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Callback Administrator's Guide

Provisioning Callback in Designer

4/26/2024

Contents

- 1 Before you start
 - 1.1 Provision the callback virtual queues
- 2 Provisioning your first callback scenario in Designer
 - 2.1 Create your Designer applications
- 3 Provision a Designer application to offer callback through the IVR
- 4 Provision the Designer callback application
- 5 Provision business hours for Callback
- 6 Provision the callback services
 - 6.1 Adding a Callback virtual queue to the CALLBACK_SETTINGS data table
- 7 Testing your callback scenario



- Administrator

Callback is provisioned with Designer. To create and configure Callback services, Designer includes a set of blocks dedicated to Callback. This article provides information about how to provision a basic callback scenario in Designer. For information about the supported callback scenarios, see [Callback Scenarios](#). For information about provisioning the Click-To-Call-In scenario in Designer, see [Provisioning the Click-to-Call-In scenario](#).

Related documentation:

-

Before you start

Before you provision Callback in Designer, make sure that the following objects are created in Platform Administration and ready for use:

- A Callback Administrator.
- Route Points to be used for Inbound strategies that offer Callback.
- Route Points to be used for Outbound strategies, if Callback calls to consumers will be handled by separate Outbound strategies.
- Virtual Queues to store callbacks. Genesys recommends that you use three queues for callbacks. For more information about the virtual queues, see [Provision the callback virtual queues](#).
- At least one agent who will process Callbacks.

Important

Genesys Callback supports voice calls only. Digital interactions are not supported.

Provision the callback virtual queues

In addition to an Inbound virtual queue, Genesys recommends that you have two additional virtual queues for callback reporting purposes. That means that you will have the following three queues for callbacks:

- Inbound virtual queue
- Callback virtual queue
- Outbound virtual queue

Genesys recommends that you use the following naming conventions for the queues:

- Inbound virtual queue: `_VQ`
For example, `Sales_VQ`
- Callback virtual queue: `_VQ_CB`
For example, `Sales_VQ_CB`
- Callback outbound virtual queue: `_VQ_CB_OUT`
For example, `Sales_VQ_CB_OUT`

You might see the term *service* or *service name* in callback-related applications, Widgets, APIs, and in the Callback UI. The service, in this context, is a virtual queue. The service name, therefore, refers to the name of the virtual queue. For example, on the **Callback** page in the UI, the **Service Name** column identifies, by name, the virtual queue associated with each callback.

Having all three callback-related virtual queues provides the following functionality:

- For each call type, the system can keep track of and compare Estimated Wait Time (EWT) and other important queue statistics separately.
- You can configure both historical and real-time reporting. While the Inbound and Callback virtual queues collect statistics such as EWT and which calls accept the callback offer and which calls reject it, the Outbound virtual queue collects data for outbound interactions such as how long the customer had to wait for an agent to connect during the callback attempt.

After you create the virtual queues that will be used in your callback scenario, you must provision applications and Callback services in Designer. The virtual queues that you have created for callback functionality will be required to complete the Designer application and services provisioning.

Provisioning your first callback scenario in Designer

The following Callback provisioning workflow assumes that you have already completed the configuration described in the Before you start section, above.

- Provision Callback for the inbound strategy. For information, see [Create your Designer Applications and Provision a Designer Application to Offer Callback Through the IVR](#).
- Provision Callback for the outbound strategy. For information, see [Create your Designer Applications and Provision the Designer Callback Application](#).
- Provision Business Hours for Callback.
- Provision the Callback services in Designer.
- Test your Callback scenario configuration.

