

Callbacks

Section	Description
Feature Area	Contact Center / Queue Configuration
Navigation (Scheduled Callbacks view)	Performance → Workspace → Contact Center → Scheduled Callbacks
Navigation (Queue callback settings)	Admin → Contact Center → Queues → [select queue] → Callback tab
Navigation (Architect Create Callback)	Available in Inbound Call, In-Queue, and Outbound Call flows via the Toolbox
Primary Function	Allow customers to request a return call instead of waiting on hold; reduce abandonment and improve satisfaction

A callback is a request a caller makes to have their call returned when an agent is unavailable. Callbacks improve customer satisfaction by eliminating hold time. They also help agents who cannot complete an interaction immediately and need to follow up. Genesys Cloud supports several callback types that originate from different points in the contact center workflow.

Study Notes — Callback Types

Callback Type	Origin	Description
In-Queue Callback	Architect flow (in-queue or inbound)	Customer requests a callback while waiting in queue — exits the queue and the callback object takes their position
Scheduled Callback	Agent-initiated during an interaction	Agent schedules a return call for a future date/time — up to 30 days in advance
Agent-Owned Callback	Scheduled callback with ownership	Agent takes personal ownership — callback waits for that specific agent to become available
Customer First Callback	Queue-level configuration	System dials the customer first, connects them to an agent only after the customer answers
Campaign Callback	Outbound campaign Schedule Callback action	Automatically created by outbound dialing campaign rules

In-Queue Callback (via Architect)

The **Create Callback** action is added to an Inbound Call, In-Queue, or Outbound Call flow.

Attribute	Detail
Architect Action	Create Callback (in Flow category of Toolbox)
Supported In	Inbound Call flows · In-Queue Call flows · Outbound Call flows
What happens	Callback object is placed on the specified queue; original call exits the queue
Queue position	Callback object takes the position in queue of the original call — same skill requirements and priority are automatically inherited
ANI (Caller ID)	Callback uses the queue's ANI , not the agent's ANI
Caller ID customization	Cannot set caller ID with Create Callback action — use a Call Data action first if you need to set caller ID or caller name
Script requirement	Script used by the callback must have the Callback property enabled in script settings (disabled by default)
Skills/priority retention	Not retained when placing a callback — skills and priority are reacquired from queue position, not the original interaction
In-queue flow limit	Max 30 in-queue flows per email or message interaction (prevents loop when target queue = current queue)

Scheduled Callback (Agent-Initiated)

Agents can schedule a return call during an active voice interaction.

Attribute	Detail
Maximum advance scheduling	30 days
Default routing	Routes to the queue that received the original interaction
Agent can override	Agent can specify a different queue or select "Route callback to me if possible"

Attribute	Detail
Ownership	If admin enables agent-owned callbacks, agent can select Take Ownership
If agent misses the callback	Immediately routes to the next available agent in queue
If no agent is available	Callback remains in queue until an agent becomes available
Edit restriction	Cannot edit an owned callback within 15 minutes of scheduled time

Agent-Owned Callbacks

Attribute	Detail
Definition	A callback where a specific agent takes personal ownership — waits for that agent to become available
Prerequisite	Admin must enable agent-owned callbacks on the queue; at least one Preferred Agent Routing rule must be set
Ownership duration	Admin configures the wait period — 1 hour to 30 days
On expiration (if Assign to Queue enabled)	Callback returns to the queue for the next available agent
On expiration (if Assign to Queue NOT enabled)	Callback is removed from queue and disconnected
Effect of preferred agent routing	Preferred agent routing does NOT affect scheduled callbacks — scheduled callbacks are unaffected

Customer First Callback (Queue Configuration)

Attribute	Detail
Default behavior	Agent First — system waits for agent to answer before dialing the customer
Customer First behavior	System dials the customer before connecting to an agent; once customer answers, interaction returns to queue
Configure where	Queue settings → Callback tab → select Customer First

Attribute	Detail
Pacing Modifier	Values 1-10 — controls the rate at which Customer First callbacks are dialed based on online agent count
Retry attempts	Configurable — max 0-20 retries for unsuccessful callbacks; retry interval up to 24 hours
Voicemail recommendation	Genesys recommends not using voicemails in Customer First callback queues — voicemails also dial the customer first and the agent cannot listen before the customer connects
Script used	Customer First callbacks use the voice script for callbacks (callback-specific agent scripts are not supported)
Analytics	Agents do not receive Customer First callback-specific metrics (handle time, talk time, time to first dial/connect) — only voice metrics after connection
Outbound routes	As of July 2025, administrators can specify a telephony site or edge group per queue for Customer First callback outbound dialing

Callbacks & Preferred Agent Routing

Interaction Type	Preferred Agent Routing Behavior
Email and messaging interactions	Preferred agent routing overrides — Genesys no longer routes to last agent
Inbound callbacks	Preferred agent routing overrides — Genesys no longer routes to last agent
Scheduled callbacks	Unaffected by preferred agent routing

Scheduled Callbacks View (Performance Dashboard)

Attribute	Detail
Navigation	Performance → Workspace → Contact Center → Scheduled Callbacks

Attribute	Detail
Permissions required	Analytics > Conversation Detail > View · Routing > Queue > View · Outbound > Campaign > View
What it shows	All callbacks scheduled by agents during interactions, and callbacks created by the Schedule Callback action
Agent-owned callbacks	Show the agent owner's name in the Agent Owner column
Non-owned callbacks	Agent Owner column is blank
Actions available	Cancel (single or bulk) · Reschedule · Reassign to another queue/agent (agent-owned only)
Export limit	Up to 10,000 conversations per 12-hour period for recent interactions; up to 1,000,000 for older data
View does NOT auto-refresh	Must manually refresh to see current data

