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Callback User's Guide

[Manage Callbacks](#)

Manage Callbacks

Updated in 8.5.207

Link to video

The **Callback** UI displays the list of Callbacks that are still alive. After the Callback due date (which is the `_desired_time` parameter), the service record will appear in the UI for the amount of time configured in the `_ttl` parameter (in seconds).

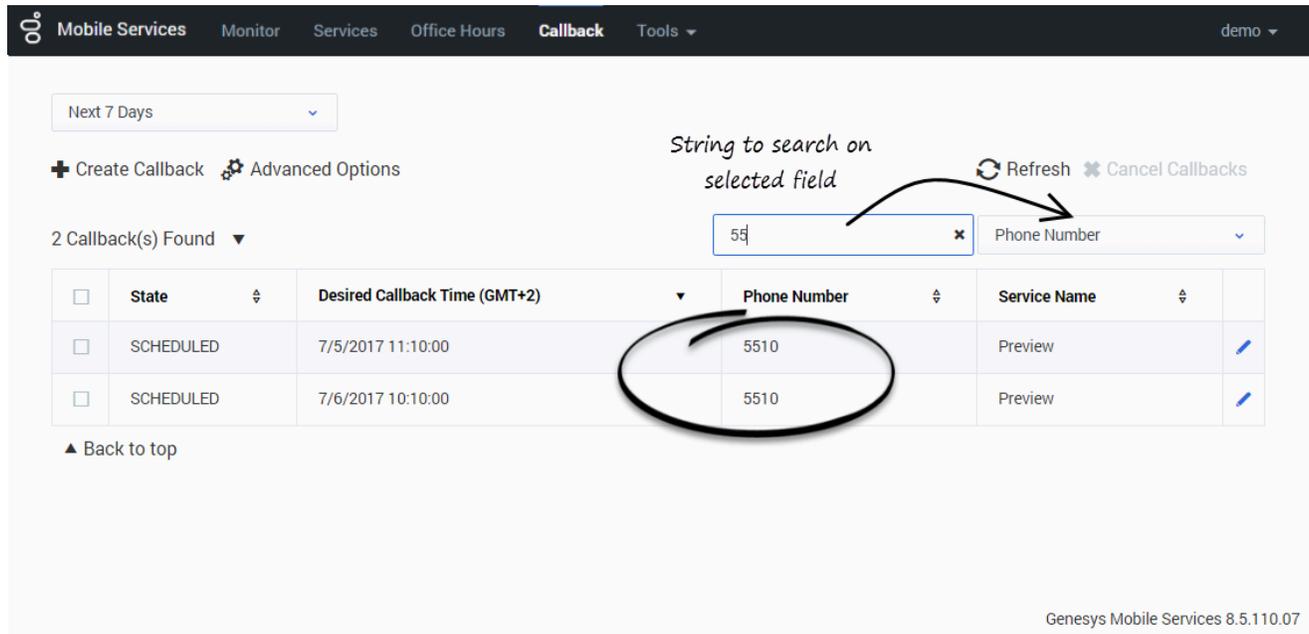
Callback records can have the following states:

- **SCHEDULED** - Request is handled by Callback Management service (there are no sessions started in ORS). While in this state, the request will be handled by Management when the specified `desired_time` is upcoming.
- **QUEUED** - Callbacks actively waiting for an agent in ORS/URS; the agent not assigned yet.
- **ROUTING** - Agent is reserved but the call is not yet routed to the agent.
- **PROCESSING** - Callback being handled by assigned agents.
- **COMPLETED** - Callback was completed with `_callback_reason`, for example, timed-out, cancelled, and so on.
- **PAUSED** - Callback was paused. See [Pausing Callback](#) for details.

Important

You must have the appropriate [Supervisor role](#) in order to use the Callback UI.

Callback UI Overview



The following features are available:

- The drop-down at the top left gives you the option to display Callbacks using a pre-defined range for the past day, week, or month; or for the next day, week, or month.
- Refresh - You can force the interface to refresh the list of Callbacks.
- Search Box - You can select a column field in the drop-down at the right of the Search Box. Then, the interface filters the results dynamically as you type.

