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Callback User's Guide

User Terminated Scheduled Scenarios

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User Terminated Scheduled Scenarios

Overview

This page describes two Callback scenarios:

- **User Terminated Scheduled**, also known as *User Terminated at Desired Time*.
- **User Terminated Delayed Scheduled**, also known as *User Terminated Delayed at Desired Time*.

The `_wait_for_agent` option selects between **Delayed** (`_wait_for_agent=true`) and **Not Delayed** (`_wait_for_agent=false`). The scenarios go through the following stages:

Find Available Slot

- Mobile device: Request for availability at the desired time.
- Availability API: Provides available time slots during the open business hours encompassing the desired time.
- Mobile device: Starts Callback with user selected available time slot.

Start Callback

Start Callback Not Delayed <code>_wait_for_agent = false</code>	Start Callback Delayed <code>_wait_for_agent = true</code>
• Callback service: Returns session id to the user. • Callback service: Starts execution at a time determined by the scheduled time minus the current EWT • Callback service: Initiates the outbound call after execution starts.	• Callback service: Returns session id to the user. • Callback service: Starts execution at a time determined by the scheduled time minus the current EWT • Callback service: Waits for an agent to be available.

Start Callback Not Delayed _wait_for_agent = false	Start Callback Delayed _wait_for_agent = true
	• Callback service: When an agent is available, notifies mobile device that agent is available. Confirm user's availability and Connect • Callback service: Returns a message to expect a call, to the mobile device. • Callback service: Calls the mobile device. • Mobile device: Accepts the call. • Callback service: Identifies that a human has answered the call. • Callback service: Reserves target to route call. • Callback service: Routes the call to the target. • Callback service terminates.

Create your Scenario

In the Service Management UI, select **Callback and Mobile Engagement** and in the Configured Services tab, add a Callback service with **User-Terminated (Immediate or Delayed)** as the Common Default Configuration (see **Adding a Service** for details).

Enter a service name. This is the callback execution name of your service that will be used in URLs to access this service. For example, if you set this name to user-scheduled, your service URL will be:

http://host:port/genesys/1/service/callback/user-scheduled

Configuration

When you add a service and default configuration, many options are automatically populated with the appropriate default values. Refer to the [User Terminated Delayed](#) and the [User Terminated Immediate](#) scenarios for further details. You will also need to [create and configure](#) an Office Hours service that you will use to configure the `_business_hours_service` option in your callback scenario: *No results*

The `_wait_for_agent` option selects between Delayed (`_wait_for_agent=true`) and not Delayed (`_wait_for_agent=false`). If you choose a User Terminated Delayed scenario, the outbound call will not occur until an agent is available.

- User Terminated Scheduled scenario:
 1. Start the callback service at the scheduled time minus the current EWT defined for the `_target`.
 2. The outbound call occurs immediately after starting the service.
- User Terminated Delayed Scheduled
 1. Start the callback service at the scheduled time minus the current EWT defined for the `_target`.
 2. Wait for the time dial notification from URS before making the outbound call.

User Terminated Scheduled scenarios might create a longer delay between the time of the outbound call and being connected to an agent if the EWT is not accurate.

Sample Request and Response Sequence

Get timeslots

```
Request URL:http://192.168.184.128:8080/genesys/1/service/callback/user-scheduled/availability?timestamp=2014-07-30T14:00:00.000Z&_id=1406647599350
Request Method:GET
Status Code:200 OK
Request Headersview source
Accept:application/json, text/javascript, */*; q=0.01
Accept-Encoding:gzip,deflate,sdch
```

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```
Accept-Language:en-US,en;q=0.8
Cache-Control:no-cache
Connection:keep-alive
Cookie:JSESSIONID=1mmvrc06utu9lls9azezm677ns; BAYEUX_BROWSER=db7a1s13ad7b0xvghy78iy6y17cq
Host:192.168.184.128:8080
Pragma:no-cache
Referer:http://192.168.184.128:8080/genesys/admin/js/sample/cb/index.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/31.0.1650.57 Safari/537.36
Query String Parametersview sourceview URL encoded
timestamp:2014-07-30T14:00:00.000Z
_:1406647599350
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Date:Wed, 30 Jul 2014 14:36:01 GMT
Pragma:no-cache
Transfer-Encoding:chunked

