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Genesys Web Engagement

webcallback Section

5/2/2025

webcallback Section

- `phoneNumber`
- `webcallbackQueueSubmit`

phoneNumber

Default Value: PhoneNumber

Valid Values: A valid **UserData** key

Changes Take Effect: Immediately

Specifies the name of the key that is used by Workspace Desktop Edition to obtain the phone number from the interaction's User Data.

webcallbackQueueSubmit

Default Value: New

Valid Values: The name of an existing Interaction Queue object

Changes Take Effect: Immediately

Specifies the Interaction Queue that is used as the entry point to the **webcallback** routing strategy.