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Service Management UI Help

Callback Service

12/13/2025

Contents

- 1 Callback Service
 - 1.1 Load the Callback Service Template
 - 1.2 Create a Callback Service
 - 1.3 Configured Callback Services
 - 1.4 Adding your Service to Virtual Service Groups
 - 1.5 Accessing Callback Services and Records with the Callback API

Callback Service

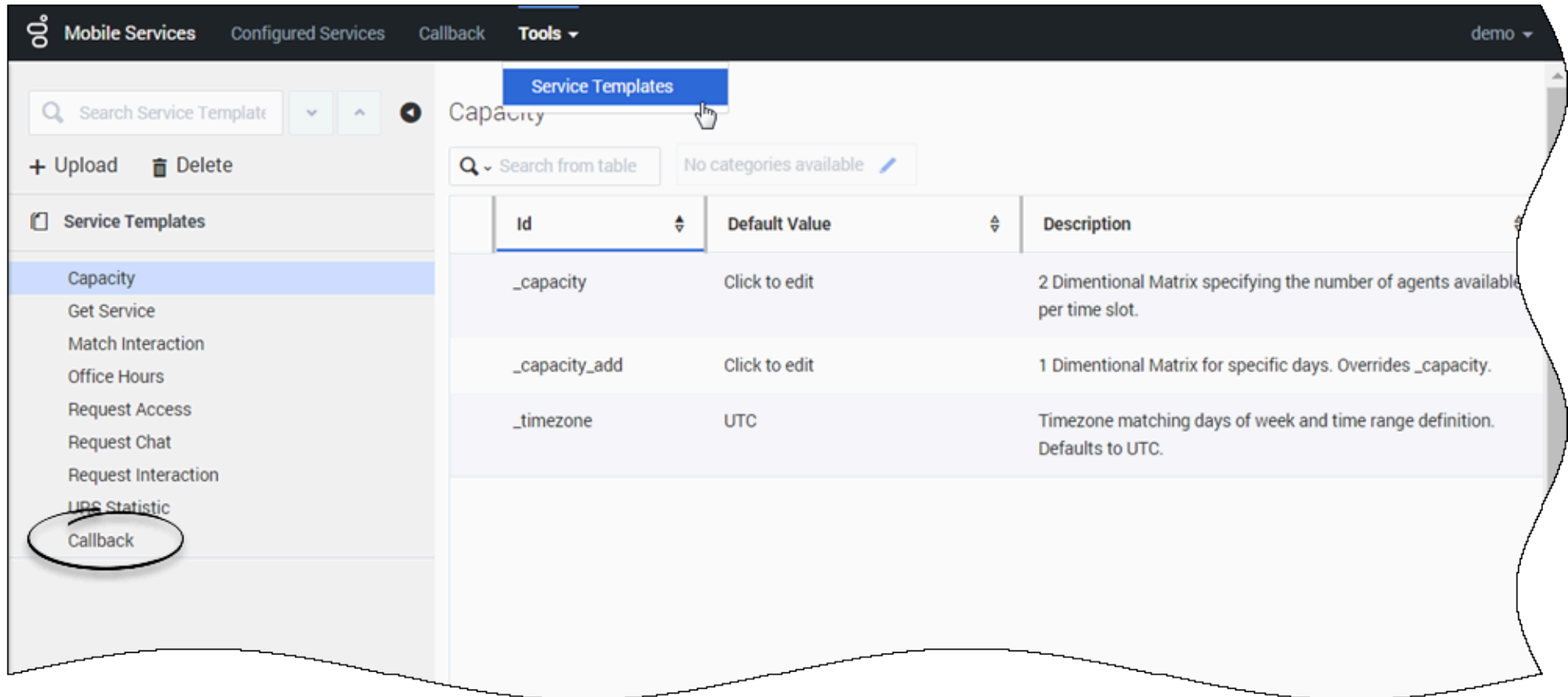
Important

The Callback tab provides the Callback UI. You cannot use it to customize a Callback Service. To create and configure your Callback Service, use the **Services** tab.

After Callback is configured, you must create a Callback Service for each Callback scenario that you want to implement. Then, you can manage Callback interactions in the Callback UI.

- To create a Callback service, you need **Administrator permissions**.
- You must set up **Office Hours** if you want to implement **Scheduled Callback**.

Load the Callback Service Template



The screenshot shows the 'Service Management UI' with the 'Tools' menu open and 'Service Templates' selected. The left sidebar lists various services, with 'Callback' circled. The main area displays a table of service templates under the 'Capacity' category.

Id	Default Value	Description
_capacity	Click to edit	2 Dimensional Matrix specifying the number of agents available per time slot.
_capacity_add	Click to edit	1 Dimensional Matrix for specific days. Overrides _capacity.
_timezone	UTC	Timezone matching days of week and time range definition. Defaults to UTC.

Open the **Service Management UI**, and navigate to **Services and Tools > Tools > Service Templates**. By default, **callback** should be part of the **Service Templates** list.