Response Body:
{
  "2014-07-30T06:00:00.000Z": 100,
  "2014-07-30T07:00:00.000Z": 100,
  "2014-07-30T08:00:00.000Z": 100,
  "2014-07-30T09:00:00.000Z": 100,
  "2014-07-30T10:00:00.000Z": 100,
  "2014-07-30T11:00:00.000Z": 100,
  "2014-07-30T12:00:00.000Z": 100,
}
```

Create outbound scheduled delay service

```
Request URL:http://192.168.184.128:8080/genesys/1/service/callback/user-scheduled
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:application/json, text/javascript, */*; q=0.01
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Cache-Control:no-cache
Connection:keep-alive
```

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```
Content-Length:915
Content-Type:multipart/form-data;boundary=AaB03x;charset=UTF-8
Cookie:JSESSIONID=1mmvrc06utu9lls9azezm677ns; BAYEUX_BROWSER=db7als13ad7b0xvghy78iy6y17cq
gms_user:jdoe_desktop
Host:192.168.184.128:8080
Origin:http://192.168.184.128:8080
Pragma:no-cache
Referer:http://192.168.184.128:8080/genesys/admin/js/sample/cb/index.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/31.0.1650.57 Safari/537.36
Request Payload
--AaB03x
Content-Disposition: form-data; name="first_name"

John
--AaB03x
Content-Disposition: form-data; name="last_name"

Doe
--AaB03x
Content-Disposition: form-data; name="_provide_code"

false
--AaB03x
Content-Disposition: form-data; name="_desired_time"

2014-07-30T15:00:00.000Z
--AaB03x
Content-Disposition: form-data; name="_customer_number"

5115
--AaB03x
Content-Disposition: form-data; name="location_lat"

37.8197
--AaB03x
Content-Disposition: form-data; name="location_long"

-122.4786
--AaB03x
Content-Disposition: form-data; name="_device_os"

comet
--AaB03x
```

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Content-Disposition: form-data; name="_call_direction"

USERTERMINATED

--AaB03x

Content-Disposition: form-data; name="_wait_for_agent"

true

--AaB03x

Content-Disposition: form-data; name="_wait_for_user_confirm"

true

--AaB03x

Content-Disposition: form-data; name="_media_type"

voice

--AaB03x

Response Headersview source

Access-Control-Allow-Credentials:true

Access-Control-Allow-Origin:http://192.168.184.128:8080

Access-Control-Expose-Headers:

Cache-Control:no-cache

Cache-Control:no-store

Content-Type:application/json;charset=UTF-8

Date:Wed, 30 Jul 2014 14:36:16 GMT

Pragma:no-cache

Transfer-Encoding:chunked

Response Body:

```
{"_id": "440-96984577-a614-4f18-b80e-aaf91e78b178"}
```

Push notification data:

```
{
  "_dialog_id": "0",
  "_action": "ConfirmationDialog",
  "_text": "You will receive the call shortly",
  "_ok_title": "Ok",
  "_id": "440-96984577-a614-4f18-b80e-aaf91e78b178"
}
```

Connect (user confirmation)

```
Request URL:http://localhost:8080/genesys/1/service/440-96984577-a614-4f18-b80e-aaf91e78b178/connect
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=---WebKitFormBoundaryNY84ld7wm7oHB9fp
Cookie:JSESSIONID=1b81btxjbrblwybz5a93i24io; BAYEUX_BROWSER=86721orubxagcqhwhj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryNY84ld7wm7oHB9fp--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:26
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:04:35 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=mjjvtphwb8lpce7io23ggxcu;Path=/genesys

Response Body:
{
  "_dialog_id": "0",
  "_action": "ConfirmationDialog",
  "_text": "You will receive the call shortly",
  "_ok_title": "Ok",
  "_id": "440-96984577-a614-4f18-b80e-aaf91e78b178"
}
```

Sequence Diagram

Click on the diagram to access full resolution.

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