Limitations of the Interface

- The total number of callbacks that the table can display is 100000.
- Callbacks are displayed in pages of 100 items for Internet Explorer and 250 for other browsers.
- There is a dropdown which you can select to get pre-defined ranges or set a custom range.

×

Advanced Options

Configure Columns

+ Add Column Field

Column Name	Alias (Optional)	×
-------------	------------------	---

Configure Custom Date Range

+ Add Custom Date Range

Range Name	Days	Days
Range Name	Offset	Offset

×

Filter Table by States and Service

States	Services
<input type="checkbox"/> SCHEDULED	<input type="checkbox"/> Callback Delayed
<input type="checkbox"/> QUEUED	
<input type="checkbox"/> ROUTING	
<input type="checkbox"/> PROCESSING	
<input type="checkbox"/> COMPLETED	

Advanced Options - Opens a new window where you can customize how the Callback Management table displays:

- **Add Column Field** - You can add your own custom column field to display in the table. This option can be useful when you have created your own properties that you want to display in the table. You can add more than one field, which will display in the same column. In this case, to enhance readability in the single column, you can use the Alias option, and create a short name to display.
To enable new Column Fields, configure `disable-additional-columns-from-callbacks = true` in your GMS application.
- **Filter Table by States and Service** - You can include one or more states to display in the table, and/or you can select a service to display in the table. Note: You can only select one service at a time to display.

- Max # of Callbacks per Service - Default is 500.

Filtering Callbacks by User

Introduced in 8.5.207

If you configure a list of services in the **services** option, in the **gms** section of the Agent's configuration options, the Callback UI filters the callbacks that the administrator can see based on this configured list. See also [Adding your Service to Virtual Service Groups](#).

Create or Schedule a Callback

Add New Callback [x]

Callback type
Immediate [v]

Service Name
scheduled [v]

Callback Parameters

Customer Number [Your Callback Number]

Urs Virtual Queue [Optional]

Request Queue Time Stat [Optional]

Additional Properties

_email [Parameter Value]

foo [Parameter Value]

bar [Parameter Value]

[Cancel] [Continue]

(SUBMIT_FAILED)

You can submit or schedule a callback request by clicking **Create Callback**. A new dialog opens and you can add a new Callback to be displayed. You can select the **Callback Type** and **Service Name**, add your own properties to the Callback, and enter the following Callback Parameters:

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- `_customer_number` - Your Callback number.
- `_urs_virtual_queue` - Queue to use for this Callback if several virtual queues are used for Callback with identical configuration. If you are defining the `_urs_virtual_queue` here, you must then remove this option from the Callback Service (through Genesys Administrator), because it cannot be defined in both places.
- `_request_queue_time_stat` - Queue statistics. For example, "ExpectedWaitTime;Queue;8999@SIP_Server;Environment".

Important

Make sure to set `_wait_for_user_confirm` to `false` in the selected service.

Edit a Callback

The screenshot shows the Genesys Mobile Services interface. The top navigation bar includes "Mobile Services", "Monitor", "Services", "Office Hours", "Callback", and "Tools". Below the navigation bar, there are date range filters (7/4/2017 to 7/11/2017) and a "Submit" button. The main area displays a table of callbacks with columns: State, Desired Callback Time (GMT+2), Phone Number, and Service Name. A modal dialog titled "Edit Callback" is open, showing "Current Callback Information" with fields for "Callback Time" (7/4/2017 11:44:01) and "Callback Number" (5110). The "Cancel Callback" button in the modal is circled in red. A blue pencil icon in the table is also circled in red, with an arrow pointing to the "Cancel Callback" button.

State	Desired Callback Time (GMT+2)	Phone Number	Service Name
<input checked="" type="checkbox"/> QUEUED	7/4/2017 11:44:01	5110	Preview
<input type="checkbox"/> SCHEDULED	7/4/2017 13:40:00	5114	Preview
<input type="checkbox"/> SCHEDULED			
<input type="checkbox"/> SCHEDULED			

In the Callback table, for Callbacks that can be edited, a blue pencil displays in the last column. Clicking this pencil displays the edit options for that Callback.

