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Genesys Mobile Services

Callback Service Options

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Callback Service Options

You can create customized Callback services by adding a `service.servicename` section to your GMS configuration or by adding a new Callback service in the [Service Management UI](#), and then setting the appropriate options within. This page lists the options to use to fine-tune your Callback services.

- For more information, refer to Callback documentation in the [Callback Solution Guide](#).
- For details about overwriting configuration in Callback queries, refer to the [Callback Services API Reference page](#).

Options for this component are contained in the following configuration sections:

- [Chat](#)
- [General](#)
- [Notification](#)
- [no category](#)
- [Queue Management](#)
- [Reporting](#)
- [Scheduled Call](#)
- [URS Queueing](#)
- [Voice - User Originated](#)
- [Voice - User Terminated](#)
- [Voice Treatment](#)

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
Chat	_chat_endpoint		Immediately
General	_agent_transfer_confirm_timeout		Immediately
General	_agent_transfer_confirm_timeout		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
General	<code>_attach_udata</code>	single_json	Immediately
General	<code>_business_hours_service</code>	No default value	Immediately
General	<code>_callback_events_list</code>		Immediately
General	<code>_call_direction</code>	USERORIGINATED	Immediately
General	<code>_capacity_service</code>		Immediately
General	<code>_customer_lookup_keys</code>	_customer_number	Immediately
General	<code>_do_not_call_items</code>	No default value	Immediately
General	<code>_enable_notification_reminder</code>	false	Immediately
General	<code>_enable_status_notification</code>	false	Immediately
General	<code>_enable_user_data_on_target</code>	false_start	Immediately
General	<code>_exceptions</code>		Immediately
General	<code>_ixn_redirect_confirm</code>	true	Immediately
General	<code>_ixn_redirect_hints</code>		Immediately
General	<code>_mandatory_customer_lookup_keys</code>	_customer_number	Immediately
General	<code>_max_ors_submit_attempts</code>	3	Immediately
General	<code>_max_time_slots</code>	5	Immediately
General	<code>_max_time_to_wait_for_agent_on_the_call</code>	3600	Immediately
General	<code>_max_time_to_wait_for_ixn_complete</code>	3600	Immediately
General	<code>_max_transfer_to_agent_attempts</code>	5	Immediately
General	<code>_media_type</code>	voice	Immediately
General	<code>_notification_reminder_buffer</code>	300	Immediately
General	<code>_number_of_days</code>	1	Immediately
General	<code>_orig_service_id</code>		Immediately
General	<code>_paused_services_id</code>		Immediately
General	<code>_paused_services_list</code>	GMS_Paused_Services	Immediately
General	<code>_retain_session_until_ixn_complete</code>	false	Immediately
General	<code>_snooze_duration</code>	300	Immediately
General	<code>_state_event_delay</code>	500	Immediately
General	<code>_status_notification_target</code>		Immediately
General	<code>_status_notification_type</code>		Immediately
General	<code>_suppress_sensitive_logging</code>	false	Immediately
General	<code>_ttl</code>	86400	Immediately
General	<code>_user_confirm_timeout</code>	30	Immediately
General	<code>_wait_for_agent</code>	true	Immediately
General	<code>_wait_for_user_confirm</code>	false	Immediately
no category	<code>_customer_number</code>		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
no category	<code>_on_customer_connect_treatment_url</code>	""	Immediately
no category	<code>_originating_interaction_id</code>		
no category	<code>_ors</code>		Immediately
no category	<code>_ors_lb_strategy</code>	circular	Immediately
no category	<code>_overwritable_options</code>		Immediately
no category	<code>_redirect</code>		Immediately
no category	<code>_status_notification_debug</code>	false	Immediately
no category	<code>_status_notification_language</code>	false	Immediately
no category	<code>_urs_url</code>	No default value	Immediately
Notification	<code>_agent_availability_notification_delay</code>	30	Immediately
Notification	<code>_device_notification_id</code>		Immediately
Notification	<code>_device_os</code>		Immediately
