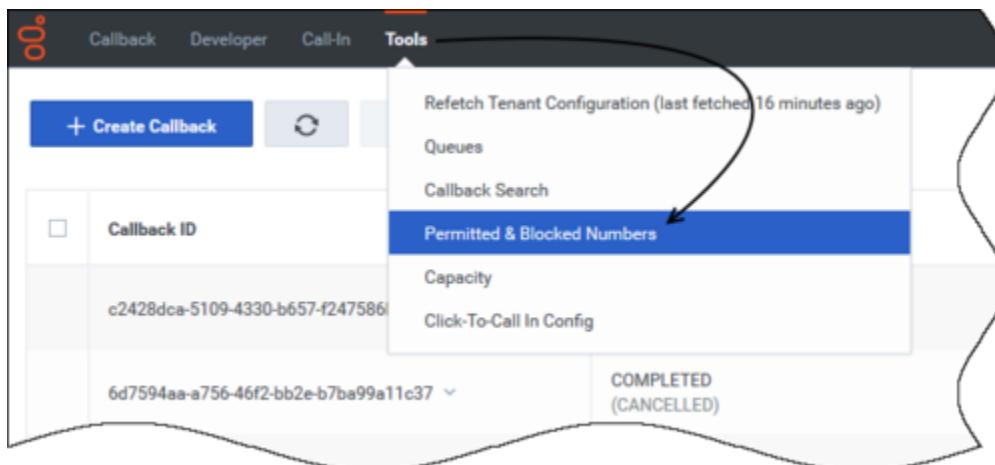
As a Callback administrator, you want the added security of blocking callbacks to certain numbers and countries. To do that, you'll configure a Country and Number Validation rule in Genesys Callback and assign it to at least one callback queue. You can test your rules before assigning them to a queue or when troubleshooting. You can also edit and delete existing rules, as required.

## Related documentation:

### Important

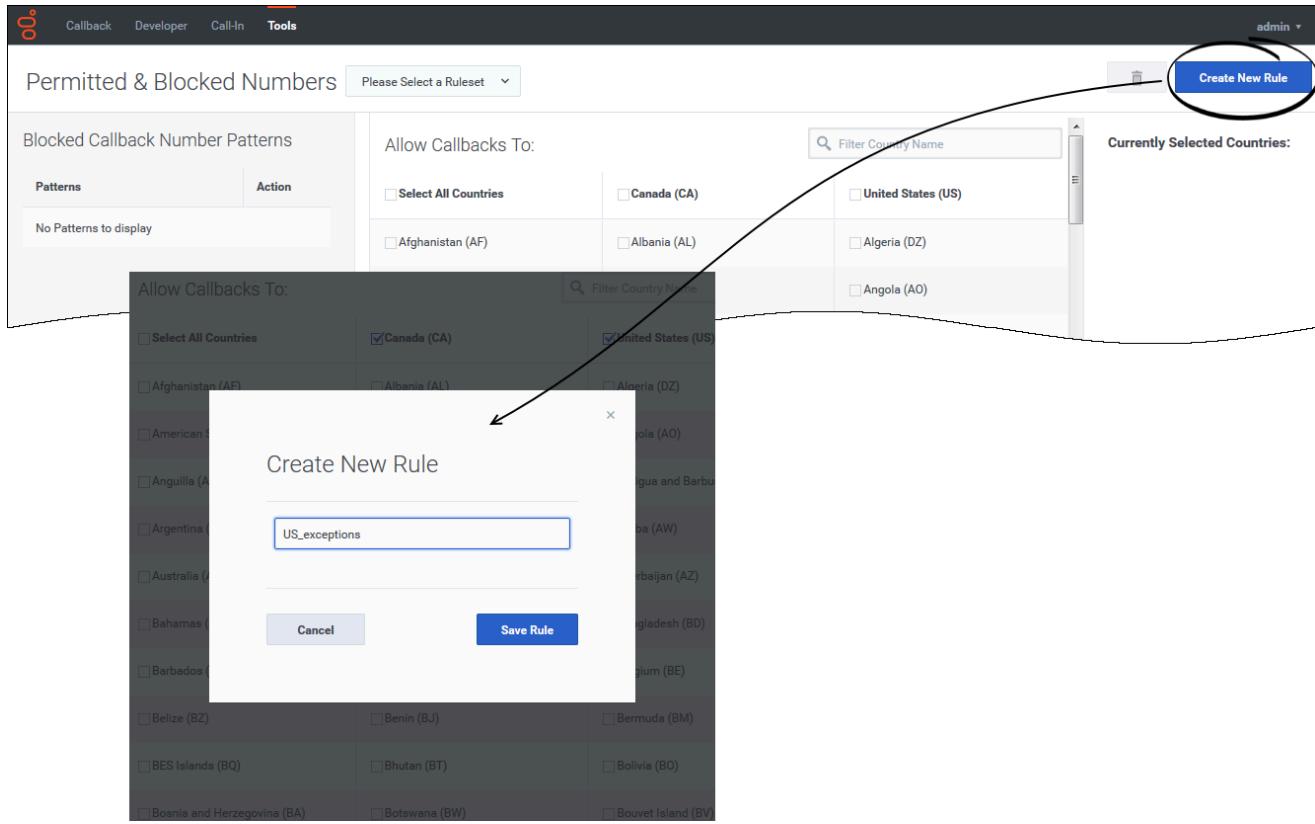
To create, edit, or delete country and number validation rules, you must be a member of the **Callback Administrator**, **Callback Developer**, or **Callback Supervisor** role.

