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Callback User's Guide

Exception Patterns

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Exception Patterns

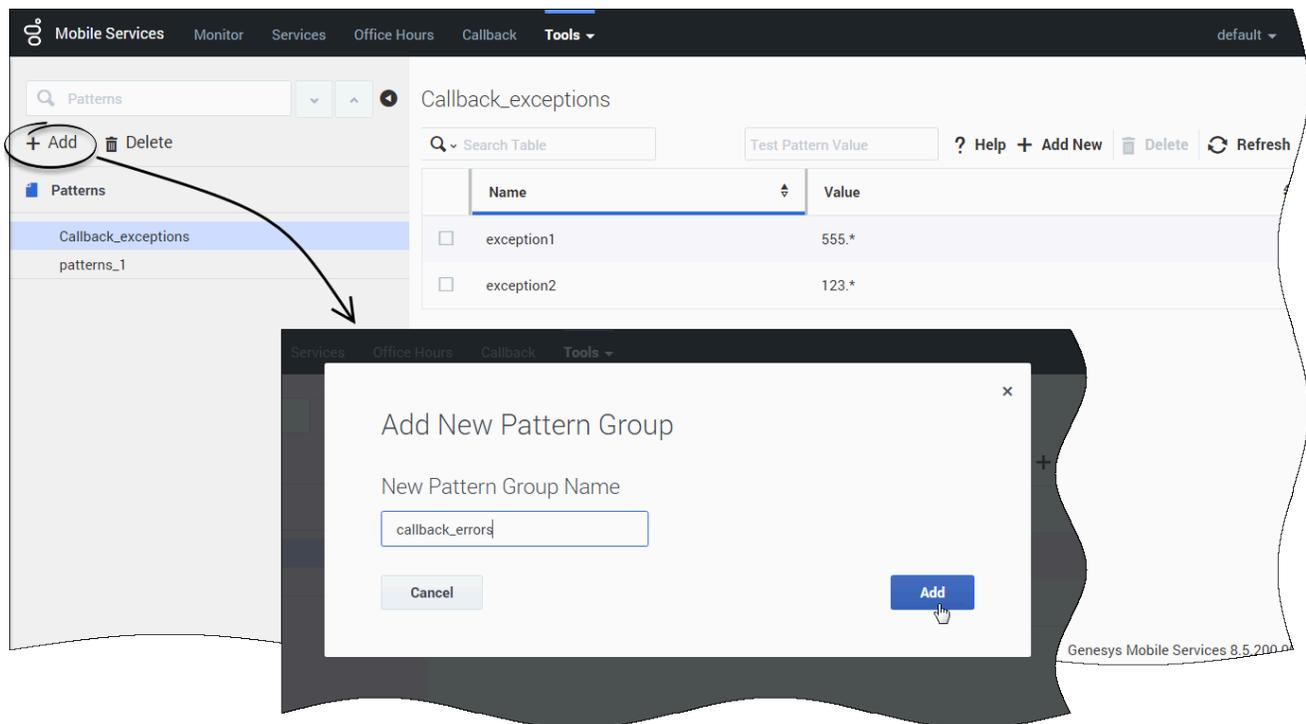
Genesys Callback allows implementing patterns to be checked before performing the callback attempt. The **Patterns** tab enables you to configure exceptions; for example, phone numbers. You can define as many patterns as you wish, then add them to your Callback services.

Customer Phone Numbers

For the `_customer_number` parameter used in Callback, note that the system internally adds a + sign to the phone number by default. As a result, if `_customer_number=12345678901`, it will become `_customer_number=+12345678901` in the system before going through the processing of the patterns exception. So, to define patterns exception for specific phone numbers, you need to add the + sign at the start of your pattern exception, for example:

```
[cb_errors]  
12345678901=\\+12345678901
```

