Genesys Designer Help

Validate Phone Number Block

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Contents

Validate Phone Number Block

This block provides phone number validation and international phone number support for Callback V2.

> ## Important
> This block is only supported for environments using shared GMS.

Inputs tab

The **Validate Phone Number** block has three inputs. Enter the values, or select the appropriate variables.

- **Phone number** – The phone number to be validated.

- **Home Country Code** – The 2-letter ISO code of the expected "home" country. For example, *US* or *GB*.

- **Geocoding Locale** – (Optional) The preferred locale in which to return the detected location. For example, *en* or *zh-CN*. The default is *en-US*.

Example

Properties - Validate Phone Number

This block is used to validate a phone number on Genesys Mobile Services (GMS) using Google's libphonenumber library (https://github.com/googlei18n/libphonenumber).

🔍 **Inputs**   📇 **Results**

Validates and parses a phone number.

The phone number is validated and parsed using the Java implementation of Google's libphonenumber library.

The input **Phone Number** can be in international format (e.g. '+1 650 466-1100', '+441276457000', or '+33 1 41 10 17 17'), or in a format recognizable within the home country specified (e.g. '(650) 466-1100' in United States, '01276 457000' in United Kingdom, or '01 41 10 17 17' in France), with or without spaces or common punctuations.

If **Phone Number** is specified in an international format, **Home Country Code** is not used in determining the phone number's region and any applicable information. If **Phone Number** is provided in national number format instead, the number is validated as a number within the country specified by **Home Country Code**. Examples:

- If **Phone Number** is '+1 650 466-1100' and **Home Country Code** is 'FR', the number is valid.
- If **Phone Number** is '01 41 10 17 17' and **Home Country Code** is 'US', the number is invalid.
- If **Phone Number** is '01 41 10 17 17' and **Home Country Code** is 'FR', the number is valid.

If the optional input **Geocoding Locale** is provided, the library will attempt to use this locale when returning the **Location** of the phone number (if it can be determined). In practice, the library does not have a comprehensive location database in different locales, and will likely return the English name for the location even when locale is set.

Name	Description	Type	Value
Phone Number	The phone number to be validated.	variable ▼	phoneNumber ▼
Home Country Code	2-letter ISO country code of the home country expected, e.g. 'US', 'GB'	variable ▼	validationDefaultCountry ▼
Geocoding Locale	(Optional) The preferred locale used to return the location, e.g. 'en', 'fr-FR', 'zh-CN'.	variable ▼	▼

Results tab

Select the variables that will store the results of the phone number validation query.

All outputs are optional. If the phone number is not valid, all outputs (other than **Outcome**) will return null.

Number Validation Configurations Data Table

Callback V2 uses a special data table called NUMBER_VALIDATION_CONFIGURATIONS to provide support for phone number validation and international phone numbers.

You can view the settings for this data table by selecting it on the Data Tables page.

Parameters

This data table contains the following parameters:

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Setting	Description
Config Name	Name of the configuration.
Validation Enabled	If number validation is enabled.
Default Country	The default country to be used for validation. (This should also be used for the **Home Country Code** in the Validate Phone Number block.)
Expects International Number	If callers will be prompted to include a country code when entering their phone number. **Important** If set to `true`, any countries involved in international shared-cost (such as +808) or toll-free (such as +800) numbers that are not the default country must be added to **Additional Countries Allowed**.
Always Say Country on Confirm	The country name will always be stated when confirming a phone number to the caller, even if it is the same as the home country. (It is always stated if the country name differs from the default country.)
Say Country When Not Allowed	The country name will be stated if a phone number is not from an allowed country, or use a generic message (such as "your country"). **Tip** You can set this option to `false` if you do not want your voice talent to record the names of all possible countries
Always Says International Number	When confirming a phone number to the caller, always state it in full international format. For example, say "1<xxx>5551100" instead of "<xxx>5551100"'.
Premium Rate Allowed	Whether premium rate numbers (such as 1-900 numbers in the U.S.) are allowed.
Toll Free Allowed	Whether toll-free numbers (such as 1-800 numbers in the U.S.) are allowed.
Shared Cost Allowed	Whether shared-cost numbers (such as +808 numbers) are allowed.
Voicemail Allowed	Whether voicemail numbers (if they can be determined) are allowed.
Pager Allowed	Whether pager numbers (if they can be determined) are allowed.
Additional Countries Allowed	Select the countries, in addition to the default country, which are allowed.