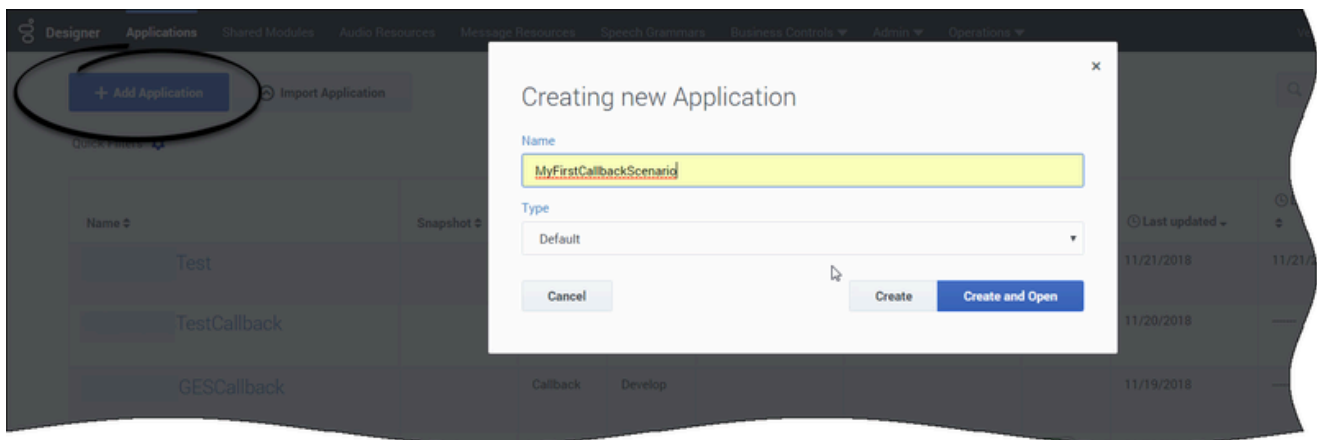
Create your Designer applications

The following table provides information about the types of Designer applications that you require for each supported callback scenario. Create the Designer applications after you have created the Inbound, Callback, and Outbound virtual queues and before you provision the Callback services.

Callback Scenario	Designer Application Type
In-Queue Callback	Default + Callback
Scheduled Callback	Default + Callback
Web Callback	Callback

The following procedures show you how to provision Designer applications for Callback. The Default-type Designer application provides the Callback offer to a customer waiting in a queue; for example, in a scenario where the customer is connected to an IVR. The Callback-type Designer application provides the Callback attempt for scheduled and web callback scenarios.

Provision a Designer application to offer callback through the IVR



In Designer, add a new application. The application type must be Default. This application is used to offer callback through the IVR.

Important

If redirecting a caller to a Designer application that contains IVR callback, only **1-step transfers** are supported.

Application Settings

GeneralAudioReportingDTMF optionsSpeech RecognitionGlobal RetryCachingMisc

Application Reporting Title

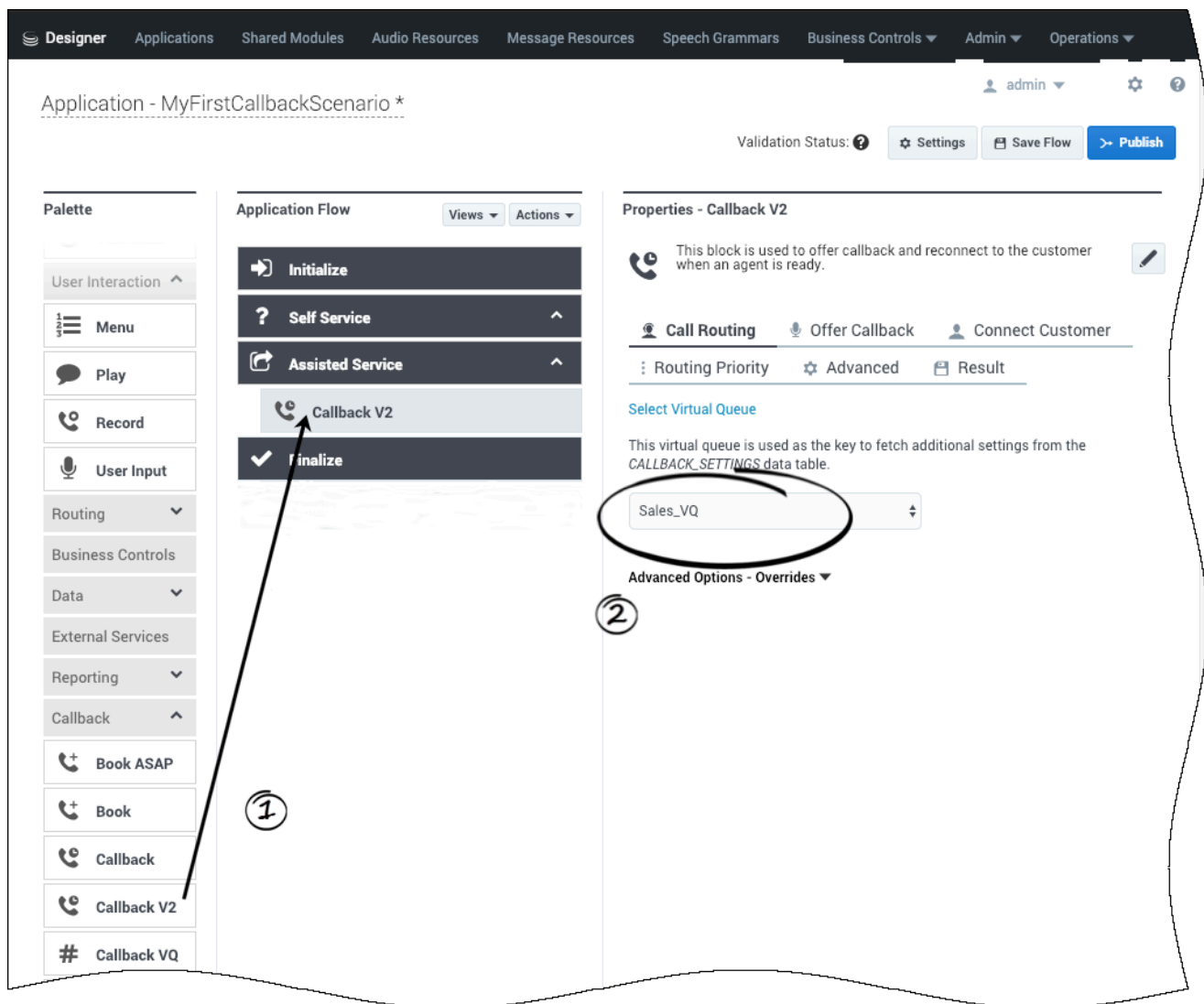
This is used as application label for Designer Analytics.

