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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.

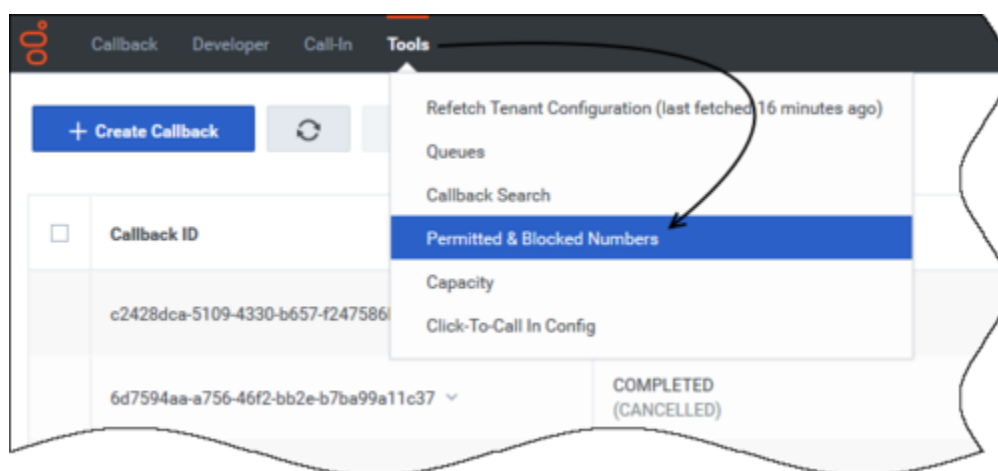
Related documentation:

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Important

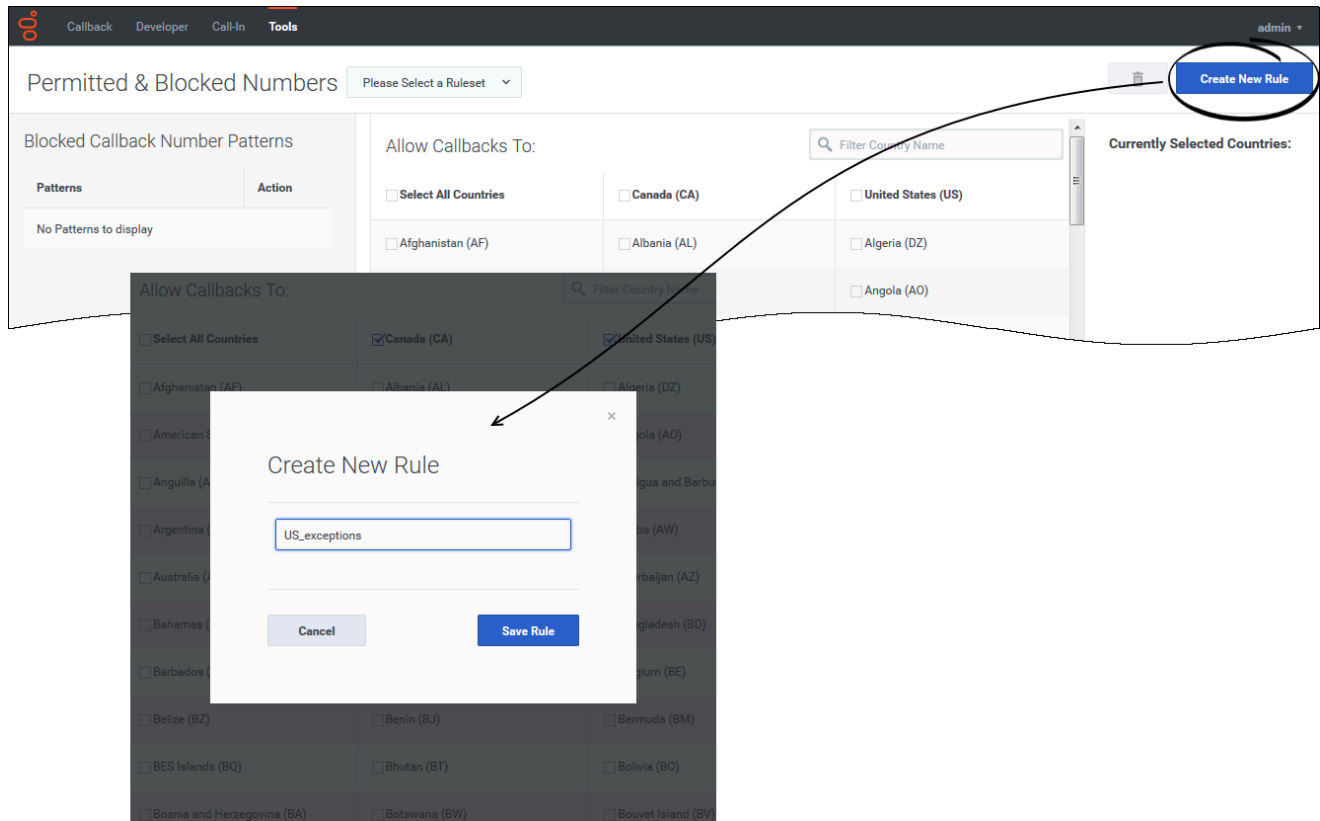
To create, edit, or delete country and number validation rules, you must be a member of the **Callback Administrator**, **Callback Developer**, or **Callback Supervisor** role.