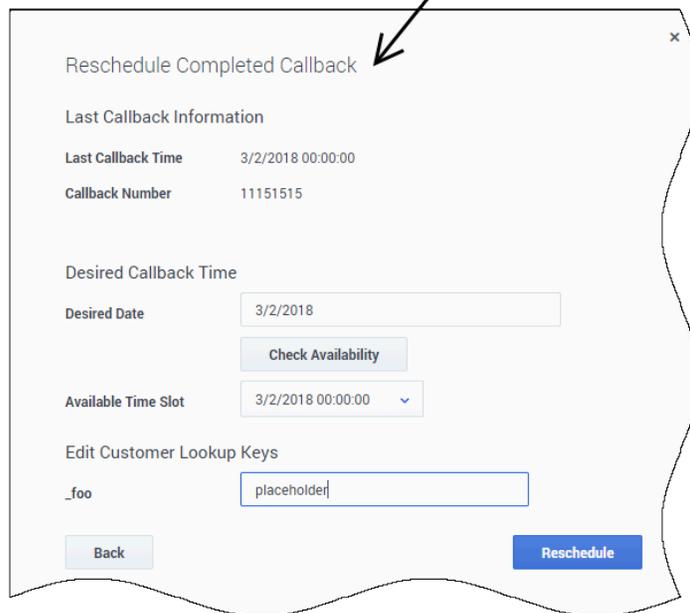
Manage Callbacks

- You can choose to reschedule the Callback (only for SCHEDULED Callbacks).
- You can choose to cancel the Callback.

Reschedule a Completed Callback

6 Callback(s) Found Search Phone Number

<input type="checkbox"/>	Service ID	State	Desired Callback Time (GMT-5)	Phone Number	_foo	
<input type="checkbox"/>	118-dc527ec0-4df1-4c28-b4d9-898f78092e6c	SCHEDULED	2/21/2018 18:10:00	8887	Not Specified	
<input type="checkbox"/>	118-b8feda9f-c731-412d-8412-7a554f19d809	SCHEDULED	2/23/2018 00:00:00	80808080	Not Specified	
<input type="checkbox"/>	118-82e6f6b9-2aff-4129-b3f4-ddb2900ab67d	SCHEDULED	2/26/2018 00:00:00	9999090	Not Specified	
<input type="checkbox"/>	118-fa5c2f59-2380-47c2-a623-fc870588ad56	COMPLETED (CANCELLED_BY_ADMIN)	3/1/2018 00:00:00	11111	Not Specified	
<input type="checkbox"/>	118-e61e5bfc-5bd5-4ccb-b2f9-09e614c89e2f	COMPLETED (CANCELLED_BY_ADMIN)	3/2/2018 00:00:00	11151515	Not Specified	
<input type="checkbox"/>	118-665bbd02-bd78-4781-a630-3e9e0180a9fd	SCHEDULED	3/2/2018 00:20:00	11151515	placeholder	



Reschedule Completed Callback

Last Callback Information

Last Callback Time 3/2/2018 00:00:00

Callback Number 11151515

Desired Callback Time

Desired Date

Available Time Slot

Edit Customer Lookup Keys

_foo

Introduced in 8.5.200

In the Callback table, you can reschedule completed Callbacks that show a blue repeat icon in the last column. Clicking this icon displays the Reschedule options for that Callback.

- The properties and user data of the completed callback are merged with the parameters of the newly scheduled callback.
- You can choose to cancel the operation.

Get Additional Details about the Queued State

3 Callback(s) Found ▼ **1** *Expand the state*

<input type="checkbox"/>	State	Desired Callback Time (GMT+2)
<input type="checkbox"/>	QUEUED ▼	8/7/2017 17:35:57
<input type="checkbox"/>	QUEUED ▼	8/7/2017 17:39:56
<input type="checkbox"/>	QUEUED ▼	8/7/2017 17:40:09

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3 Callback(s) Found ▼

<input type="checkbox"/>	State	Desired Callback Time (GMT+2)
<input type="checkbox"/>	QUEUED ▲ ↻	8/7/2017 17:35:57
	Position in queue: Not in queue	
<input type="checkbox"/>	QUEUED ▼	8/7/2017 17:39:56
<input type="checkbox"/>	QUEUED ▼	8/7/2017 17:40:09

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2 *Additional Queue information is displayed*

You can expand the QUEUED state to get ORS-level diagnostics about the queued Callback.

