GENESYS™

Genesys Designer Help

Callback VQ Watermark Block

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Callback VQ Watermark Block

This block enables you to check the number of callbacks that are queued for a specific virtual queue (VQ). The result is returned as a "watermark" value that represents the number of callbacks that are currently active (such as being dialed or routed to an agent) or waiting to be connected.

> ### Important
> This value does not include scheduled or completed callbacks.

You can add this block to the top level of a default type application.

For example, let's say you wanted to stop offering immediate callbacks when a certain number of calls are already in the queue. You could add this block to do a watermark value check for the specified VQ, and then use a Segmentation block to decide what to do when a certain value is reached.

Inputs tab

Specify the Callback VQ to check for the number of callbacks that are being dialed, routed to an agent, or waiting to be connected.

Properties - Callback VQ Watermark

This block is used to check the number of callbacks in queue and being processed for a particular VQ

Q Inputs   Results

Specify the VQ to check callback watermark. It includes all callbacks that are queued or in execution (processing, calling, snoozing/redialing, routing to agent).

Name	Description	Type	Value
Virtual Queue	Callback Virtual Queue	literal ▼	'Callback_VQ'

Results tab

Specify the variables in which to store the results of the query.

Properties - Callback VQ Watermark

This block is used to check the number of callbacks in queue and being processed for a particular VQ

🔍 Inputs   🗐 **Results**

Select the variables to store the results.

The possible values for the outcome variable are:

- 'WATERMARK_OK' (successful)
- undefined (failed)

Name	Description	Variable
Outcome	Outcome of the query.	outcomeVar ▾
Watermark	Watermark level of the VQ	numCB ▾