GENESYS

Service Management UI Help

User Originated Immediate

12/17/2025

User Originated Immediate

Type: **ors / inbound voice service**

Scenario

The customer wishes to contact the Call Center immediately. The Callback service provides an access number and an access code (optional) that the customer can dial. Then, when the customer's inbound call is processed and routed to an agent.

This Callback scenario goes through the following stages:

Start Callback

- Callback service: Returns access information immediately to the mobile device.
- Callback service: Waits for the voice call to arrive.
- Next: The Mobile device is expected to dial the access number.

Dial Access Number

- Inbound service: Locates the GMS service associated with the arrived voice call.
- Inbound service: Delegates the call to be processed by the Callback service.
- Callback service: Plays treatment until the target is available.
- Callback service: Reserves target to route call.
- Callback service: Routes the call to the target.
- Callback service terminates.

How to Configure this Scenario

Open the GMS Service Management UI to create the service and set the configuration options.

On the *Services* > *Configured Services* tab, add a Callback service with *User-Originated-Immediate* as the Common Default Configuration (see Configured Services). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values. See the sections below for further guidance. See the Reference section below for options' details.

Default Values for Inbound Immediate

These are the default values, which are automatically populated when using the pre-defined User-Originated-Immediate service. You do not need to change these values:

Option	Description
_wait_for_agent = false	True to wait for an agent to connect. If this option is set to true, the service will wait for the agent to initiate the interaction and to send the notification to the customer. If the option is set to false, the interaction can start right after the creation of the service instance. In voice scenarios, the access information will be returned immediately with the service ID. **This option is mandatory.**
_call_direction = USERORIGINATED	This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value. • If this option is set to USERORIGINATED, the customer's device will initiate the call to get connected to the agent. • If this option is set to USERTERMINATED, the agent or the system will initiate the call to contact the customer.
_userterminated_first_connect_party = CUSTOMER	First party to connect when _call_direction is set to USERTERMINATED. Set this option to CUSTOMER to call the customer first; set this option to AGENT to call the agent first. **This option is mandatory.**
_ttl = 86400	Duration (in seconds) for which the service will be kept in storage after the Desired Time is passed (Time To Live). Once expired, the service is removed from the system. For example, if you want the callbacks to be visible in the Service Management UI for one week past the execution time, then you should set 7 days of Time To Live, which means _ttl=604800. **This option is mandatory.**
_type = ors	• For Genesys Mobile Services-based services: builtin

Option	Description
	• For Orchestration Server-based services: ors
_provide_code = false	If true, returns a randomly generated code to be used for the authentication of the user originated (inbound) call. **This option is mandatory.**

See the Reference section below for options' details.

Additional Required Options

You must enter a string value for the following options:

Option	Description
_resource_group="DNIS"	Resource group from which access number is to be allocated. **This option is mandatory.**
_urs_virtual_queue="MyVirtualQueue"	Virtual queue (alias) to which the service request will be added.
_target="MyTarget@StatServer.GA"	Routing target that specifies the agent/queue resource that will process this request. • Starting in 8.5.108.02, you can set multiple targets in this option, limited to 5. • Starting in 8.5.114.09, the limit is increased to 15. ## Single Target For a **single** target, format the string according to the URS target specification: <Target String>@<StatServer name>.<Target Type> where Target Type is one of the following: • A (Agent) • AP (Agent Place) • GA (Group of Agents)

Option	Description

	- GP (Group of Places) - GC (Campaign Group) `<Target String>` can be a skill expression. In that case, `<Target String>` must start with '?:'.
	For example: `Billing@StatServer.GA`—Routes to Agent Group "Billing". `?:English=20&;Loans=2@StatServer.GA`—Routes to any agent matching the skill expression. See the Universal Routing Server (URS) documentation for additional information about URS targets.
	