The following information can be displayed:

- **Estimated wait time:** The estimated time that the customer will wait for the callback. For example: 46.5 seconds
- **Position in queue:** The callback's current position in the queue. For example: 3
- **Agents Logged in:** The number of agents that have logged in. For example: 3
- **Callback type:** The type of callback. For example: WAIT_FOR_AGENT
- **Callback version:** The version of the ORS Callback strategy. For example: v2.39

- **Channel:** The callback channel. For example: WEB
- **Dial attempt number:** The number of dials that the agent has attempted. For example: 2
- **Dial Result:** The result of the callback dial. For example: PUSH_DELIVERY_NOT_CONFIRMED
- **EWT at first outbound call:** The estimated wait time when the first outbound call happened. For example: 22.5
- **EWT at callback offer:** The estimated wait time when the callback is offered. For example: 0
- **Is snoozed:** Shows whether the callback is snoozed or not. For example: false
- **ORS session ID:** ORS session ID of the callback. For example: 00NEEH6C74C6NAC01G015B5AES000005
- **Position at first outbound call:** The callback's position in the queue when the first outbound call happened. For example: 3
- **Position at callback offer:** The callback's position in the queue when the callback is offered. For example: 3
- **Current priority:** The callback's priority. For example: 0
- **Routing target:** The callback's target or skill expression. For example: GMSCallbackAgents@stat.GA
- **Time of first outbound call:** The time when the first outbound call happened. For example: 1/3/2017 11:26:21
- **Time callback was accepted:** The time when the callback is accepted. For example: 1/3/2017 11:26:02
- **Time of next outbound call:** The time when the next outbound call happened. For example: 1/3/2017 11:27:24

Bulk Cancel and Export of Callback Records

Added in: 8.5.110

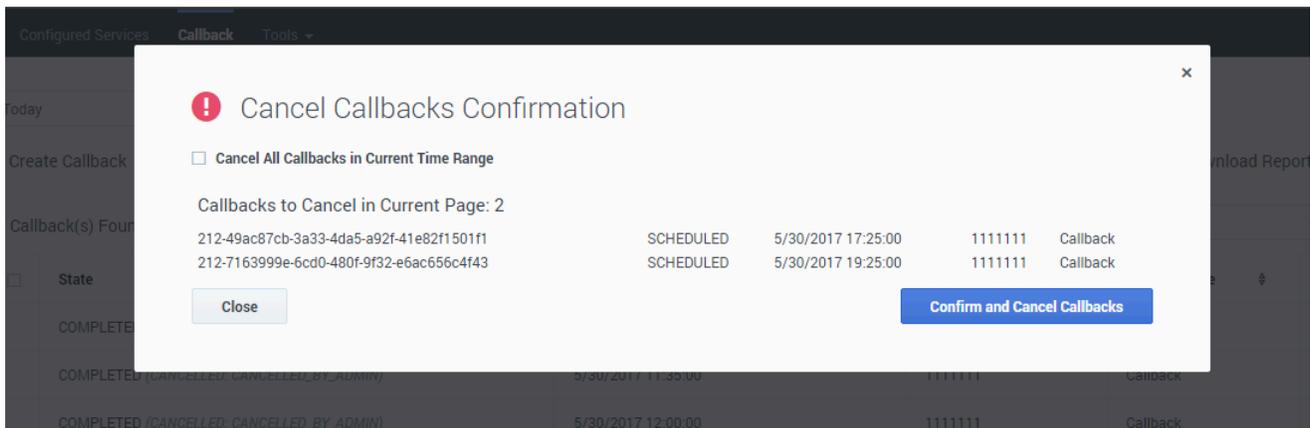
Important

First enable this feature in your GMS configuration by creating a features section in your GMS application, then by setting `disable-bulk-cancel-and-export-callback` to `false`.