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.

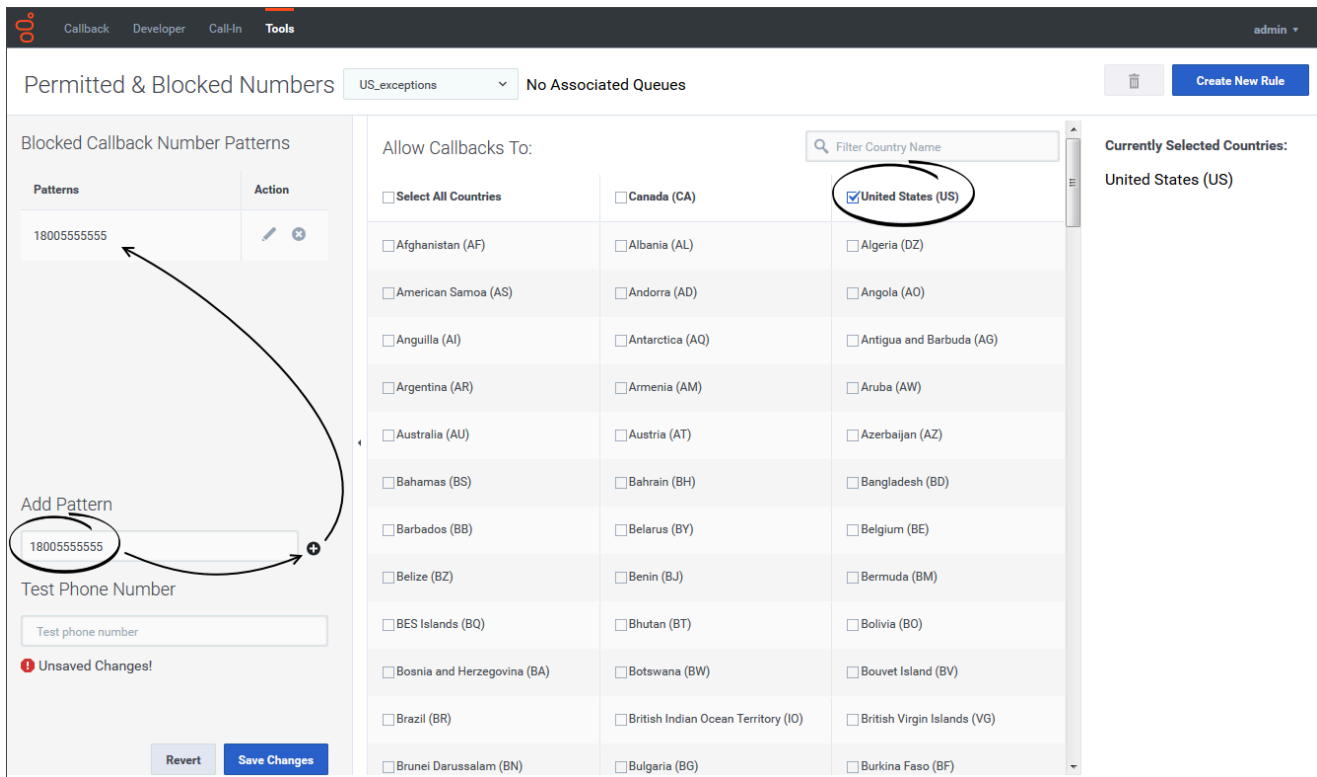


Once a rule is configured, you can assign it to as many queues as necessary. It is important to note, though, that you can assign only one rule to each queue. Before creating a rule, consider to which queue or queues you will assign it and make sure that the rule incorporates the countries to which you 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 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.