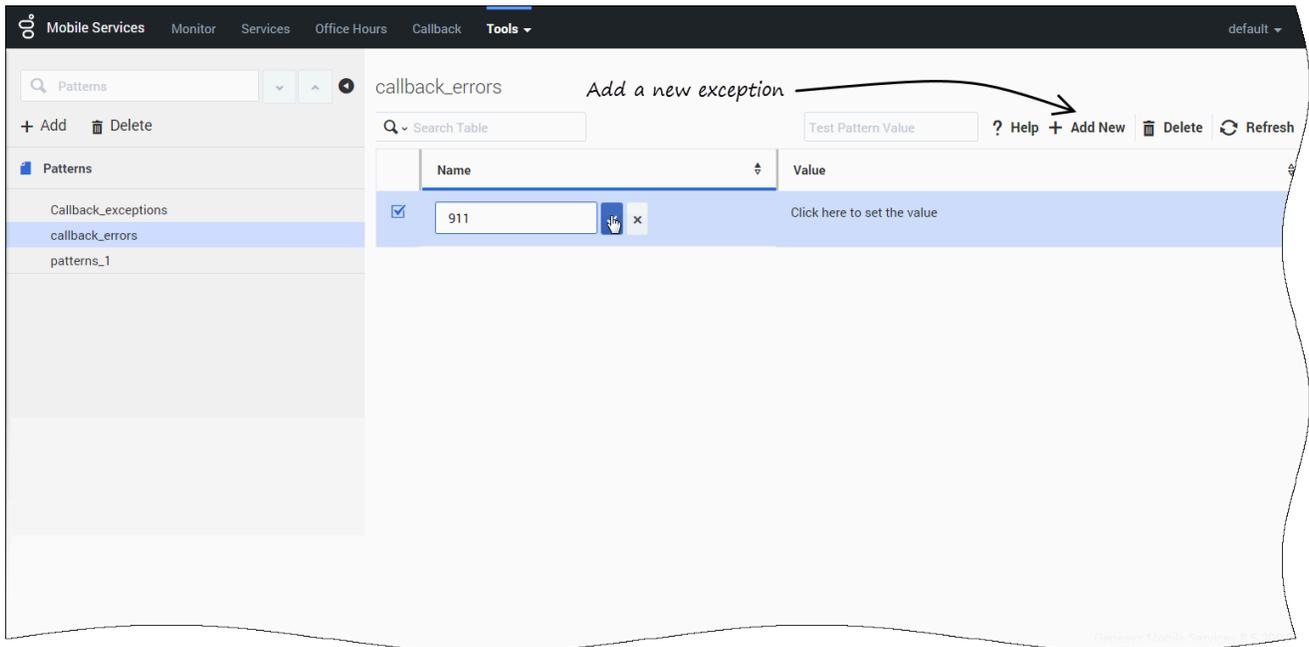
Create a Pattern Group



Exception Patterns

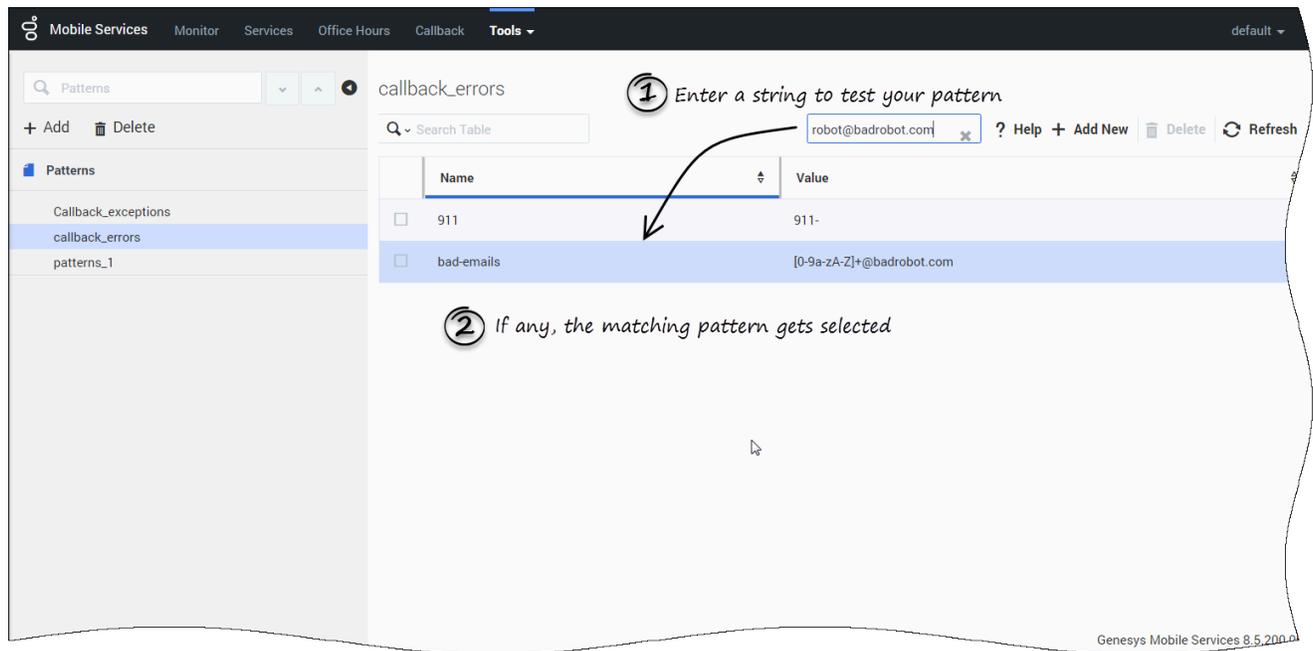
Navigate to **Services and Tools > Tools > Patterns**. Click **Add** to define a new group of patterns. Enter a name.

