

GENESYS

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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



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

Create an Exception Pattern

8 Mobile Services Monitor Services Office H	ours C	°allback Tools -					default 👻
Q. Patterns	callba	ack_errors	Add a new exception		<u> </u>		
+ Add	Q, - S	Search Table		Test Pattern Value	? Help + Add New	💼 Delete	C Refresh
2 Patterns		Name	\$	Value			\$
Callback_exceptions		911		Click here to set the value			
callback_errors patterns_1							
							١
							/
					Genesy		ices 8 5 200

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

Test your Exception Pattern

O Mobile Services Monitor Services Office H	ours Callback	Tools - default -
Q. Patterns	callback_err	UTS Enter a string to test your pattern
+ Add 💼 Delete	Q - Search Tab	e robot@badrobot.com * ? Help + Add New i Delete 🗘 Refres
Patterns	Name	talue
Callback_exceptions	911	911-
caliback_errors patterns_1	bad-em	ills [0-9a-zA-Z]+@badrobot.com
	2	If any, the matching pattern gets selected

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

°0°	Mobil	e Services Mo	nitor Services	Office Hours Callback	a Tools ↓		default 👻
0	callb	ack					,
	Q ,~	_exc	× Genera	il 🖊		🕂 Add New 🚡 Delete 🚺 Advanced Pa	arameters 📿 Refresh
		Name	\$	Value	Ş	Description	/
	*	General (1)					1
		_exceptions		callback_exceptic 🗸	× (¹) () Default Value	List of the exception patterns that should be verified before proce request. See the Pattern configuration for details.	ssing this callback
							/
						Genesys I	Mobile Services 8.5,200.0

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?

onterformer Monitor Monitor Services O	ffice Hours Callback	Tools +	A		default 👻
Q, Patterns + Add	A regular expression define: to search, edit and manipula Regular Expression	s a search pattern for strings. Regular expressions can be used ate text. Description	×	+ Add New 💼 Dele	e 🔿 Refresh
Patterns		Matches any character			
Callback_exceptions	^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 \boldsymbol{v} or \boldsymbol{z}			
	[^abc]	When a "^" appears as the first character inside [] then 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			
	XIZ	Finds X or Z	-	Genesys Mobile 1	ervices 8.5,200 o

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]|[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*
```