



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Callback User's Guide

Exception Patterns

12/17/2025

---

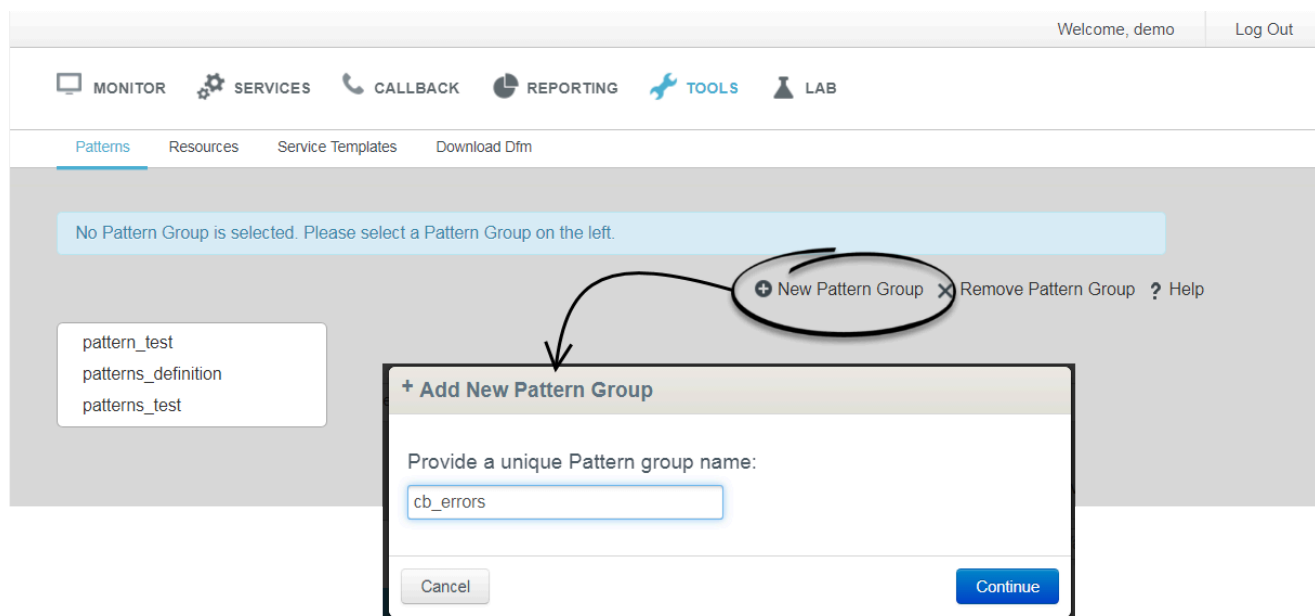
## Contents

- 1 Exception Patterns
  - 1.1 Create a Pattern Group
  - 1.2 Create an Exception Pattern
  - 1.3 Test your Exception Pattern
  - 1.4 Add the Pattern Group to your Callback Service
  - 1.5 How to get Help about Supported Patterns?

# Exception Patterns

Genesys Callback allows implementing patterns to be checked before performing the callback attempt. The **Patterns** tab enables you to configure exceptions; for example, phone numbers. You can define as many patterns as you wish, then add them to your Callback services.

## Create a Pattern Group



Navigate to **Admin UI > Tools > Patterns**. Click **New Pattern Group** to define a new group of patterns. Enter a name.

## Create an Exception Pattern

Welcome, demo | Log Out

MONITOR SERVICES CALLBACK REPORTING TOOLS LAB

Patterns Resources Service Templates Download Dfm

+ New Pattern Group X Remove Pattern Group ? Help

cb\_errors

- pattern\_test
- patterns\_definition
- patterns\_test

Name	Value
911	911-

+ Add Pattern

Select a group. Then, in this group, click **Add Pattern** to create as many patterns than you need.

## Test your Exception Pattern

MONITOR SERVICES CALLBACK REPORTING TOOLS LAB

Patterns Resources Service Templates Download Dfm

1 Enter a string to test your pattern

+ New Pattern Group X Remove Pattern Group ? Help

✓ iama@badrobot.com

Name	Value
911	911-
bad e-mail address	^[_A-Za-z0-9-]+([_A-Za-z0-9-9-]+)*@badrobot.com+\$

