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Deployment Guide

Web Callback Channel

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When you install Genesys Web Engagement, the **Provisioning Tool** automatically configures the Web Engagement Server to support working with a voice (web callback) channel.

If you need to, you can configure this manually by completing the "Configuring the Web Engagement Server to Support a Voice (web callback) Channel".

You can also complete the "Configuring Web Callback as the Default Channel of Engagement" to specify web callback as the default channel of engagement. You do this by using the **defaultEngagementChannel** option, which is only intended for development purposes and should not be used in a production environment because it turns off the pacing algorithm.

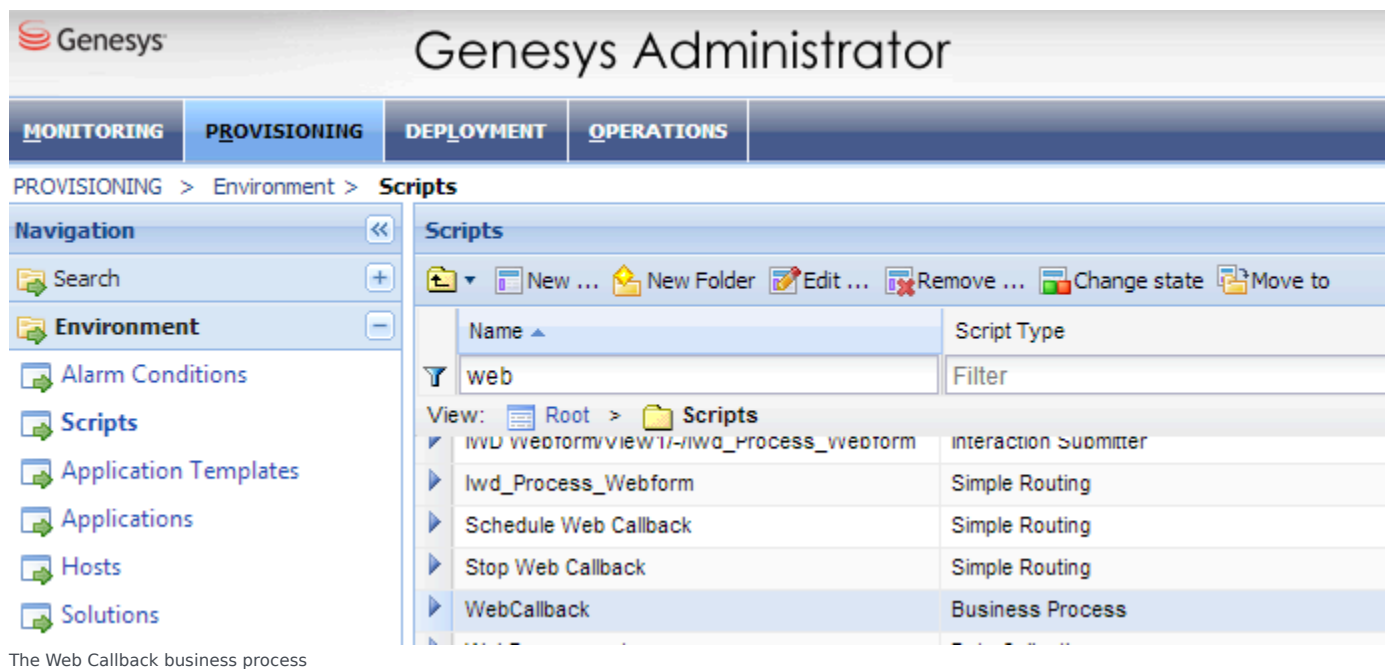
Configuring the Web Engagement Server to Support a Voice (web callback) Channel

