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Genesys Designer Help

Callback Availability V2

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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

Properties - Callback Availability V2

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

🔍 Inputs **Results**

Select the variables to store the results.

The possible values for the outcome variable are:

- 'AVAILABILITY_OK' (if successful)
- undefined (if any error occurs)

| Name | Description | Variable |
|--------------------|--|-------------------|
| Outcome | Outcome of the query. | varRequestResult |
| Slot 1 Date | Date of first slot (MM/dd) | varSlot1Date |
| Slot 1 Day of Week | Day of week of first slot (0=Sunday, ..., 6=Saturday) | varSlot1DayOfWeek |
| Slot 1 Time | Time of first slot (HH:mm) | varSlot1Time |
| Slot 1 UTC | UTC date-time of first slot to use for booking | varSlot1UTC |
| Slot 2 Date | Date of second slot (MM/dd) | |
| Slot 2 Day of Week | Day of week of second slot (0=Sunday, ..., 6=Saturday) | |
| Slot 2 Time | Time of second slot (HH:mm) | |