Bulk Cancel

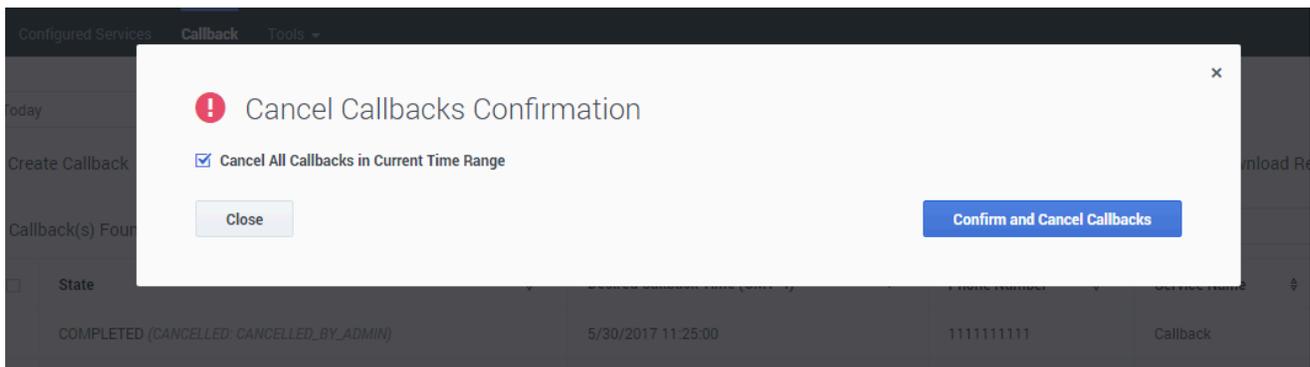
Make sure to select an appropriate Time Range to filter callbacks, then make a callback selection to activate the **Cancel Callbacks** button. When you click this button, the **Cancel Callbacks Confirmation** dialog opens, displaying the selected callback cancellations.

Manage Callbacks



You can either:

- Continue with the selections you have made and click confirm to cancel them.
- Check **Cancel All Callbacks in Current Time Range**, to override your previous callback selections and delete all callbacks in the current time range. In that case, the list of displayed callbacks disappears from the dialog window. Confirm to cancel the records.



The resulting display shows all the callbacks that you have selected to cancel and that are now in COMPLETED (CANCELLED_BY_ADMIN) state.

Manage Callbacks

The screenshot shows the 'Callback' panel in the 'Mobile Services' application. The interface includes a navigation bar with 'Mobile Services', 'Monitor', 'Services', 'Office Hours', 'Callback', and 'Tools'. Below the navigation bar, there is a date selector set to 'Today', a '+ Create Callback' button, and a '⚙️ Advanced Options' button. On the right, there are 'Refresh', 'Cancel Callbacks', and 'Download Reports' buttons. A search bar and a 'Phone Number' dropdown are also present. Below these elements, it says '100 Callback(s) Found'. A table displays the following data:

<input type="checkbox"/>	State	Desired Callback Time (GMT-4)	Phone Number	Service Name
	COMPLETED (CANCELLED_BY_ADMIN)	7/12/2017 12:15:33	2315464	user-terminated-workspace
	COMPLETED (CANCELLED_BY_ADMIN)	7/12/2017 12:15:33	2315465	user-terminated-workspace
	COMPLETED (CANCELLED_BY_ADMIN)	7/12/2017 12:15:33	2315467	user-terminated-workspace
	COMPLETED (CANCELLED_BY_ADMIN)	7/12/2017 12:15:33	2315468	user-terminated-workspace

Download the Reports

Then, Download Reports dialog can provide two files:

- **Export Cancelled Callbacks** allows you to export a CSV file that includes all of the recently canceled Callbacks. Click the Refresh button beside the label to get an updated report if the one downloaded seems out of date.
- **Cancellation Summary Report** is available only if you recently canceled some callbacks. This report shows the cancellation status of the recently Cancelled Callbacks.