	## Multiple Targets
	To set multiple targets, create a JSON-formatted string array of maximum 15 elements as follows:
	<pre>[
	    {
	        "target": "<Target
	String>@<StatServer name>.<Target Type>",
	        "timeout": "<integer>",
	        "clear":<true/false>,
	        "stat_to_check": "<stat name>",
	        "stat_operator": "< or >",
	        "stat_value": "1"
	    }
	]</pre> - The `timeout` property specifies how long to wait in seconds before switching of targets. - The `stat_to_check` property can be set to any of the values supported by the Statistics parameter passed to the IRD function `SData(Target, Statistics)`, unless `target` is a skill expression. If `target` is a skill expression, you must choose one of the following values: `RStatAgentsReadyvoice`—agents ready for voice media. `RStatAgentsReady`—agents ready for any media. `RStatAgentsTotal`—agents logged in. - The `stat_value` property specifies the threshold for the statistic passed in `stat_to_check`. If the condition set by the combination of `stat_to_check`, `stat_operator`, and `stat_value` is met, the current target is skipped, except if it is the last

Option	Description
	target of the list. • If `clear=true`, the target will be overridden when switching to the next target; if `clear=false`, the target will be expanded with the next target. **Important** If you set multiple targets in this option, then `_urs_queued_ttl` should be set to the total queue time across all targets. more...
_urs_prioritization_strategy = WaitForTarget _urs_strategy_update_sub_routine = SetRouteDelay	These options respectively match the name of the URS strategy and subroutine that you imported into IRD. If you changed one of these names, update the corresponding option to reflect the correct name.

See the Reference section below for options' details.

Customization

All of the options in the Voice-User Originated section are applicable. You can use the default values, or you can set your own values.

Option	Description
Section: Voice-User Originated	
_booking_expiration_timeout = 30	Used to book the access number resource for a period of time. The customer needs to make the call within the specified timeout to ensure a successful match. **This option is mandatory.**
_provide_code= false	If true, returns a randomly generated code to be used for the authentication of the user originated (inbound) call. **This option is mandatory.**
_userorig_connect_limit=3	Maximum number of times that the customer can request a connection or a reconnection.

Option	Description
Section: Voice Treatment	
_treatment_find_agent_fail = GMSApplications/<treatmentfile1>	Music file to be played when the service fails to find the agent in the time specified by the Max Time To Wait For Agent on the Call parameter. This parameter accepts a URI as a string or as a JSON-formatted string. See also _treatment_waiting_for_agent. By default, this option has an empty value and Callback will use the <GMS installation>/Resources/ SampleTreatments/all_agents_busy.wav file available in the callback template.
_treatment_waiting_for_agent = GMSApplications/<treatmentfile2>	Music file to play when the customer is waiting for an agent. This parameter accepts a URI as a string or as a JSON-formatted string. If you do not set this option, Callback will use the default <GMS installation>/Resources/SampleTreatments/ next_customer_rep.wav file of the callback template.

Important

In the Voice Treatment section, the GMSApplications/<treatmentfile> path is applicable if you are using the treatments builtin to the Callback strategy. If you are not using the builtin treatments, enter the path where you have placed your voice treatment files.

Sample Request and Response Sequence

Create inbound immediate service

```
Request URL:http://localhost:8080/genesys/1/service/callback/voice-userorig-immediate
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=----WebKitFormBoundarypn9IDb0VLCgiULed
Cookie:JSESSIONID=142p9me7hc3ht635n8mkx3eit; BAYEUX_BROWSER=86721orubxagcqhw0hj14cpyaqk2
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
------WebKitFormBoundarypn9IDb0VLCgiULed--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 06:37:45 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=5lpxopl7oanu50iexlwaqrvg;Path=/genesys
Transfer-Encoding:chunked

Response Body:
{
    "_access_code": "n/a",
    "_access_number": "6504663204",
    "_action": "DialNumber",
    "_dialog_id": "0",
    "_expiration_time": "29",
    "_id": "369-37f2ab38-ec98-4316-a28d-dec01d622ae8",
    "_label": "Connecting ...",
    "_tel_url": "tel:6504663204"
}
```

Sequence Diagram

Click the diagram to access full resolution.