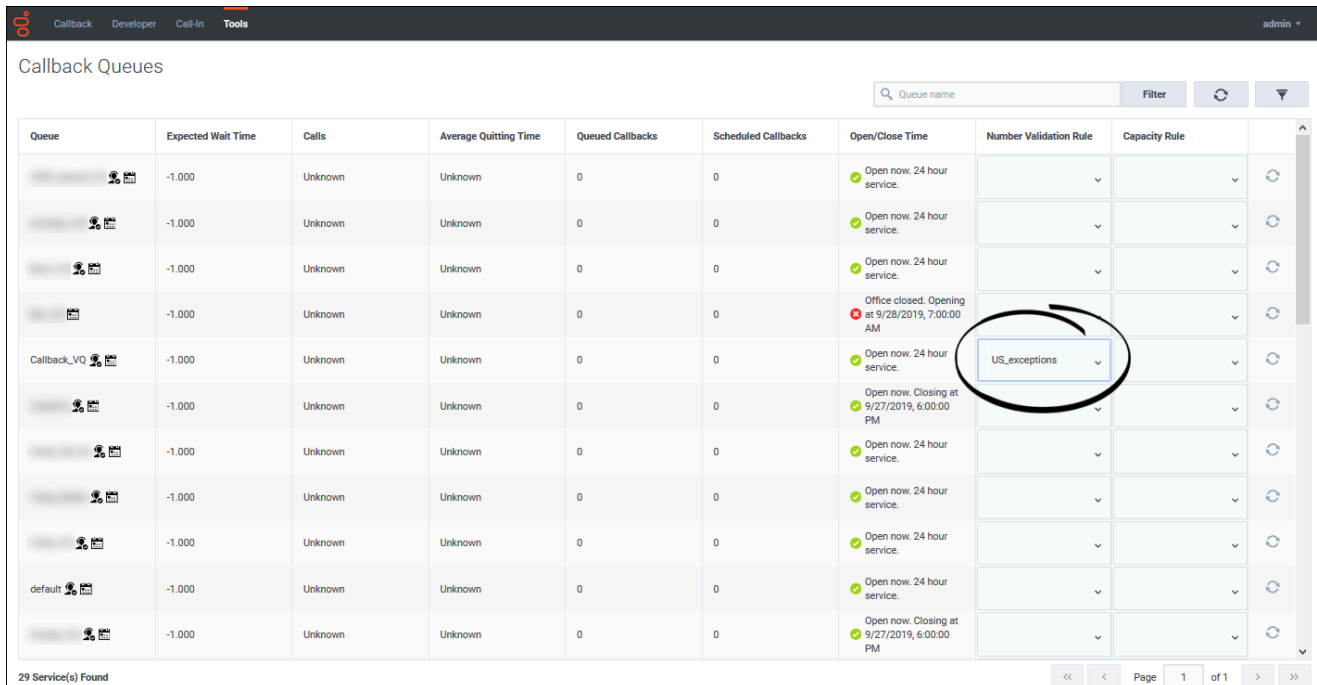
When creating a rule, you must select at least one country on the **Permitted & Blocked Numbers** page. You can enter *blocked number patterns* only after you make country selections. Adding a country to the rule means that you allow callbacks to that country. For countries that are not added to a rule, 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