To avoid initiating callbacks to certain countries or to numbers that you know to be fraudulent, you can configure country and number validation rules on the **Tools > Permitted & Blocked Numbers** page, and then assign those rules to queues on the Callback Queues page. You can create a rule to specify the list of countries to which you permit callbacks for specific queues. You can also optionally enhance a rule by defining simple or complex (regular expression) numeric patterns that will block callback attempts to matching numbers.



Once a rule is configured, you can assign it to as many queues as necessary. It is important to note, though, that you can assign only one rule to each queue. Before creating a rule, consider to which queue or queues you will assign it and make sure that the rule incorporates the countries to which you permit callbacks for that queue as well as any numeric patterns in any of those countries that you want to block. Rules are checked before the system initiates a callback.

## Configuring Country and Number Validation Rules



The screenshot shows the 'Permitted & Blocked Numbers' configuration page. At the top right, there is a 'Create New Rule' button with a circled arrow pointing to it. In the center, a modal window titled 'Create New Rule' is open, showing a list of countries with checkboxes. An arrow points from the 'Create New Rule' button in the modal to the 'Create New Rule' button in the top right corner of the main interface. The main interface shows a table of 'Allow Callbacks To:' countries with checkboxes, and a search bar for 'Filter Country Name'.

The first step in creating a new country and number validation rule is to give the rule a name. Later, you will need to pick the rule from a list when you assign it to a queue, so make sure the name is descriptive enough for you to understand what it allows and denies.

Permitted & Blocked Numbers US\_exceptions No Associated Queues trash Create New Rule

Blocked Callback Number Patterns

Patterns	Action
18005555555	<span>edit</span> <span>remove</span>

Add Pattern 18005555555 +

Test Phone Number Test phone number

● **Unsaved Changes!**

Revert Save Changes

Allow Callbacks To:

Filter Country Name		
<input type="checkbox"/> Select All Countries	<input type="checkbox"/> Canada (CA)	<input checked="" type="checkbox"/> United States (US)
<input type="checkbox"/> Afghanistan (AF)	<input type="checkbox"/> Albania (AL)	<input type="checkbox"/> Algeria (DZ)
<input type="checkbox"/> American Samoa (AS)	<input type="checkbox"/> Andorra (AD)	<input type="checkbox"/> Angola (AO)
<input type="checkbox"/> Anguilla (AI)	<input type="checkbox"/> Antarctica (AQ)	<input type="checkbox"/> Antigua and Barbuda (AG)
<input type="checkbox"/> Argentina (AR)	<input type="checkbox"/> Armenia (AM)	<input type="checkbox"/> Aruba (AW)
<input type="checkbox"/> Australia (AU)	<input type="checkbox"/> Austria (AT)	<input type="checkbox"/> Azerbaijan (AZ)
<input type="checkbox"/> Bahamas (BS)	<input type="checkbox"/> Bahrain (BH)	<input type="checkbox"/> Bangladesh (BD)
<input type="checkbox"/> Barbados (BB)	<input type="checkbox"/> Belarus (BY)	<input type="checkbox"/> Belgium (BE)
<input type="checkbox"/> Belize (BZ)	<input type="checkbox"/> Benin (BJ)	<input type="checkbox"/> Bermuda (BM)
<input type="checkbox"/> BES Islands (BQ)	<input type="checkbox"/> Bhutan (BT)	<input type="checkbox"/> Bolivia (BO)
<input type="checkbox"/> Bosnia and Herzegovina (BA)	<input type="checkbox"/> Botswana (BW)	<input type="checkbox"/> Bouvet Island (BV)
<input type="checkbox"/> Brazil (BR)	<input type="checkbox"/> British Indian Ocean Territory (IO)	<input type="checkbox"/> British Virgin Islands (VG)
<input type="checkbox"/> Brunei Darussalam (BN)	<input type="checkbox"/> Bulgaria (BG)	<input type="checkbox"/> Burkina Faso (BF)

Currently Selected Countries:  
United States (US)

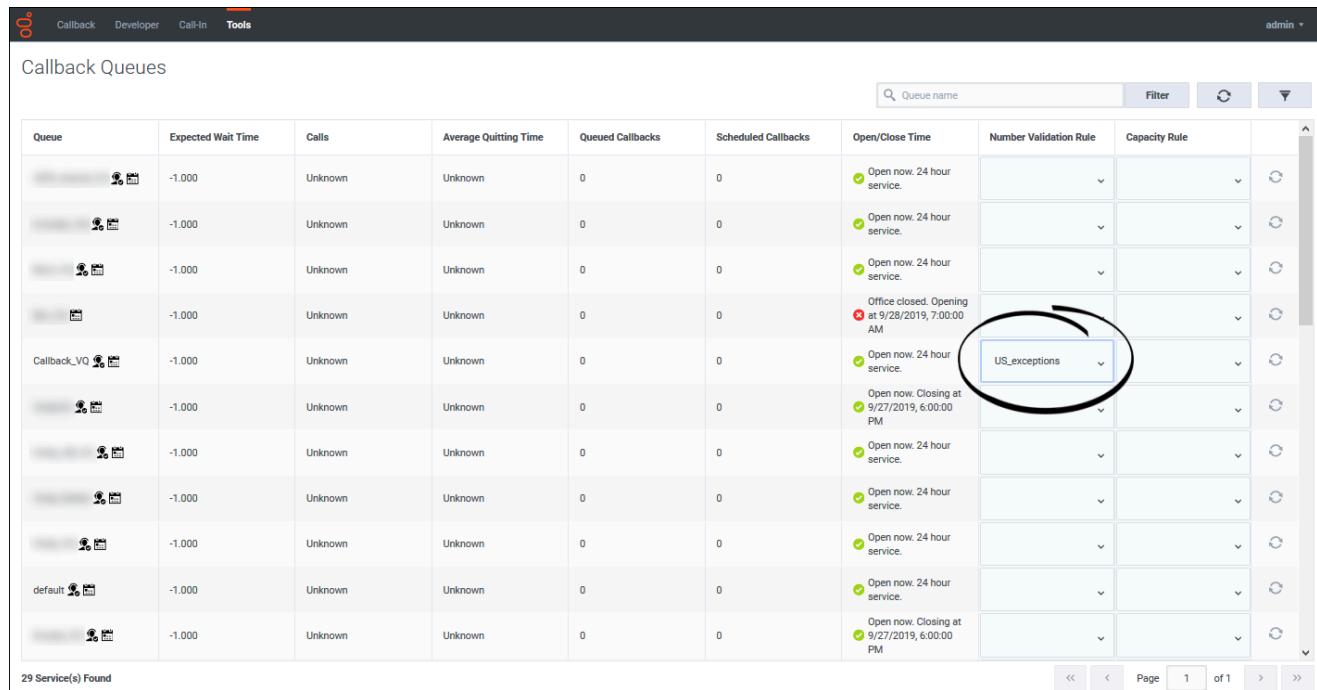
When creating a rule, you must select at least one country on the **Permitted & Blocked Numbers** page. You can enter *blocked number patterns* only after you make country selections. Adding a country to the rule means that you allow callbacks to that country. For countries that are not added to a rule, no callback attempt will be initiated on the queue or queues to which the rule is applied.