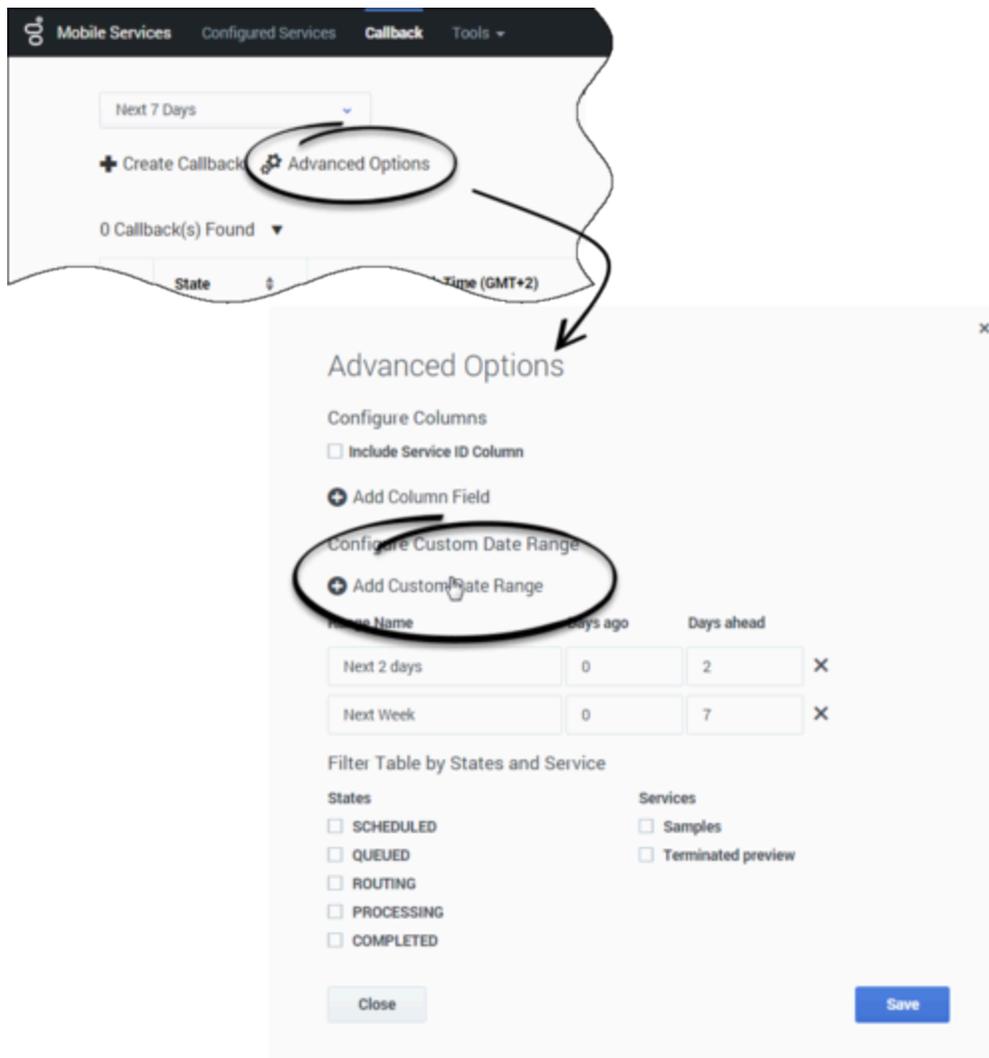
The screenshot shows the 'Download Reports' dialog box overlaid on the callback interface. The dialog has a title bar with a close button (X). It contains two sections:

- Report Type**: A list with two items:
 - Export Cancelled Callbacks (with a refresh icon) and an 'Export' button.
 - Cancellation Summary Report (with a green checkmark) and a 'Download' button.

Configure Custom Date Range in Advanced Options

As detailed previously, the **Custom Date Range** selection in the drop-down list enables you to specify a start time and end time for the displayed callbacks. If you are often using the same date filters, consider saving these filters in advanced options.

1. In the **Callback** Panel, click **Advanced Options**, then **Add Custom Date Range**.
2. Add your date filters with appropriate names.
3. Once saved, they will appear at the bottom of the drop-down list.