Create an Exception Pattern



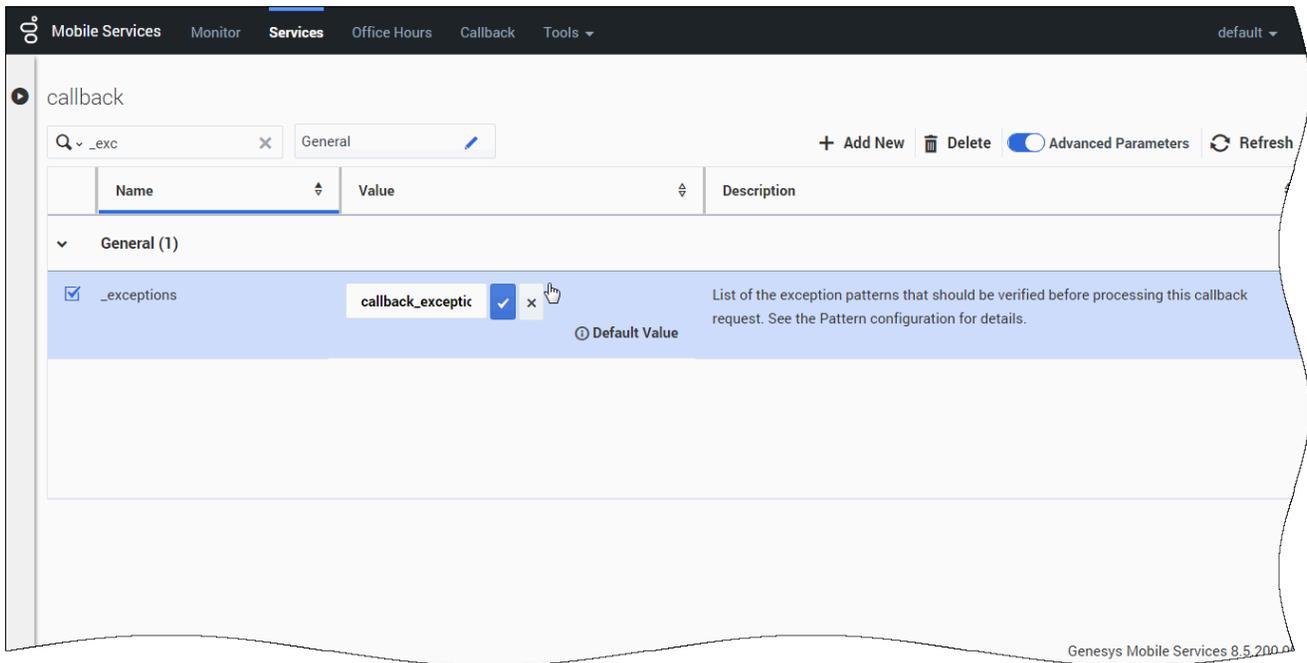
Select a group. Then, in this group, click **Add New** to create as many patterns than you need.