After you have selected the countries to which you allow callbacks, enter any patterns that you want to block. Patterns must be entered as regular expressions. For example, if you have a list of suspicious phone numbers for the selected countries and you do not want the system to make callback attempts to those numbers, then add those to the rule.

The figures on this page show the addition of specific numbers, but you could enter `^1234[0-9]+`, which would match any phone number that starts with 1234. While a rule must contain at least one country, the addition of blocked number patterns is optional.

To add a blocked number pattern, simply enter it in the field and click "plus" (⊕). You must enter patterns individually; that is, enter a pattern and add it to the rule before entering another pattern.

## Assigning rules to queues



Queue	Expected Wait Time	Calls	Average Quitting Time	Queued Callbacks	Scheduled Callbacks	Open/Close Time	Number Validation Rule	Capacity Rule	
	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	▼	▼	
	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	▼	▼	
	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	▼	▼	
	-1.000	Unknown	Unknown	0	0	Office closed. Opening at 9/28/2019, 7:00:00 AM	▼	▼	
Callback_VQ	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	▼	▼	
	-1.000	Unknown	Unknown	0	0	Open now. Closing at 9/27/2019, 6:00:00 PM	▼	▼	
	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	▼	▼	
	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	▼	▼	
	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	▼	▼	
default	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	▼	▼	
	-1.000	Unknown	Unknown	0	0	Open now. Closing at 9/27/2019, 6:00:00 PM	▼	▼	

After you have configured at least one rule, you can assign the rules to your queues. You can assign a rule to multiple queues, but you can assign only one rule to each queue.

To assign a rule to a queue, navigate to the **Tools > Queues** page in your Callback UI. Locate a queue to which you want to assign a rule. You might need to filter the list of queues to locate what you're looking for. Once you find the queue, open the drop-down menu in the **Number Validation Rule** column. Select the rule that you want to assign to the queue. The rule is applied to the queue immediately and that change to the queue is saved automatically.

## Editing and deleting rules

The screenshot shows the 'Permitted & Blocked Numbers' page in a software application. At the top, there are tabs: 'Callback', 'Developer', 'Call-In', and 'Tools'. The 'Tools' tab is selected. Below the tabs, the title 'Permitted & Blocked Numbers' is displayed, followed by a dropdown menu showing 'US\_exceptions' and a note '1 Associated Queue(s)'. A large callout bubble points to this note.

The main interface has two main sections: 'Blocked Callback Number Patterns' and 'Allow Callbacks To:'. The 'Blocked Callback Number Patterns' section contains a table with one row: '18005555555' with edit and delete actions. The 'Allow Callbacks To:' section contains a table with three rows:

Patterns	Action	Allow Callbacks To:
18005555555		<input type="checkbox"/> Select All Countries <input type="checkbox"/> Canada (CA) <input type="checkbox"/> Afghanistan (AF) <input type="checkbox"/> Albania (AL)
		<input type="checkbox"/> Select All Countries <input type="checkbox"/> Canada (CA) <input type="checkbox"/> Afghanistan (AF) <input type="checkbox"/> Albania (AL) <input checked="" type="checkbox"/> United States (US) <input type="checkbox"/> Algeria (DZ)

A modal window is open, titled 'Queues Using US\_exceptions:'. It contains a list of queues: 'Callback\_VQ' and a 'Close' button. An arrow points from the 'Associated Queue(s)' note in the main interface to this modal.

For your reference, each rule displays the list of queues to which the rule is assigned (or indicates that the rule is not yet assigned) so you will know which queues, if any, you are impacting when you edit a rule.

Changes that you make to a rule's definition are applied to any queue to which the rule is assigned as soon as you click **Save Changes**. If, while editing a rule, you decide that you want to discard your changes – perhaps you have made some mistakes or you discover that you are editing the wrong rule – click **Revert** to return the rule to its last-saved configuration.

