Genesys Designer Help

Callback Availability V2

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Contents

Callback Availability V2

This block checks to see if there are any available time slots for the caller's preferred callback date and time, and provides up to three possible time slots to choose from.

Inputs tab

Specify the desired date and time for the callback.

Example

Properties - Callback Availability V2

This block is used to retrieve the scheduled callback availability from Genesys Mobile Services (GMS) for a particular Callback service.

Q Inputs   **Results**

Specify the desired date and time for scheduled callback.

Name	Description	Type	Value
Virtual Queue	Callback Virtual Queue	variable	callbackVQ
Desired Day of Week	Desired day of week to schedule callback (0=Sunday, 1=Monday, ... , 6=Saturday)	variable	varDesiredDay
Desired Hour	Desired hour of day to schedule callback (0-23)	variable	varDesiredHour
Desired Minute	Desired minute to schedule callback (0-59)	variable	varDesiredMinute

Results tab

The closest available time slot to the requested callback date and time is returned, while also taking into consideration the Estimated Wait Time (for example, if the current Estimated Wait Time is 30 minutes, the earliest time slot that could be offered is 30 minutes from now). In addition, up to two alternate time slots are also proposed.

> ### Important
> The desired day of week, hour, and minute should be collected from the caller in the time zone of the Designer application. For the three closest time slots that are

> returned, the **Slot *x* Date**, **Slot *x* Day of Week**, and **Slot *x* Time** are all in the time zone of the Designer application, so they can be played as prompts back to the customer to confirm the time, and **Slot *x* UTC** is in the UTC (Coordinated Universal Time) time zone.

You can use this tab to store the time slot results in variables.

Example