

# **GENESYS**

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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.

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+	Create Cal	lback	0	Refetch Tenant Configuration (last fetched 16 minutes ago) Queues Callback Search	_(		
	Callback ID c2428dca-5109-4330-b657-f247586			Permitted & Blocked Numbers			
				Capacity 861 Click-To-Call In Config			
	6d7594a	a-a756-46f2-b	b2e-b7ba99	9a11c37 ~ COMPLETED (CANCELLED)			
			-				

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 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.

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Permitted & Blocked	Numbers	US_exceptions Y No Associ	iated Queues		Create New Rule
Blocked Callback Number P	atterns	Allow Callbacks To:		R Filter Country Name	Currently Selected Countries:
Patterns	Action	Select All Countries	Canada (CA)	United States (US)	E United States (US)
18005555555	/ 0	Afghanistan (AF)	Albania (AL)	Algeria (DZ)	
		American Samoa (AS)	Andorra (AD)	Angola (AO)	
	$\backslash$	Anguilla (AI)	Antarctica (AQ)	Antigua and Barbuda (AG)	
		Argentina (AR)	Armenia (AM)	Aruba (AW)	
	$\langle \rangle$	Australia (AU)	□Austria (AT)	Azerbaijan (AZ)	
Add Dottorn		🗌 Bahamas (BS)	□Bahrain (BH)	□ Bangladesh (BD)	
1800555555	/	Barbados (BB)	Belarus (BY)	🗌 Belgium (BE)	
Test Phone Number		Belize (BZ)	□Benin (BJ)	_ Bermuda (BM)	
Test phone number		BES Islands (BQ)	Bhutan (BT)	🗌 Bolivia (BO)	
Unsaved Changes!		Bosnia and Herzegovina (BA)	Botswana (BW)	Bouvet Island (BV)	
		Brazil (BR)	British Indian Ocean Territory (10)	British Virgin Islands (VG)	
Revert	Save Changes	🗌 Brunei Darussalam (BN)	Bulgaria (BG)	🗌 Burkina Faso (BF)	

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

Callback Develope	r Call-In Tools									admin 🔻
Callback Queue	s									
						Q Queue name		Filter C	1	₹
Queue	Expected Wait Time	Calls	Average Quitting Time	Queued Callbacks	Scheduled Callbacks	Open/Close Time	Number Validation Rule	Capacity Rule		^
<b>2</b> iii	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	~		~	0
<b>%</b> E	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	~		~	0
2.	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	~		~	0
	-1.000	Unknown	Unknown	0	0	Office closed. Opening at 9/28/2019, 7:00:00 AM	$\overline{}$		~	0
Callback_VQ 🕵 🛗	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	US_exceptions 🗸		~	0
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2. 11	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	~		~	0
<b>%</b> 🖿	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	~		~	0
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2.	-1.000	Unknown	Unknown	0	0	Open now. Closing at 9/27/2019, 6:00:00 PM	~		~	0
29 Service(s) Found							<< <	Page 1 of 1	>	>>

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



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.



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.

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Callback Queues				the blank space as move a number va	t the top of the dr Ilidation rule from	op-down menu the queue.	Q. Queue name		Filter O	Ŧ
	Queue	Expected Wait Time	Calls	Average Quitting Time	Queued Callbacks	Scheduled Callbacks	Open/Close Time	Number Validation Rule	Capacity Rule	^
	20	-1.000	Unknown	Unknown	0	•	Open now. 24 hour service.	v		0
	3.0	-1.000	Unknown	Unknown	0	•	Open now. 24 hour service.	v		0
	20	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	÷		0
		-1.000	Unknown	Unknown	0	0	Office closed. Opening 9/28/2019, 7:00:00 All	÷		0
	Callback_VQ 💃 🛅	-1.000	Unknown	Unknown	0	0	Open nov 24 hour service.	US_exceptions v		0
	2.0	-1.000	Unknown	Unknown	0	0	Open now. Closing at 9/27/2019, 6:00:00 PM	US_exceptions		0
	3.0	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.	×		0
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## Testing a number pattern



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.

Callback Developer C	Call-In <b>Tools</b>				admin *
Permitted & Blocke	ed Numbers	US_exceptions Y No Assoc	iated Queues		Create New Rule
Blocked Callback Numbe	r Patterns	Allow Callbacks To:		C Filter Country Name	Currently Selected Countries:
Patterns	Action	Select All Countries	Canada (CA)	✓United States (US)	■ United States (US)
18005555555	/ 0	□ Afghanistan (AF)	Albania (AL)	□ Algeria (DZ)	
	$\backslash$	American Samoa (AS)	Andorra (AD)	□ Angola (A0)	
		□ Anguilla (AI)	Antarctica (AQ)	Antigua and Barbuda (AG)	
		Argentina (AR)	Armenia (AM)	Aruba (AW)	
		Australia (AU)	□ Austria (AT)	Azerbaijan (AZ)	
Add Pattern	/	🗌 Bahamas (BS)	□Bahrain (BH)	Bangladesh (BD)	
Enter Regular Expression Pattern	0	Barbados (BB)	Belarus (BY)	🗌 Belgium (BE)	
Test Phone Manufact		Belize (BZ)	Benin (BJ)	🗌 Bermuda (BM)	
18005555555		BES Islands (BQ)	Bhutan (BT)	🗌 Bolivia (BO)	
1 Test Failed! Phone Number n 18005555555	matches Pattern:	Bosnia and Herzegovina (BA)	Botswana (BW)	Bouvet Island (BV)	
		Brazil (BR)	British Indian Ocean Territory (IO)	British Virgin Islands (VG)	
Revert	Save Changes	🗌 Brunei Darussalam (BN)	Bulgaria (BG)	🗌 Burkina Faso (BF)	•

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

Permitted & Blog	cked Numbers	US_exceptions Y No Assoc	ciated Queues		Create New Rul
Blocked Callback Nun	nber Patterns	Allow Callbacks To:		Q Filter Country Name	Currently Selected Countries
Patterns	Action	Select All Countries	Canada (CA)	→ ✓United States (US)	≡ United States (US)
18005555555	/ 0	Afghanistan (AF)	Albania (AL)	□ Algeria (DZ)	-
		American Samoa (AS)	Andorra (AD)	□ Angola (A0)	
		Anguilla (AI)	Aprarctica (AQ)	Antigua and Barbuda (AG)	
		Argentina (AR)	Armenia (AM)	□ Aruba (AW)	
		Australia (AU)	□Austria (AT)	Azerbaijan (AZ)	
dd Dattara		🗌 Bahamas (BS)	□Bahrain (BH)	Bangladesh (BD)	
Idd Pallern		Barbados (BB)	Belarus (BY)	Belgium (BE)	
est Phone Number		Belize (BZ)	Benin (BJ)	Bermuda (BM)	
18005555554	×	BES Islands (BQ)	Bhutan (BT)	🗌 Bolivia (BO)	
Phone number passed e umber is from country: Un	exceptions! Phone ited States (US).	Bosnia and Herzegovina (BA)	Botswana (BW)	Bouvet Island (BV)	
		Brazil (BR)	British Indian Ocean Territory (IO)	British Virgin Islands (VG)	
Rev	ert Save Changes	Brunei Darussalam (BN)	Bulgaria (BG)	🗌 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.