Add Pattern

+

Test Phone Number

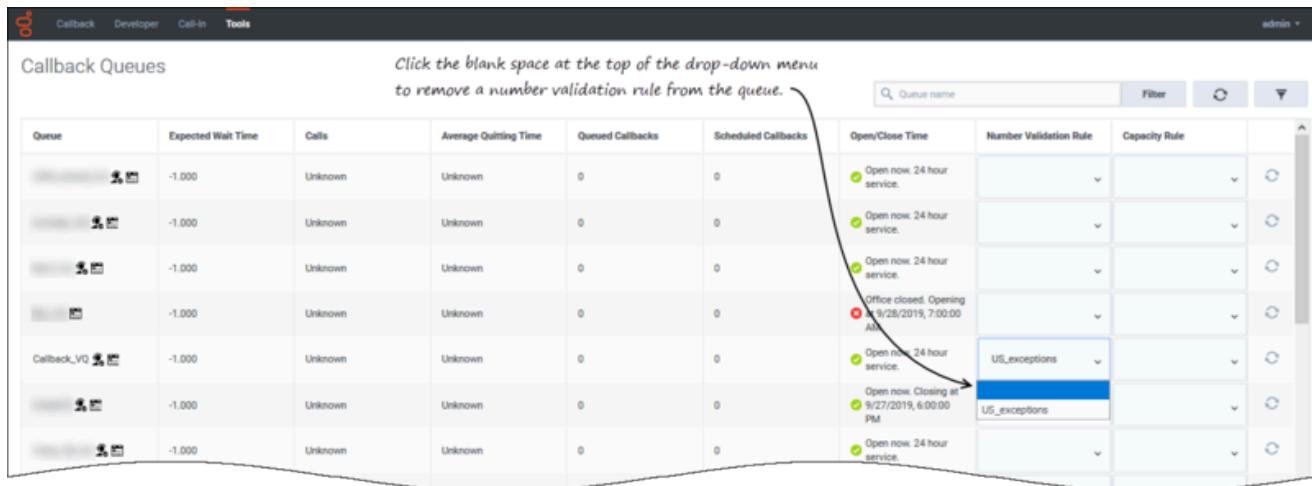
! Unsaved Changes!

Revert
Save Changes

- Bahamas (BS)
- Barbados (BB)
- Belize (BZ)
- BES Islands (BQ)
- Bosnia and Herzegovina (BA)
- Brazil (BR)
- Brunei Darussalam (BN)

To help you manage impacts to queue activity, the Callback UI does not allow you to delete a rule that is assigned to a queue. Use the list of queues associated with the rule to help you determine if the rule can be safely removed from each assignment.

Navigate to the **Callback Queues** page in the Callback UI to remove a rule from a queue. Once the rule is removed from all queue assignments, you can delete it.



The screenshot shows the 'Callback Queues' page in the Callback UI. The page has a header with tabs: 'Callback', 'Developer', 'Call-in', and 'Tools'. The 'Tools' tab is selected. The main area is titled 'Callback Queues' and contains a table with columns: Queue, Expected Wait Time, Calls, Average Queuing Time, Queued Callbacks, Scheduled Callbacks, Open/Close Time, Number Validation Rule, and Capacity Rule. A tooltip is displayed above the 'Open/Close Time' column, stating: 'Click the blank space at the top of the drop-down menu to remove a number validation rule from the queue.' An arrow points from this tooltip to the dropdown menu in the 'Number Validation Rule' column for the first queue. The dropdown menu is open, showing several options: 'Open now: 24 hour service.', 'Open now: 24 hour service.', 'Open now: 24 hour service.', 'Office closed. Opening 9/28/2019, 7:00:00 AM', 'Open now: 24 hour service.', 'Open now: Closing at 9/27/2019, 6:00:00 PM', and 'Open now: 24 hour service.' The option 'US\_exceptions' is highlighted with a blue selection bar.

