Genesys Engage Migration for Echopass Guide

Callback

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Callback

Genesys Callback allows customers to provide a phone number that can be used for Immediate or Scheduled Callback. Using Callback allows customers to spend less time on hold and can free up system resources.

ESM application	Genesys Engage cloud application
EchoCallback	Callback

Application development using Callback blocks

Blocks represent common tasks that you can perform in Designer. Blocks are grouped in categories on the Palette. You can drag blocks from the Palette to Application Flows and place them in the phase in which you want them to execute. For more information about Blocks, see Using Blocks.

Offer Scheduled callback, Immediate callback or both

You can offer callers Immediate Callback, Scheduled Callback, or allow them to choose the callback option they prefer. Use **Callback** blocks in the Assisted Service phase of your Default type application for inbound calls. In the **Callback** block you configure variables for immediate and scheduled callback. You can make a callback option available to a customer by configuring its corresponding variable value to true. For more information about Immediate Callback and Scheduled Callback, see Callback Block.

Define and administer callback parameters

You can define and administer callback parameters in Data Tables. Data Tables are two-dimensional arrays similar to spreadsheets. You can update the parameters that Callback uses by changing values in the appropriate data table. For more information about Data Tables, see Data Tables.

Offer Callback based on estimated wait time

You can use a Statistic Block to retrieve estimated wait time (EWT) for a queued call. You can offer callback to a customer if the EWT value exceeds a threshold value that you configure. In the **Call Routing** tab of the **Callback** block you can specify an EWT threshold for Callback. For more information about Callback based on EWT, see Callback Block.

Detect answering machine

You can detect when a call connects to an answering machine. If an answering machine is detected, you can play a treatment to offer scheduled callback after business hours. For information about playing treatments, see Play Treatments.

Provide option to remain in queue

The Callback feature requires you to create a user variable that stores whether clients can decline callback and remain on hold. Configuring the user variable to *true* gives users the option to remain on hold when callback is offered. The user variable is used in the **Call Routing** tab of the **Callback** block. For more information about configuring user variables, see Callback Block.