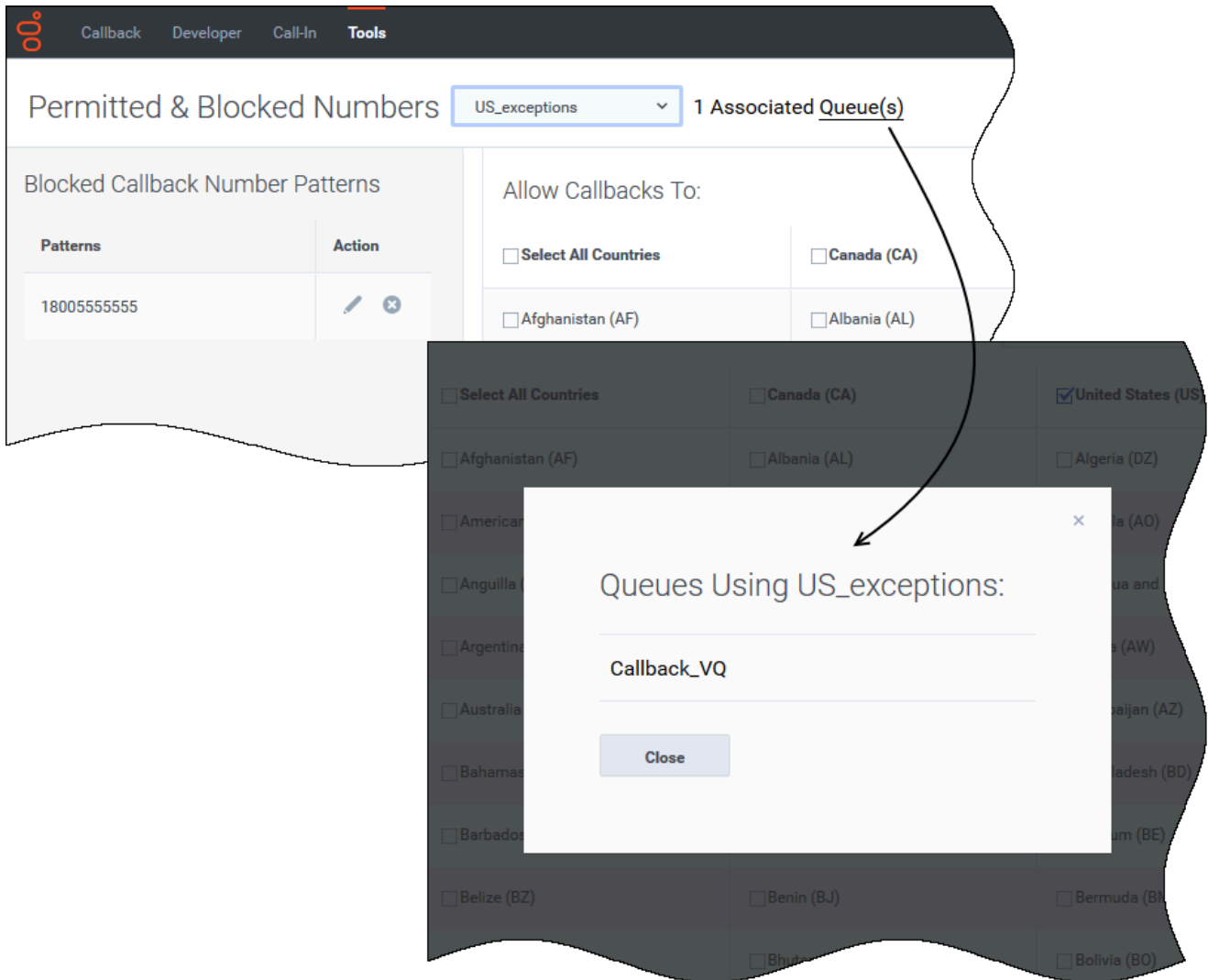


Queue	Expected Wait Time	Calls	Average Quitting Time	Queued Callbacks	Scheduled Callbacks	Open/Close Time	Number Validation Rule	Capacity Rule
	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.		
	-1.000	Unknown	Unknown	0	0	Open now. 24 hour service.		
	-1.000	Unknown	Unknown	0	0	Open now. 24 hour 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.	US_exceptions	
	-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.