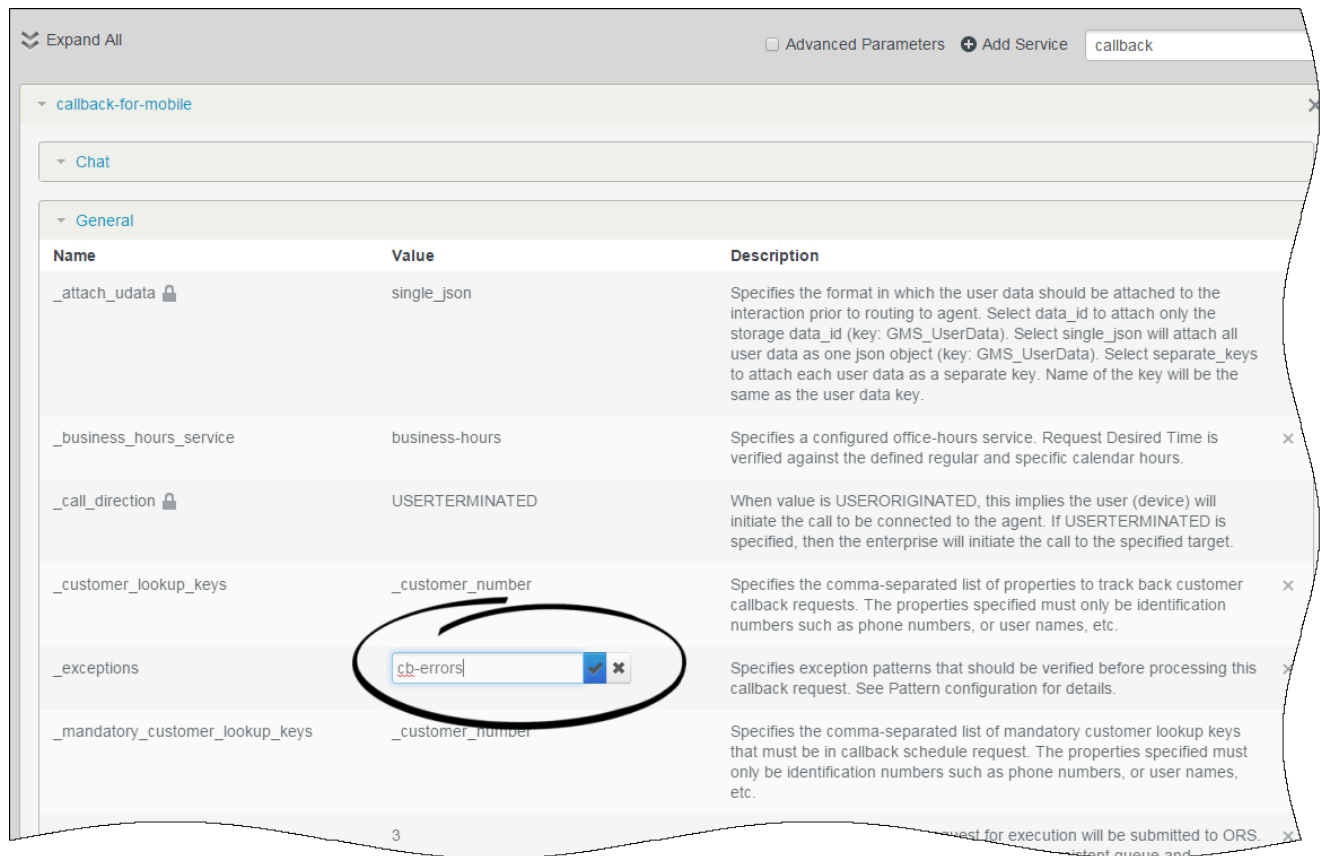
+ Add Pattern

2 If any, the matching pattern gets selected

URL: /genesys/1/patterns/group/cb\_errors  
Post: test\_value=iama%40badrobot.com

Select a group. You can test the value of a pattern against this entire group. Type a value in the input field, and if a match is found, the corresponding table row will be highlighted.

## Add the Pattern Group to your Callback Service



The screenshot shows the Admin UI for a Callback Service. The 'General' section is expanded, and the '\_exceptions' parameter is being edited. A red circle highlights the input field where 'cb-errors' is entered. The table lists various parameters and their descriptions.

Name	Value	Description
_attach_udata	single_json	Specifies the format in which the user data should be attached to the interaction prior to routing to agent. Select data_id to attach only the storage data_id (key: GMS_UserData). Select single_json will attach all user data as one json object (key: GMS_UserData). Select separate_keys to attach each user data as a separate key. Name of the key will be the same as the user data key.
_business_hours_service	business-hours	Specifies a configured office-hours service. Request Desired Time is verified against the defined regular and specific calendar hours.
_call_direction	USERTERMINATED	When value is USERORIGINATED, this implies the user (device) will initiate the call to be connected to the agent. If USERTERMINATED is specified, then the enterprise will initiate the call to the specified target.
_customer_lookup_keys	_customer_number	Specifies the comma-separated list of properties to track back customer callback requests. The properties specified must only be identification numbers such as phone numbers, or user names, etc.
_exceptions	cb-errors	Specifies exception patterns that should be verified before processing this callback request. See Pattern configuration for details.
_mandatory_customer_lookup_keys	_customer_number	Specifies the comma-separated list of mandatory customer lookup keys that must be in callback schedule request. The properties specified must only be identification numbers such as phone numbers, or user names, etc.

Navigate to **Admin UI > Services** and expand your Callback service. In the **General** section, set the name of your Pattern Group as the value of the `_exceptions` parameter.

## How to get Help about Supported Patterns?

**A regular expression** defines a search pattern for strings. Regular expressions can be used to search, edit and manipulate text.

Regular Expression	Description
.	Matches any character
^regex	Regex must match at the beginning of the line
regex\$	Regex must match at the end of the line
[abc]	Set definition, can match the letter a or b or c
[abc] [vz]	Set definition, can match a or b or c followed by either v or z
[^abc]	When a "^" appears as the first character inside [] when it negates the pattern. This can match any character except a or b or c
[a-d1-7]	Ranges, letter between a and d and figures from 1 to 7, will not match d1
X Z	Finds X or Z
\([0-9][0-9]\)[0-9]\([0-9][0-9]\)[0-9]\([0-9][0-9]\)[0-9]	Telephone Number in the format of (XXX)XXX-XXXX
[0-9a-zA-Z]+@[0-9a-zA-Z]+\.[0-9a-zA-Z]+	Simple Email Format: X@X.X where X can be any number or letters
[A-Z][0-9][0-9]\([0-9][A-Z][0-9]	Canada postal code: A0A 0A0

For more details please refer to [Java Regular Expression Lesson by Oracle](#)

Close

Click the *Help* button to get more information about the supported patterns. For additional details, refer to [Oracle Java Lesson: Regular Expressions](#).