If not, you must load the Callback service template before you can create a Callback service. The `callback.zip` template is located in the `<GMS installation directory>/service_templates` directory.

Once the callback template has been loaded, it is available in the filter drop-down list of the **Services** tab.

Create a Callback Service

The screenshot shows a modal dialog box titled "Add New Service" with a close button (X) in the top right corner. The dialog is set against a dark background with a sidebar on the right containing icons for "Display", "Day", and "19". The dialog contains three sections: "Service Template" with a dropdown menu showing "callback"; "Service Name" with a text input field containing "Callback Delayed"; and "Common Default Configuration" with a dropdown menu showing "User Terminated Delayed". At the bottom left is a "Cancel" button and at the bottom right is an "Add" button.

Callback Service Templates

Add New Service

Service Template

callback

Service Name

Callback Delayed

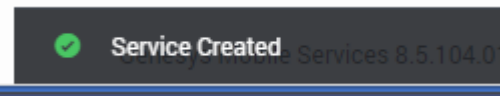
Common Default Configuration

User Terminated Delayed

Cancel Add

Navigate to the **Services and Tools > Services** tab. There, you can manage your services based on the templates. The services and categories can be collapsed or expanded for easier viewing.

1. Click **Create**.
2. Enter a **Service Name**: This name will be used as the {callback-execution-name} parameter in your Callback queries.
3. Select your **Common Default Configuration**. These configuration scenarios are detailed in the [Callback Scenarios section](#) of this guide.



4. Click **Add**. An information message confirms the service creation.

The new Callback service appears in the *Configured Services* list.

Important

The service is also created in the service.{callback-execution-name} section of your GMS configuration.

Configured Callback Services

Callback Delayed

Search Items | + Create | Delete

Search Table | Select All | + Add New | Delete | ☐ Advanced Parameters | Expand All | Refresh

Name	Value	Description
<input type="checkbox"/> _max_ors_submit_attempts	3	Maximum number of times request for execution will be submitted to ORS. After it is reached request is removed from persistent queue and discarded.
<input checked="" type="checkbox"/> _max_time_to_wait_for_agent_on_the_call	3600	This is the maximum amount of time (seconds) to wait for the agent to accept and answer the call after customer is connected
<input checked="" type="checkbox"/> _max_transfer_to_agent_attempts		This is the max number of times to retry transfer of the call to the agent
<input checked="" type="checkbox"/> _media_type	voice	Media type of the interaction the service is expected to handle. This is required for URS to select agent with proper media capabilities.
<input type="checkbox"/> _orig_service_id		Request Parameter - Id of the service that originated callback service request. Example: IVR service, web session service, etc
<input checked="" type="checkbox"/> _snooze_duration	300	After agent availability notification is received, user can snooze the notification for the specified duration.

Handwritten Annotations:

- Display Advanced Parameters:** Points to the 'Advanced Parameters' toggle switch.
- Optional:** Points to the checkbox for '_max_ors_submit_attempts'.
- Mandatory:** Points to the lock icon for '_max_time_to_wait_for_agent_on_the_call'.
- Request parameter for API queries:** Points to the '_orig_service_id' parameter, which is circled and labeled 'Request Parameter'.

Key parameters for the service are automatically populated with the appropriate default values. For cluster configurations, all changes made in a service will be replicated into the entire GMS cluster.

Important

To configure your Callback service, refer to the configuration options described in the associated scenario page. See the [Callback scenarios](#) for further details.

The parameters have the following characteristics:

- Mandatory parameters - are identified with a lock icon; you cannot rename them or remove them.
- Optional parameters - you can rename them by hovering your cursor over the value field (you will see a pencil icon), click, and then enter the new value. You can delete optional parameters by clicking the *Delete* button.
- Advanced parameters - can be displayed by selecting the **Advanced** button in the upper right.
- Request parameters - are identified with an ***Request Parameter*** label in the Description.

Important

Request parameters are usually provided within the request itself. Genesys recommends that you do not configure the Request parameters through this UI, otherwise, the parameter within the request will be overridden. If a value was entered through this UI and you wish to remove it at some later date, you can click the garbage can icon and the value becomes *not specified*.

Adding your Service to Virtual Service Groups

Introduced in 8.5.207

To add services to a given virtual group, add the **_service_groups** option to your service and enter a comma-separated list of group names.

For example, let's consider adding the 'support' service group by adding **_service_groups = 'support'** to the `callback-support` and `callback-blackfriday-support` services.

Then, you can use this virtual group to filter the services displayed to an agent. See [Setting Permissions](#) for further details.

Accessing Callback Services and Records with the Callback API

The URLs used by the Callback API are dependent on the name of the Callback service that you have just created. Callback services are available at the following URL:

```
http://<host>:<port>/{base-web-application}/service/callback/{callback-execution-name}
```

For instance, if you create a callback service named `callback-for-mobile`, then `{callback-execution-name}` is `callback-for-mobile` and the callback service is available at:

```
http://<host>:<port>/{base-web-application}/service/callback/callback-for-mobile
```

For further details, see [Callback API](#).