Callback User's Guide

Troubleshooting

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Troubleshooting

This troubleshooting page lists basic information to help you fix some common issues on Genesys Callback. If you do not find the answer to your issue, please refer to the latest known issues from GMS Release Note.

A callback that was answered is blocked in queued or processing status

In this scenario, the update query for this callback has failed. This means that you should update the DFM files to ensure correct callback processing.

URS replies with errorresponse 404

URS could not find the subroutine that was started by the original `WaitForTarget` strategy with the callback start request.

```
13:25:56.750_R_I_ [19:10] routing interface request received:
urs/call/011b02924f228001/invoke, client=34(ORS_RTP_Node1_PR), ref=773
13:25:56.750_R_I_ [19:12] routing interface errorresponse '404' sent to
client=34(ORS_RTP_Node1_PR), ref=773
```

To solve this issue, compile both the strategy and subroutine as described here.

Callback Calls in PAUSED State

GMS may pause sessions if the conditions of the _do_not_call_items service option are met and it does not coincide with the operation hours. In this scenario, you can resume or abandon/fail sessions using the following events:

- `resume_session`—Continue the session and disable the _do_not_call_items option for the session.
- `fail_session`—Exit the session.

To send the `resume_session` event to the Callback session, use the following request:

On GMS (Forward API):

```
$ curl -v http://<GMS server: GMS port>/genesys/1/ors/scxml/session/<ORS session id>/event/
resume_session
```

On ORS:

```
$ curl -v http://<ORS server: ORS port>/scxml/session/<ORS session id>/event/resume_session
```

To send the `fail_session` event to the Callback session, use the following request:

On GMS (Forward API):

```
$ curl -v http://<GMS server: GMS port>/genesys/1/ors/scxml/session/<ORS session id>/event/
fail_session
```

On ORS:

```
$ curl -v http://<ORS server: ORS port>/scxml/session/<ORS session id>/event/fail_session
```