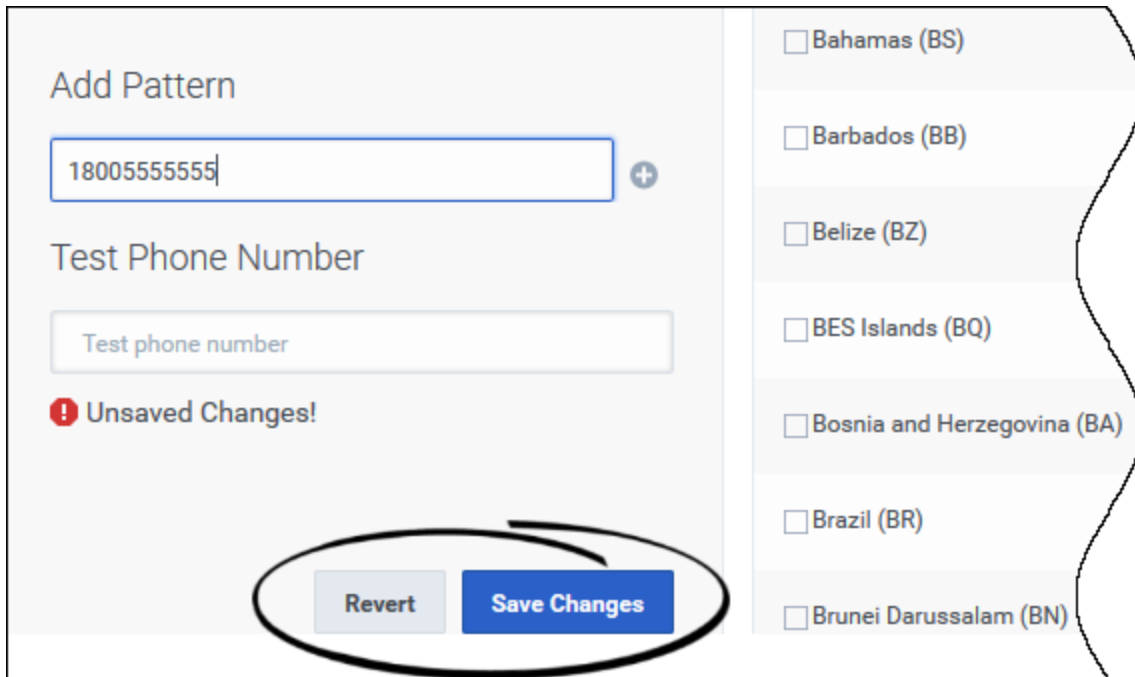
To assign a rule to a queue, navigate to the **Tools > Queues** page in your Callback UI. Locate a queue to which you want to assign a rule. You might need to filter the list of queues to locate what you're looking for. Once you find the queue, open the drop-down menu in the **Number Validation Rule**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