Notification	<code>_max_notify_delivery_attempts</code>	3	Immediately
Notification	<code>_max_number_of_user_availability_confirmation_attempts</code>	3	Immediately
Notification	<code>_notification_message_file</code>	/genesys/1/document/ service_template/ callback/Resources/ Strings/messages.json	Immediately
Notification	<code>_provider_name</code>		Immediately
Notification	<code>_use_debug_push_certificate</code>		Immediately
Queue Management	<code>_default_country</code>	US	Immediately
Queue Management	<code>_disallow_impossible_phone_numbers</code>	true	Immediately
Queue Management	<code>_disallow_premium_phone_numbers</code>	true	Immediately
Queue Management	<code>_enable_in_queue_checking</code>	true	Immediately
Queue Management	<code>_enable_reject_out_of_office_hours</code>	false	Immediately
Queue Management	<code>_enable_throttle_header_parameters</code>	true	Immediately
Queue Management	<code>_filter_keys</code>	_callback_state,_callback_reason,direct_queue_time_stat,_request	
Queue Management	<code>_fix_plus_on_int_phone_numbers</code>	true	Immediately
Queue Management	<code>_max_queued_callbacks_per_device</code>	1000	Immediately
Queue Management	<code>_queue_ping_ors_period</code>	-120,-2	Immediately
Queue Management	<code>_queue_poll_period</code>	-120,120	Immediately
Queue Management	<code>_queue_poll_period_recovery</code>	1440,-120	Immediately
Queue Management	<code>_returned_keys</code>	_desired_time,_callback_state,_callback_number,_callback_reason	
Queue Management	<code>_statistic_ewt_upper_bound</code>	86400	Immediately
Queue Management	<code>_throttle_callbacks_per_service</code>	500_1	Immediately
Queue Management	<code>_throttle_callbacks_per_service</code>	1000_2	Immediately
Queue Management	<code>_throttle_customer_number_limit</code>	6	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
Queue Management	_throttle_request_parameters	customer_number	Immediately
Queue Management	_throttle_request_parameters	8	Immediately
Queue Management	_throttle_ttl_1	300	Immediately
Queue Management	_throttle_ttl_2	3600	Immediately
Reporting	_rep_userevent_dn		Immediately
Reporting	_rep_userevent_enable	false	Immediately
Reporting	_rep_userevent_mediatype	0	Immediately
Reporting	_rep_userevent_switch		Immediately
Scheduled Call	_desired_connect_time_threshold	180	Immediately
Scheduled Call	_desired_time		Immediately
Scheduled Call	_max_request_by_time_bucket	100	Immediately
Scheduled Call	_reject_future_desired_time	1M	Immediately
Scheduled Call	_request_ewt_service	No default value	Immediately
Scheduled Call	_request_execution_time_bucket	120	Immediately
Scheduled Call	_request_queue_time_stat		Immediately
Scheduled Call	_request_time_bucket	5	Immediately
URS Queueing	_agent_reserve_delay_before_release	0	Immediately
URS Queueing	_agent_reserve_timeout	30	Immediately
URS Queueing	_cannot_dial_buffer_time	0	Immediately
URS Queueing	_delay_connid_attempt_loop	100	Immediately
URS Queueing	_eta_pos_threshold	0:10,10:5,20:2,30:1,40:0	Immediately
URS Queueing	_max_connid_attempts	7	Immediately
URS Queueing	_max_queue_wait	0	Immediately
URS Queueing	_max_time_to_reach_eta_pos_threshold	14160	Immediately
URS Queueing	_max_urs_ewt_pos_polling_interval	30	Immediately
URS Queueing	_min_queue_wait	0	Immediately
URS Queueing	_min_urs_ewt_pos_polling_interval	2	Immediately
URS Queueing	_on_route_done_delay	0	Immediately
URS Queueing	_target	{specify your target here}	Immediately
URS Queueing	_urs_call_interaction_age		Immediately
URS Queueing	_urs_ewt_estimation_method	ursdial	Immediately
URS Queueing	_urs_ewt_virtual_queue	No default value	Immediately
URS Queueing	_urs_ewt_vq	No default value	Immediately
URS Queueing	_urs_extension_data	No default value	Immediately
URS Queueing	_urs_ideal_expression		Immediately
URS Queueing	_urs_prioritization_strategy	WaitForTarget	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
URS Queueing	<code>_urs_queued_ttl</code>	14400	Immediately
URS Queueing	<code>_urs_request_timeout</code>	100	Immediately
URS Queueing	<code>_urs_strategy_update_sub</code>	SetRouteDelay	Immediately
URS Queueing	<code>_urs_udata_xfer_keys</code>		Immediately
URS Queueing	<code>_urs_virtual_queue</code>	{Specify virtual queue to be used by strategy}	Immediately
