Widgets Reference

CallbackService

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Overview

CallbackService exposes a high-level API for utilizing Genesys Callback services. You can use these services to schedule a callback with customer service using our callback widget or by developing your own custom Callback widget. Using CallbackService drastically simplifies integration and greatly improves reliability, features, and compatibility on the bus for all widgets.

Usage

CallbackService and the matching Callback widget work together right out of the box and they share the same configuration object. Using Callback uses CallbackService.

You can also use CallbackService as a high-level API using bus commands and events to build your own Callback widget.

Namespace

Callback Service plugin has the following namespaces tied-up with each of the following types.

Type	Namespace
Configuration	callback
CXBus - API Commands & API Events	CallbackService

Customization

CallbackService has no customization options. It is meant as a plug-n-play type of plugin and works as-is.