Application Version

Increase version when making significant changes to application.

Stage

There are no mandatory settings changes for the Default application, however, if there are any specific settings that you typically use for Designer applications, consider if those settings are required for your Callback Default-type application and make any necessary updates.

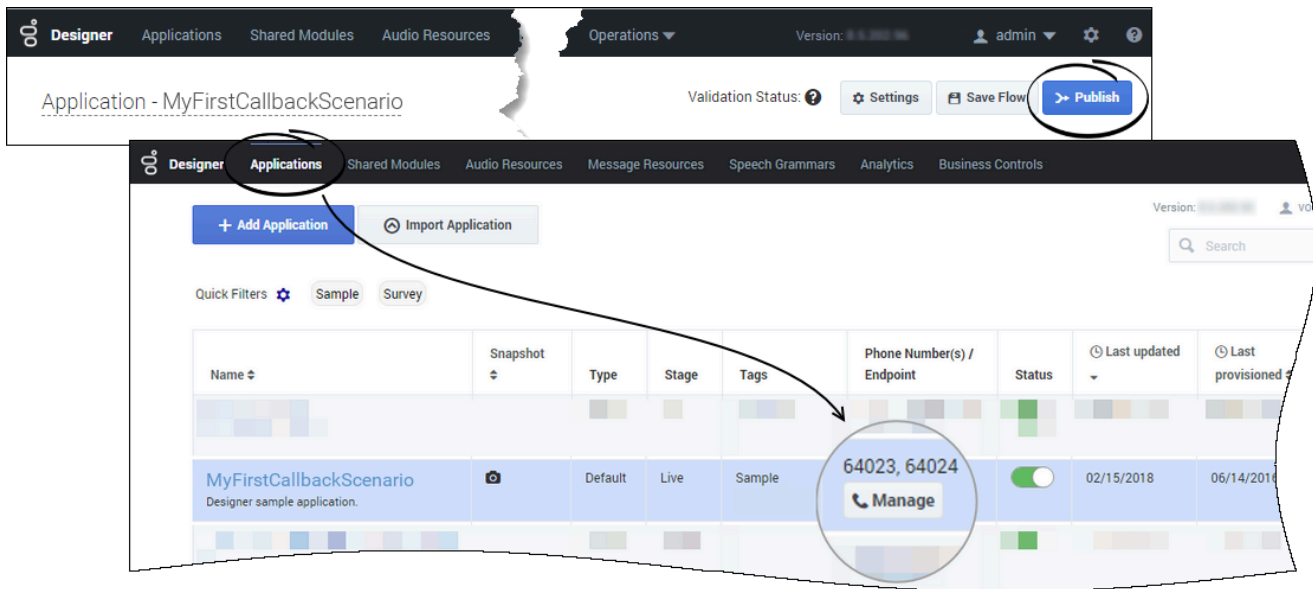


In Designer, select your Default-type application.