## Testing a number pattern

The screenshot shows the 'Permitted & Blocked Numbers' page. On the left, a table lists a single blocked callback number pattern: '18005555555'. On the right, a section titled 'Allow Callbacks To:' shows a search bar with 'Viet Nam (VN)' and a list of countries. The 'United States (US)' is selected. Below this, a 'Test Phone Number' field contains '8445555555'. A red error message is displayed: 'Test Failed! The country of the phone number is not in the allowable list: Viet Nam (VN)'. Arrows from the text 'Test Failed!' and the error message point to the 'Test Phone Number' field.

After you have created and saved a rule, you can use the rule to validate any number quickly using the testing feature on the **Permitted & Blocked Numbers** page. For example, you might be troubleshooting an error and you want to see if a rule might be interfering with the callback.

Enter a number in the **Test Phone Number** field. The number fails the rule's validation test if the number belongs to a country that is not added to that rule or if the number matches any one of the defined blocked number patterns.

If the number fails the check against allowable countries, then the system returns this reason for failure and does not validate the number against the blocked number patterns, even though the number might also fail that test.

Permitted & Blocked Numbers

US\_exceptions No Associated Queues

admin ▾

Blocked Callback Number Patterns

Patterns	Action
18005555555	

Add Pattern

Enter Regular Expression Pattern

Test Phone Number

Test Failed! Phone Number matches Pattern: 18005555555

Revert Save Changes

Allow Callbacks To:

Filter Country Name		
<input type="checkbox"/> Select All Countries	<input type="checkbox"/> Canada (CA)	<input checked="" type="checkbox"/> United States (US)
<input type="checkbox"/> Afghanistan (AF)	<input type="checkbox"/> Albania (AL)	<input type="checkbox"/> Algeria (DZ)
<input type="checkbox"/> American Samoa (AS)	<input type="checkbox"/> Andorra (AD)	<input type="checkbox"/> Angola (AO)
<input type="checkbox"/> Anguilla (AI)	<input type="checkbox"/> Antarctica (AQ)	<input type="checkbox"/> Antigua and Barbuda (AG)
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<input type="checkbox"/> Brazil (BR)	<input type="checkbox"/> British Indian Ocean Territory (IO)	<input type="checkbox"/> British Virgin Islands (VG)
<input type="checkbox"/> Brunei Darussalam (BN)	<input type="checkbox"/> Bulgaria (BG)	<input type="checkbox"/> Burkina Faso (BF)

Currently Selected Countries:  
United States (US)

If a number passes the country validation test, then it is checked against the blocked number patterns.

The screenshot shows the 'Permitted & Blocked Numbers' page. On the left, there's a table for 'Blocked Callback Number Patterns' with one row: '18005555555'. On the right, there's a list of countries under 'Allow Callbacks To' with 'United States (US)' checked. A test phone number '18005555554' is being entered into a field, and a message says 'Phone number passed exceptions! Phone number is from country: United States (US)'. There are 'Revert' and 'Save Changes' buttons at the bottom.

Patterns	Action
18005555555	

Allow Callbacks To:

Currently Selected Countries:  
United States (US)

Country	Code
Canada (CA)	
<input checked="" type="checkbox"/> United States (US)	
Albania (AL)	
Andorra (AD)	
Anguilla (AI)	
Antarctica (AQ)	
Argentina (AR)	
Armenia (AM)	
Australia (AU)	
Austria (AT)	
Bahamas (BS)	
Bahrain (BH)	
Barbados (BB)	
Belarus (BY)	
Belize (BZ)	
BES Islands (BQ)	
Bosnia and Herzegovina (BA)	
Botswana (BW)	
Brazil (BR)	
British Indian Ocean Territory (IO)	
Brunei Darussalam (BN)	
Bulgaria (BG)	
Algeria (DZ)	
Angola (AO)	
Antigua and Barbuda (AG)	
Aruba (AW)	
Azerbaijan (AZ)	
Bangladesh (BD)	
Belgium (BE)	
Bermuda (BM)	
Bolivia (BO)	
Bouvet Island (BV)	
British Virgin Islands (VG)	
Burkina Faso (BF)	

If the number belongs to a country to which callbacks are allowed for that rule and the number is not listed within the blocked number patterns, then the system validates that the number is acceptable for callback attempts.