Key Limits & Rules (Exam Critical)

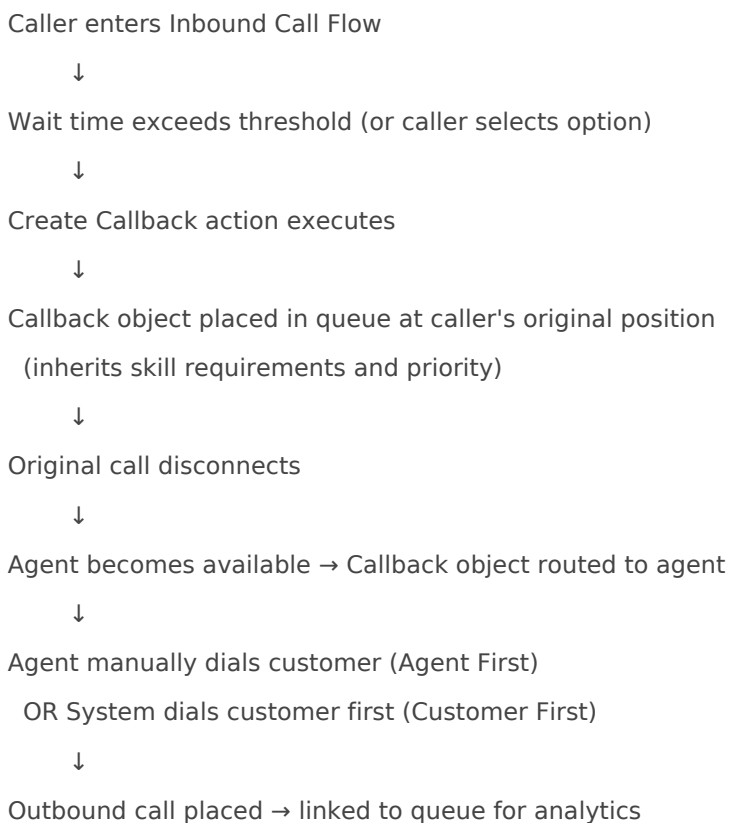
Rule	Value
Maximum advance scheduling	30 days
Agent-owned callback duration range	1 hour to 30 days
Pacing modifier range (Customer First)	1-10
Max callback retry attempts	0-20
Retry interval maximum	24 hours
Cannot edit owned callback before scheduled time	15 minutes
Inactive callback auto-end	If no date specified and no updates within 14 days of creation, analytics ends the conversation (callback may still be active)
In-queue flow limit	30 per email/message interaction
Callback uses queue ANI	Not agent ANI
Skills/priority retained from original call	No

Architect Create Callback Action — Configuration Fields

Field	Description
Name	Label for the action in the flow
Callee Name	Optional — name to identify the callback recipient
Callback Number	Required — string expression for the callback number (auto-captured from ANI data)
Queue	Queue where the callback request is placed
Script	Optional — a script with the Callback property enabled

“ **Note:** ANI data from the call is automatically examined at runtime to capture the caller's telephone number. You cannot specify caller ID or name directly from this action — use a Call Data action first.

Callback Routing Logic (Inbound)



Callback Automation (Queue Settings)

Queues can be configured to automate callback handling, removing manual agent steps:

Automation Option	Description
Auto-Answer	Callback interaction is automatically answered when routed to agent
Auto-Dial	Agent's outbound call is automatically placed when callback is answered
Auto-End Callback	Callback segment is automatically ended after the call completes

“ These settings are found under `Admin → Contact Center → Queues → [queue] → Callback` tab.

Skill/Priority Preservation (January 2025 Update)

As of January 2025, administrators can optionally **preserve skills and priorities** from the original call for callbacks and ACD voicemails. This applies to:

- In-queue callbacks
- Scheduled callbacks
- Skilled campaign callbacks
- ACD voicemails

“ This is an opt-in setting and was not the default behavior prior to this update.

Best Practices

Practice	Reason
Do not enable agent-owned callbacks without Preferred Agent Routing rules on the queue	Ownership requires at least one PAR rule to function
Always handle the case where a callback cannot be placed	Add alternate routing in the flow's failure path
Avoid internal ACD voicemails	Creates a callback segment where Agent A's utilization is consumed until the callback is resolved
Do not use voicemails in Customer First queues	Agent cannot listen to voicemail before customer connects
Set a realistic ownership period	If too long, callbacks may wait excessively for unavailable agents
Enable "Assign to Queue on ownership expiration"	Ensures expired owned callbacks don't just disconnect

Key Takeaways

Topic	Summary
In-queue callback	Uses Create Callback action in Architect; callback takes original call's queue position
Scheduled callback	Agent-initiated; max 30 days advance; routes to original queue by default
Agent-owned callback	Waits for specific agent; requires PAR rule; 1hr-30day ownership period
Customer First	System dials customer before connecting to agent; Pacing Modifier 1-10
Skills not retained	Callbacks do not inherit skills/priority (unless optional preservation is enabled)
ANI	Callbacks use queue ANI, not agent ANI
Inactive auto-end	14-day limit for unscheduled callbacks with no updates
Scheduled Callbacks view	Performance → Workspace → Contact Center → Scheduled Callbacks

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