Configure Aliases to Display Custom Fields

Introduced in: 8.5.111

You can configure aliases for additional Column Names that display the custom fields passed in your Callback queries parameters. To do so:

1. Make sure that `disable-additional-columns-from-callbacks` is false in your GMS configuration.
2. Allow the list of the parameters that you wish to see displayed by using the `filter-keys` and `returned-keys` options.
3. Create a list of aliases for the parameters that you wish to see displayed by using the `callback_column_alias` option.

Manage Callbacks

For example, if you pass the `_LOB` parameter in your callback queries, enable its alias as follow in the callback section:

```
filter-keys=_callback_state,_callback_reason,_request_queue_time_stat,  
_request_ewt_service,_vq,_LOB
```

```
returned-keys=_desired_time,_callback_state,_callback_state,_callback_reason,  
_ors_session_id,_LOB
```

```
callback_column_alias = {"_LOB": "Line Of Business"}
```

Custom Date Range

[+ Create Callback](#) [⚙️ Advanced Options](#) [🔄 Refresh](#) [✖️ Cancel Callbacks](#) [📄 Download Reports](#)

10 Callback(s) Found

<input type="checkbox"/>	State	Desired Callback Time (GMT-4)	Phone Number	Service Name	Line Of Business	
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10015	user-terminated-workspace	Secondary	✎
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10016	user-terminated-workspace	Special Projects	✎
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10013	user-terminated-workspace	Primary	✎
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10017	user-terminated-workspace	Not Specified	✎
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10011	user-terminated-workspace	Primary	✎
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10020	user-terminated-workspace	Not Specified	✎
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10014	user-terminated-workspace	Not Specified	✎
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10019	user-terminated-workspace	Not Specified	✎
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10012	user-terminated-workspace	Not Specified	✎
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10018	user-terminated-workspace	Not Specified	✎

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Then, the Callback UI will display the `_LOB` values in the **Line Of Business** column.

If you wish to display multiple custom values, the UI will group them in the **Custom Fields** column. For example, if you wish to display the values for the `_LOB` and `_service_type` query parameters, configure the alias as follow:

```
filter-keys=_callback_state,_callback_reason,_request_queue_time_stat,  
_request_ewt_service,_vq,_LOB,_service_type
```

```
returned-keys=_desired_time,_callback_state,_callback_state,_callback_reason,  
_ors_session_id,_LOB,_service_type
```

```
callback_column_alias = {"_LOB": "Line Of Business", "_service_type": "Service Type"}
```

Manage Callbacks

Custom Date Range

[+ Create Callback](#) [⚙️ Advanced Options](#) [🔄 Refresh](#) [⛔ Cancel Callbacks](#) [📄 Download Reports](#)

10 Callback(s) Found

<input type="checkbox"/>	State	Desired Callback Time (GMT-4)	Phone Number	Service Name	Custom Fields	
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10015	user-terminated-workspace	Service Type : Service 1 Line Of Business : Secondary	/
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10016	user-terminated-workspace	Service Type : Service2 Line Of Business : Special Projects	/
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10013	user-terminated-workspace	Line Of Business : Primary	/
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10017	user-terminated-workspace		/
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10011	user-terminated-workspace	Line Of Business : Primary	/
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10020	user-terminated-workspace		/
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10014	user-terminated-workspace	Service Type : Service3	/
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10019	user-terminated-workspace		/
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10012	user-terminated-workspace		/
<input type="checkbox"/>	SCHEDULED	7/25/2017 14:00:00	10018	user-terminated-workspace		/

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Then, the Callback UI will display the `_LOB` and `_service_type` values in the **Custom Field** column. The aliases will identify each custom field.

Refresh Cancel Callbacks Download Reports

Service Name	Custom Fields
user-terminated-workspace	Service Type : Line Of Business
user-terminated-workspace	Service Type : Line Of Business
user-terminated-workspace	Line Of Business : Primary

Note that you can also use the aliases to search and filter the list of displayed Callbacks.

Tip

Keys for Custom Fields do not need to start with underscores: you can use `_LOB` or `LOB` for the name of your Custom Field.