Prerequisites

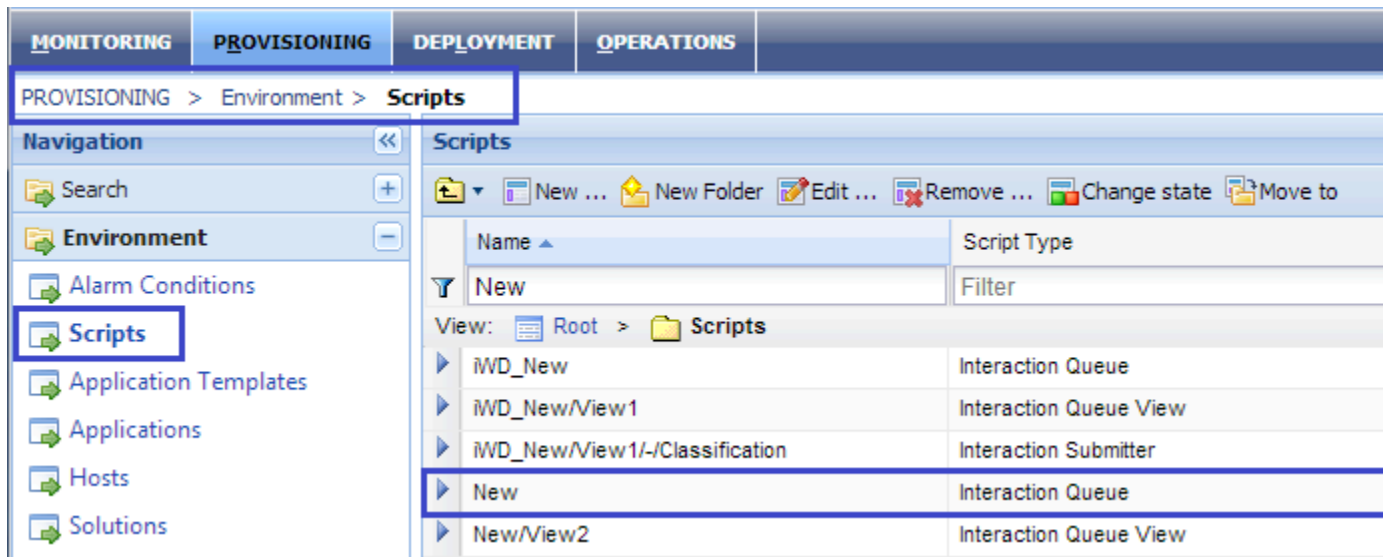
- You installed the eServices Web API Samples in your environment. During this installation, you created the web callback routing process and an incoming Interaction Queue named **New**. For details, see the [eServices Deployment Guide](#) and the [Web API Client Developer's Guide](#).

Start

- In Genesys Administrator, navigate to **Provisioning > Environment > Scripts** and confirm the following:
 - The Web Callback business process is installed:

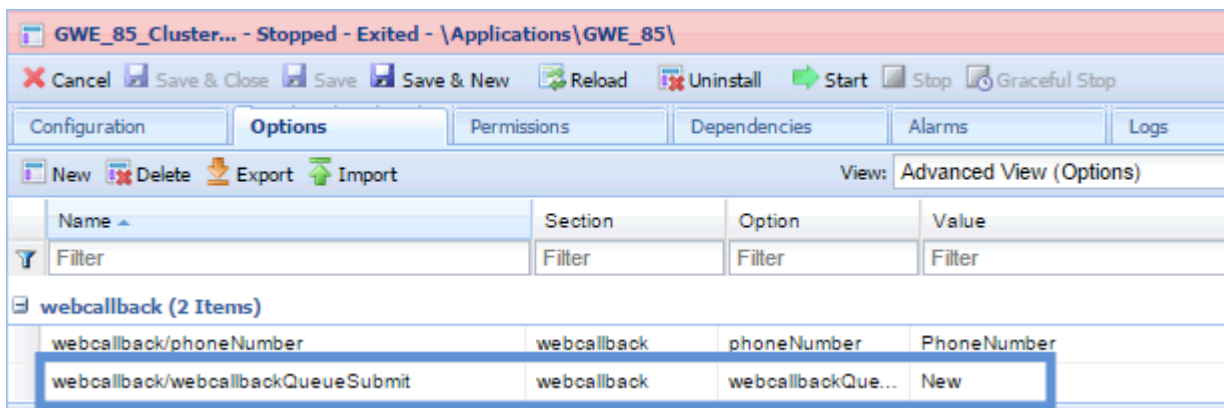


- An Interaction Queue named New exists:



An Interaction Queue named New

2. Navigate to **Provisioning > Environment > Applications** and open the Web Engagement Server application to configure the web callback endpoint.
3. Select the **Options** tab.
4. In the **[webcallback]** section, set the value of the **webcallbackQueueSubmit** option to New.



Set the **webcallbackQueueSubmit** option to New

5. Make sure that agents who participate in web callback processing belong to the following groups:
 - *WebCallback distribution for processing* — This group is used in the Web Callback business process as the delivery target for web callback interactions.
 - *Web Engagement Voice* — This group (or groups) is specified in the **voiceGroups** option to support pacing algorithm functionality.

End

Configuring Web Callback as the Default Channel of Engagement

Specifying web callback as the default channel tells the default SCXML strategy to ignore results provided by the pacing algorithm. As a result, the engagement attempt is always activated on the web callback channel and the count of ready agents is ignored. If the **defaultEngagementChannel** option is not specified or specified with empty value, the pacing algorithm is used.

Start

1. In Genesys Administrator and navigate to **Provisioning > Environment > Applications**.
2. Open the application for the Web Engagement Server.
3. Set the web callback channel as the default channel of engagement. In the **[engagement]** section, set the value of the **defaultEngagementChannel** option to **proactiveVoice**.

End

Next Steps

- Return to the [Genesys Web Engagement Features](#) page.

Limitations in webcallback channel support

GWE 8.5 does not support simultaneous webcallback engagements for the same visitID. To address this, do either of the following things:

- Modify the invitation widget to stop it from triggering simultaneous webcallback requests.
- Use the **strictEngagementMode** option to prevent simultaneous engagement attempts without differentiating between different channels.