Scroll the **Palette** list to reach the **Callback** items. Drag and drop a **Callback V2** block into the **Assisted Service** phase of your application.

In the properties panel, under **Call Routing**, select the Inbound virtual queue that you configured for Callback.

For additional information about the Callback V2 block properties, see the Designer documentation.



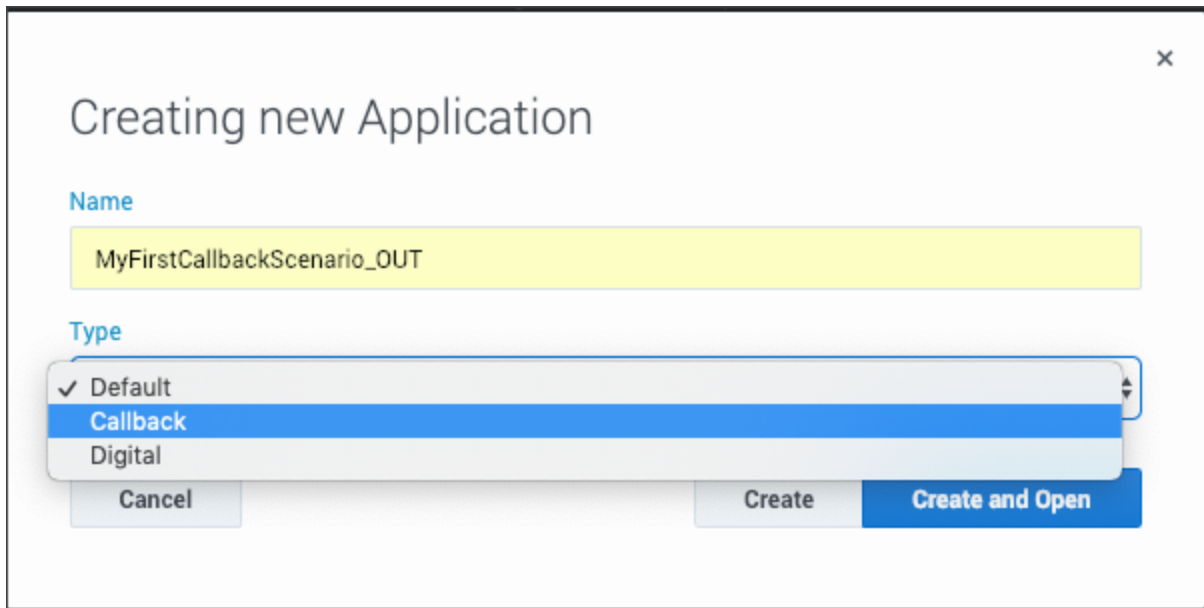
When you complete configuration of the application, you must save and publish it. Remember to assign a phone number to it.

Provision the Designer callback application

This application type is used for setting up outbound callbacks (voice calls only). Digital interactions are not supported.

Important

You must create the Callback-type Designer application before you can edit the CALLBACK_SETTINGS data table.



