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Workspace Desktop Edition Help

[Schedule a Callback](#)


Schedule a Callback




There are two types of callbacks that you can reschedule:

- [Outbound campaign interaction callback](#)
- [Web Callback interaction callback](#)

Rescheduling a Callback

You can reschedule an **Outbound campaign** call (for example, if the contact is too busy to respond now) to a different date and/or time by using the Schedule a Callback function.

In the Outbound campaign–call interaction window, in the call-action tool bar, click **Schedule a Callback** (). The Schedule a Callback view is displayed.

Click the **Schedule Callback** check box to reschedule the call. After you have specified a new date and/or time and, if necessary, a new number, click **End Call** () to disconnect the call. Click **Mark Done** () to schedule the callback. The **Schedule a Callback** button changes to  after the callback has been scheduled.

To set a new date, either enter a new date in the date field or use the calendar view to click a new day. Use the left and right arrow buttons to change the month and year.

To set a new time, either enter a new time in the time field or use the up and down arrow buttons to change the hours, minutes, and seconds.

Click **Personal Callback** to schedule the callback from you personally. Leave the **Personal Callback** check box clear to send the interaction back to the calling queue.


To select a new number for the contact, click the **Phone** drop-down list, and choose a different number.

To add a new number that is to be used for the callback, click **New Phone Number**. The Add New Number view is displayed. The following options are available for you to use:

- **Phone**—Enter a new phone number that is to be used for the scheduled callback.
- **Type**—Select a voice or other media type, such as a mobile phone.
- **From**—Select a start time for which the device can be contacted.
- **Until**—Select an end time for which the device can be contacted.


Rescheduling a Web Callback


You can reschedule a **Web Callback** call (for example, if the contact does not answer at the time that he or she requested the Web Callback) to a different date and/or time by using the Schedule a Callback function.

In the Web Callback Preview window, in the call-action tool bar, click **Schedule a Callback** ()¹⁷. The Schedule a Callback view is displayed.

Click the **Schedule Callback** check box to reschedule the call. Use the **On** field to enter a new date, or use the Calendar picker to click a new date. Specify a new time and call duration by using the **From** and **Till** fields. The clock-face display will update to show the new "from" time.

If necessary, you can specify a new number by selecting a number for the contact from the **To** drop-down list.

After you have specified a new date and/or time and, if necessary, a new number, click the **X** to close the Schedule a Callback view. The **Schedule a Callback** button changes to  after the callback has been scheduled.

Click **Mark Done** () to schedule the callback to the date and time that you specified. At the specified date and time, the Web Callback interaction notification is displayed on your desktop.