URS Queueing	<code>_urs_vq_priority</code>		Immediately
URS Queueing	<code>_urs_vq_priority_boost_on_connect</code>	500	Immediately
URS Queueing	<code>_urs_vq_priority_increment</code>		Immediately
URS Queueing	<code>_urs_vq_priority_increment_interval</code>		Immediately
URS Queueing	<code>_urs_vq_priority_max</code>	No default value	Immediately
URS Queueing	<code>_urs_vq_priority_min</code>	0	Immediately
Voice - User Originated	<code>_booking_expiration_timeout</code>	30	Immediately
Voice - User Originated	<code>_offer_callback</code>	false	Immediately
Voice - User Originated	<code>_offer_callback_vxml_app_url</code>		Immediately
Voice - User Originated	<code>_provide_code</code>	false	Immediately
Voice - User Originated	<code>_resource_group</code>	DNIS	Immediately
Voice - User Originated	<code>_src_route_point</code>		Immediately
Voice - User Originated	<code>_userorig_connect_limit</code>	3	Immediately
Voice - User Terminated	<code>_agent_disposition_timeout</code>	45	Immediately
Voice - User Terminated	<code>_agent_first_via_rp</code>	false	Immediately
Voice - User Terminated	<code>_agent_first_via_tg</code>	false	Immediately
Voice - User Terminated	<code>_agent_preview</code>	false	Immediately
Voice - User Terminated	<code>_agent_preview_allow_reject</code>	0	Immediately
Voice - User Terminated	<code>_agent_preview_data</code>	Value 1,Value 2,Value 3,Value 4,Value 5	Immediately
Voice - User Terminated	<code>_agent_preview_set_notready_reason</code>	N/A	Immediately
Voice - User Terminated	<code>_agent_preview_set_notready_reason_attribute</code>	false	Immediately
Voice - User Terminated	<code>_agent_preview_set_notready_reason_code</code>	ReasonCode	Immediately
Voice - User Terminated	<code>_agent_preview_timeout</code>	30	Immediately
Voice - User Terminated	<code>_agent_preview_timeout_set_notready</code>	false	Immediately
Voice - User Terminated	<code>_agent_preview_via_rp</code>	false	Immediately
Voice - User Terminated	<code>_agent_reject_retry_timeout</code>	0	Immediately
Voice - User Terminated	<code>_calling_party_display_name</code>		Immediately
Voice - User Terminated	<code>_calling_party_number</code>		Immediately
Voice - User Terminated	<code>_call_timeguard_timeout</code>	15000	Immediately
Voice - User Terminated	<code>_cb_dim_channel</code>	WEB	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
Voice - User Terminated	<code>_cpd_enable</code>	true	Immediately
Voice - User Terminated	<code>_dial_retry_timeout</code>	300	Immediately
Voice - User Terminated	<code>_disposition_userevent_mediatype</code>	0	Immediately
Voice - User Terminated	<code>_enable_disposition_dialog</code>	false	Immediately
Voice - User Terminated	<code>_ixn_createcall_hints</code>		Immediately
Voice - User Terminated	<code>_ixn_createcall_timeout</code>	32	Immediately
Voice - User Terminated	<code>_ixn_update_data_time_to_wait</code>	5	Immediately
Voice - User Terminated	<code>_max_dial_attempts</code>	3	Immediately
Voice - User Terminated	<code>_max_successful_customer_attempts</code>	'undefined'	Immediately
Voice - User Terminated	<code>_on_user_confirm_timeout</code>	CONNECT-ANYWAY	Immediately
Voice - User Terminated	<code>_plugin_on_dial_associate_ixn</code>	true	Immediately
Voice - User Terminated	<code>_plugin_on_dial_invoke_on_rule_failed</code>	true	Immediately
Voice - User Terminated	<code>_plugin_on_dial_timeout</code>	120	Immediately
Voice - User Terminated	<code>_plugin_on_dial_url</code>		Immediately
Voice - User Terminated	<code>_prefix_dial_out</code>	9	Immediately
Voice - User Terminated	<code>_preview_userevent_mediatype</code>	0	Immediately
Voice - User Terminated	<code>_route_point</code>		Immediately
Voice - User Terminated	<code>_trunk_group</code>		Immediately
Voice - User Terminated	<code>_userterminated_first_connection_policy</code>	CUSTOMER	Immediately
Voice - User Terminated	<code>_vq_for_outbound_calls</code>		Immediately
Voice Treatment	<code>_treatment_call_failure_answering_machine</code>		Immediately
Voice Treatment	<code>_treatment_customer_connect</code>		Immediately
Voice Treatment	<code>_treatment_find_agent_fail</code>		Immediately
Voice Treatment	<code>_treatment_waiting_for_agent</code>		Immediately
Section	Option	Default	Changes Take Effect