Creating new Application

Name

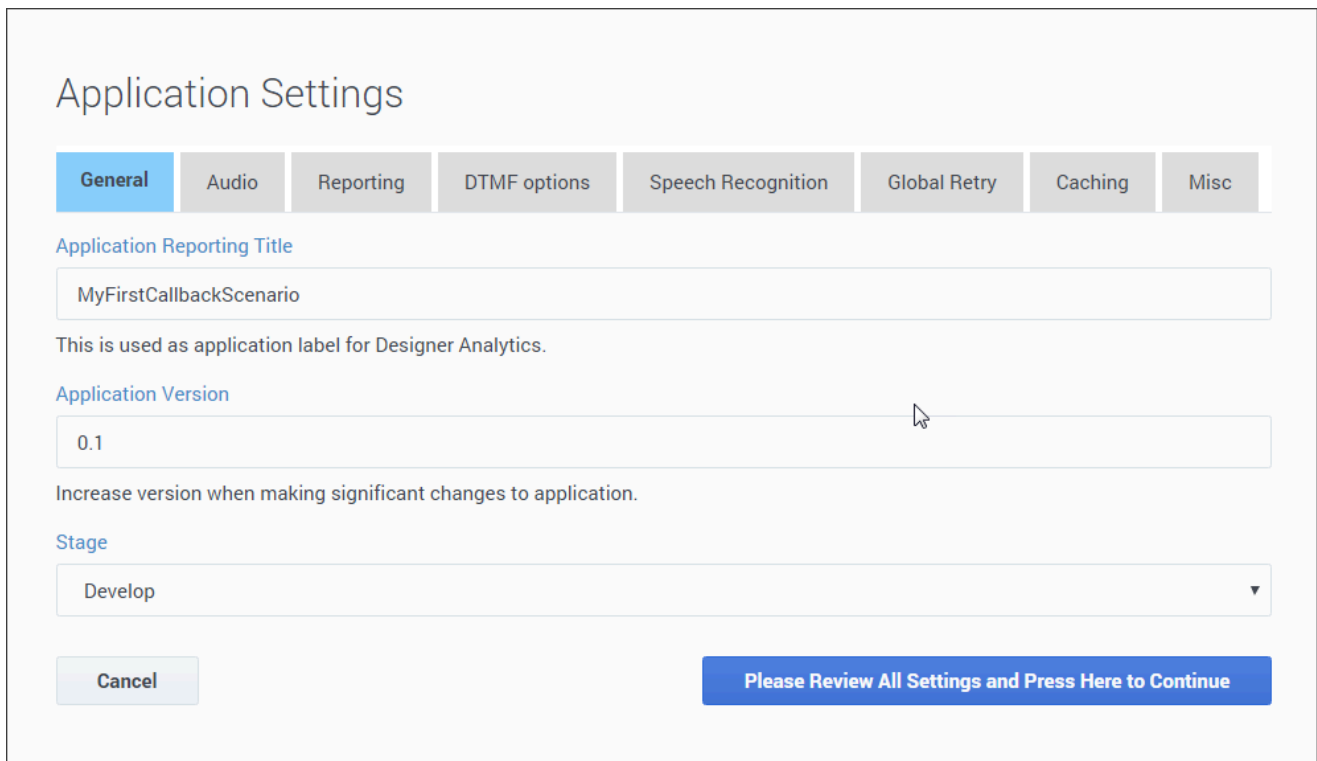
MyFirstCallbackScenario_OUT

Type

- ✓ Default
- Callback
- Digital

Cancel Create Create and Open

In Designer, add a new application. The application type must be Callback. This application is used to re-connect with customers who requested a callback.



Application Settings

General Audio Reporting DTMF options Speech Recognition Global Retry Caching Misc

Application Reporting Title

MyFirstCallbackScenario

This is used as application label for Designer Analytics.

Application Version

0.1

Increase version when making significant changes to application.

Stage

Develop

Cancel Please Review All Settings and Press Here to Continue

There are no mandatory settings changes for the Callback-type application, however, if there are any specific settings that you typically use for Designer

applications, consider if those settings are required for your Callback application and make any necessary updates.

The screenshot shows the Designer interface for an application named "MyFirstCallbackScenario_OUT *". The top navigation bar includes "Designer", "Applications", "Shared Modules", "Audio Resources", "Message Resources", "Speech Grammars", "Business Controls", "Admin", and "Operations". The user is logged in as "admin". The "Validation Status" is shown as a question mark, and there are buttons for "Settings", "Save Flow", and "Publish".

The interface is divided into three main sections:

- Palette:** A sidebar on the left containing various blocks categorized under "Logic, Control", "Business Controls", "External Services", "Reporting", and "Callback". The "Callback" category is expanded, showing options like "Book ASAP", "Book", "Callback", "Callback V2", and "Callback VQ". An arrow points from the "Callback V2" item in the palette to the "Callback V2" block in the application flow.
- Application Flow:** A central workspace showing a sequence of blocks: "Initialize", "Callback V2", and "Finalize". The "Callback V2" block is currently selected.
- Properties - Callback V2:** A panel on the right showing the configuration for the selected block. It includes a description: "This block is used to offer callback and reconnect to the customer when an agent is ready." Below this, there are tabs for "Connect Customer", "Routing Priority", and "Advanced". The "Connect Customer" tab is active, showing a "Result" section with the instruction: "When an agent is ready, select which party should initiate the call." There are two radio button options: "Business to customer" (selected) and "Customer dials in". Below these, there are options for "Shared Modules" and "Templates" (selected). A dropdown menu shows "Callback V2 - Calling Back". At the bottom, there is a table with columns: "Version", "Label", "Note", and "Created".