Test your Exception Pattern



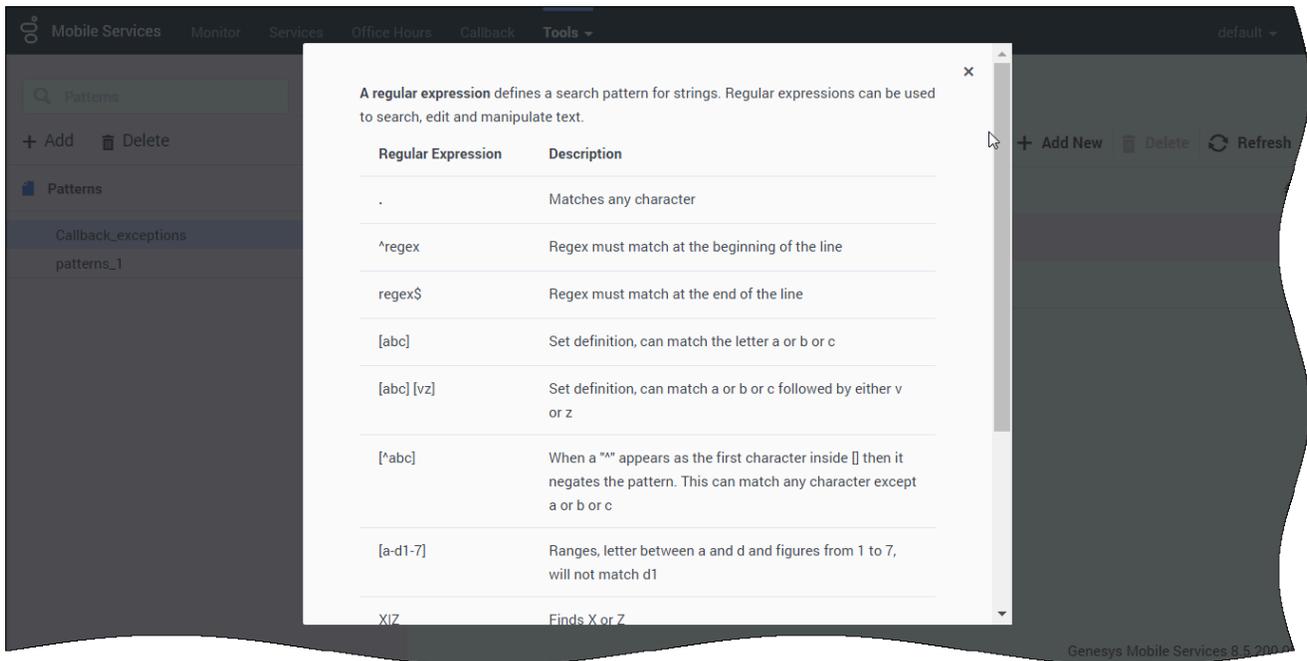
Select a group. You can test the value of a pattern against this entire group. Type a value in the input field, and if a match is found, the corresponding table row will be highlighted.

Add the Pattern Group to your Callback Service



Navigate to **Services and Tools > 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?



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

Here are some examples:

```
911=911-
date=(0[1-9]|1[0-9]|2[0-9]|3[01])\.(0[1-9]|1[012])\.[0-9]{4}
date2=(0[1-9]|1[012])[- /.](0[1-9]|1[12][0-9]|3[01])[- /.](19|20)\d\d
email=^[_A-Za-z0-9-]+(\.[_A-Za-z0-9-]+)*@[A-Za-z0-9-]+(\.[A-Za-z0-9-]+)+$
bad e-mail address=^[_A-Za-z0-9-]+(\.[_A-Za-z0-9-]+)*@badrobot.com+$
digit=\\\\d*k*
```