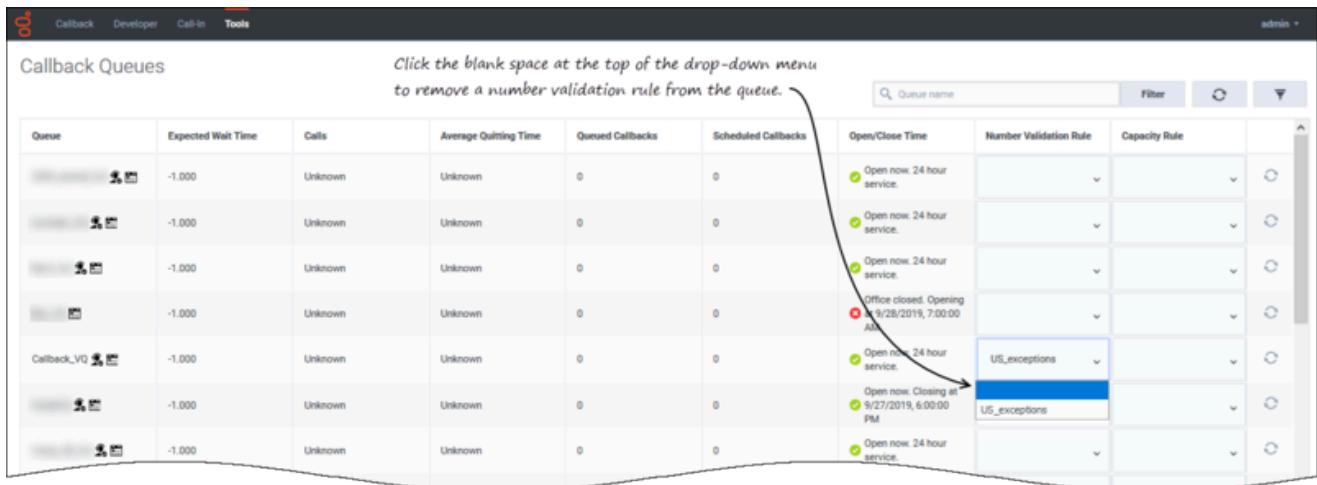
For your reference, each rule displays the list of queues to which the rule is assigned (or indicates that the rule is not yet assigned) so you will know which queues, if any, you are impacting when you edit a rule.

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.



Testing a number pattern

The screenshot shows the 'Permitted & Blocked Numbers' configuration page. The page title is 'Permitted & Blocked Numbers' with a dropdown menu set to 'US_exceptions' and a status of 'No Associated Queues'. There is a 'Create New Rule' button. The page is divided into two main sections: 'Blocked Callback Number Patterns' and 'Allow Callbacks To:'. The 'Blocked Callback Number Patterns' section contains a table with one row: '18005555555'. The 'Allow Callbacks To:' section has a search box containing 'Viet Nam (VN)' and a list of countries, with 'United States (US)' currently selected. Below these sections is an 'Add Pattern' section with a text input field for a regular expression pattern. At the bottom is a 'Test Phone Number' section with a text input field containing '8445555555'. A red error message is displayed below the test number: 'Test Failed! The country of the phone number is not in the allowable list: Viet Nam (VN)'. Two arrows originate from the error message: one points to the 'Viet Nam (VN)' entry in the 'Allow Callbacks To:' list, and the other points to the 'United States (US)' entry in the 'Currently Selected Countries:' list.

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.

The screenshot displays the 'Permitted & Blocked Numbers' configuration page. The top navigation bar includes 'Callback', 'Developer', 'Call-In', and 'Tools'. The page title is 'Permitted & Blocked Numbers' with a dropdown menu set to 'US_exceptions' and a status of 'No Associated Queues'. A 'Create New Rule' button is visible in the top right.

The main content area is divided into three sections:

- Blocked Callback Number Patterns:** A table with columns 'Patterns' and 'Action'. The first row contains the pattern '18005555555' highlighted in yellow. An arrow points from this pattern to the test input field below.
- Allow Callbacks To:** A grid of checkboxes for various countries. 'United States (US)' is checked. A search box 'Filter Country Name' is at the top right of this section.
- Currently Selected Countries:** A list showing 'United States (US)' as the selected country.

At the bottom left, there is an 'Add Pattern' section with an input field 'Enter Regular Expression Pattern' and a 'Test Phone Number' section. The test input field contains '18005555555' and is circled in black. Below it, a red error message reads: 'Test Failed! Phone Number matches Pattern: 18005555555'. 'Revert' and 'Save Changes' buttons are at the bottom of the page.

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

The screenshot displays the 'Permitted & Blocked Numbers' configuration page. On the left, a table lists 'Blocked Callback Number Patterns' with one entry: '1800555555'. Below this is an 'Add Pattern' section with a 'Test Phone Number' input field containing '1800555554'. A green checkmark and message confirm: 'Phone number passed exceptions! Phone number is from country: United States (US)'. The main area, 'Allow Callbacks To:', features a grid of country checkboxes. 'United States (US)' is checked, and it is highlighted in the 'Currently Selected Countries' list on the right. A red circle highlights the test input field, and a red arrow points from it to the 'United States (US)' checkbox.

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.