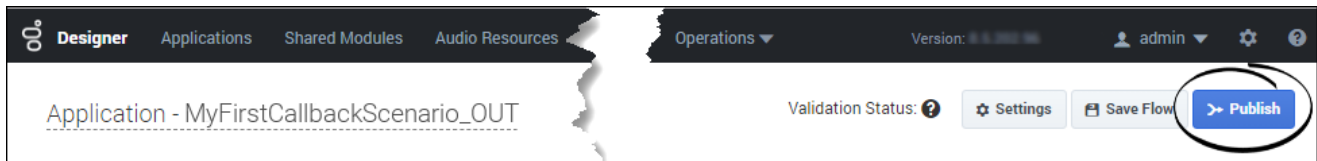
Version	Label	Note	Created
1	Latest	Use latest unpublished save.	06/29/2017

In Designer, select your Callback-type application.

Scroll the **Palette** list to reach the **Callback** items. Then drag and drop a **Callback V2** item into the **Initialize** section of your application. For information about the Callback V2 block properties, see the Designer documentation.

Important

In the Callback V2 properties panel, under **Connect Customer**, only the Business to customer option is currently supported.



When you complete configuration of the application, you must save and publish it. You click **Publish** to make your application available for use. For information about publishing a Designer application, see [Saving and Publishing Your Application](#).

Provision business hours for Callback

In Designer, you must configure the Business Hours object, including the timezone, before you configure the CALLBACK_SETTINGS data table. The time zone that you configure is used for scheduled callbacks. You cannot save the CALLBACK_SETTINGS data table before the business hours are configured.

For information about configuring your business hours in Designer, see [Business Hours in the Designer documentation](#).

Provision the callback services

The configuration parameters for callback services are stored in the Designer CALLBACK_SETTINGS data table. For detailed information about the CALLBACK_SETTINGS table, see Callback Settings Data Table in the Designer documentation.

You must make sure that the following prerequisites are completed before you add your queue to the CALLBACK_SETTINGS table:

- You must create the Callback-type Designer application before you can edit the CALLBACK_SETTINGS data table.
- You must configure the business hours, including the time zone, before making the following updates to the CALLBACK_SETTINGS data table. You cannot save the data table before the business hours are configured.
- The virtual queues that you will use for callback functionality must be created and saved in Platform Administration.

Adding a Callback virtual queue to the CALLBACK_SETTINGS data table

The screenshot shows the 'Data Tables' section in the Designer application. The top navigation bar includes 'Designer', 'Applications', 'Shared Modules', 'Audio Resources', 'Message Resources', 'Speech Grammars', 'Business Controls' (selected), 'Admin', and 'Operations'. The 'Data Tables' section has a '+ Add Data Table' button and a search bar. Below is a table with columns: Name, Tags, Last Modified, Last Published, and Actions. Two entries are listed: CALLBACK_SETTINGS (Readonly, Last Modified: 01/15/2019, Last Published: 07/04/2018) and NUMBER_VALIDATION_CONFIGURATIONS (Last Modified: 06/22/2016).

Name	Tags	Last Modified	Last Published	Actions
CALLBACK_SETTINGS <small>Readonly</small>		01/15/2019	07/04/2018	
NUMBER_VALIDATION_CONFIGURATIONS		06/22/2016		

In Designer, navigate to **Business Controls > Data Tables**. Click **CALLBACK_SETTINGS** and add an entry for your Callback Inbound queue as described in the Callback Settings Data Table documentation.

is a week later. The outbound call experience is identical to the in-queue callback scenario.

To test web callback, see [Managing Callbacks](#) for information about creating a callback in the Callback UI, or [Genesys Multicloud CX REST APIs and Tutorials for Callback](#) for information about creating a callback using the REST API.