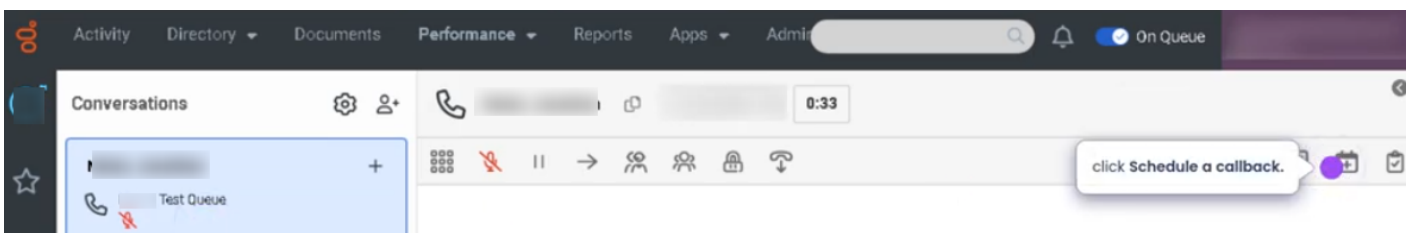
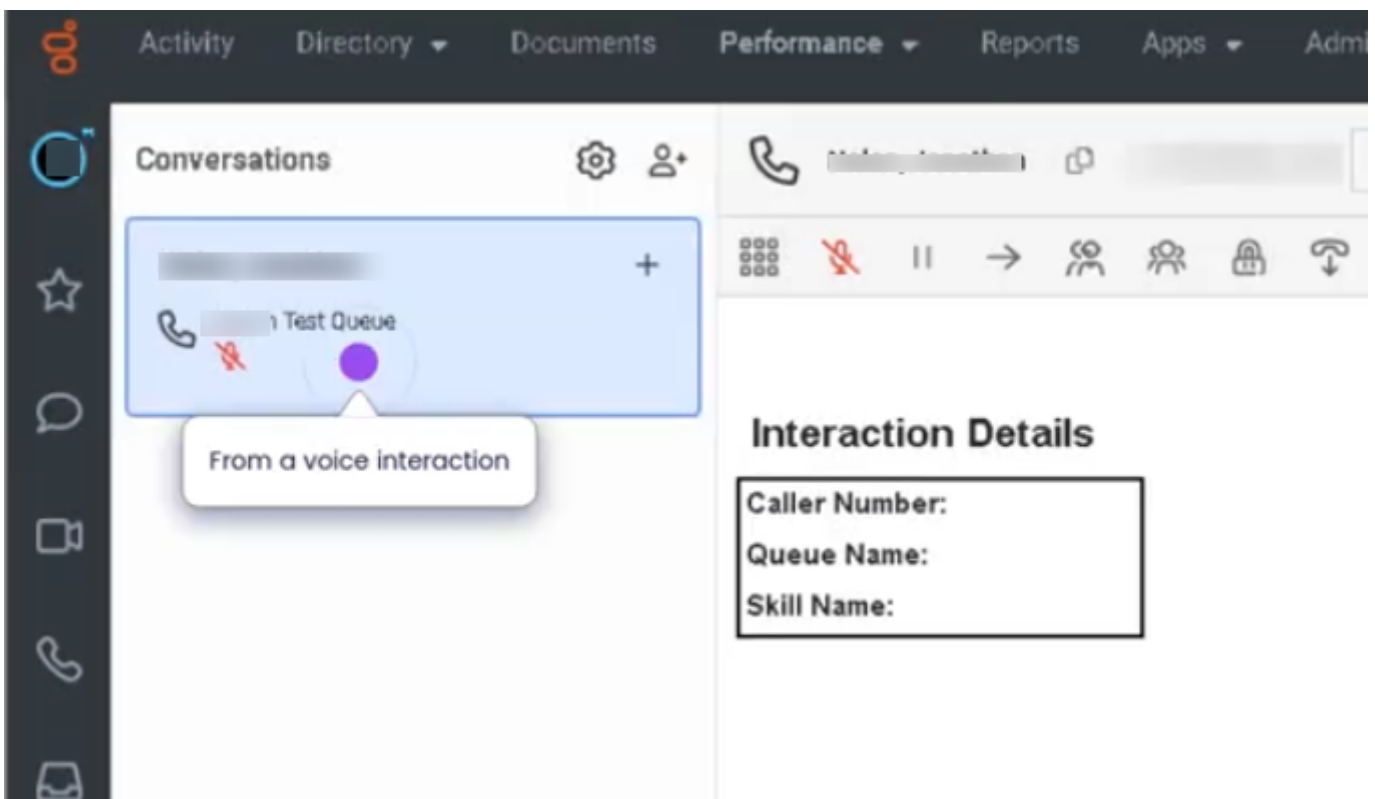
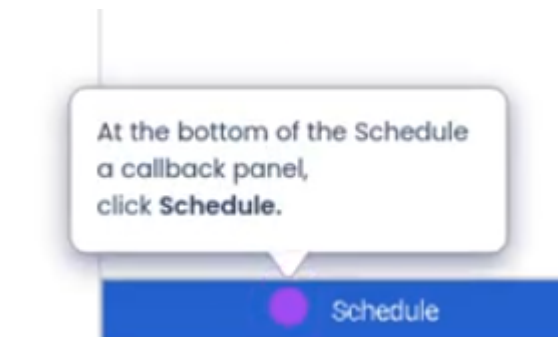
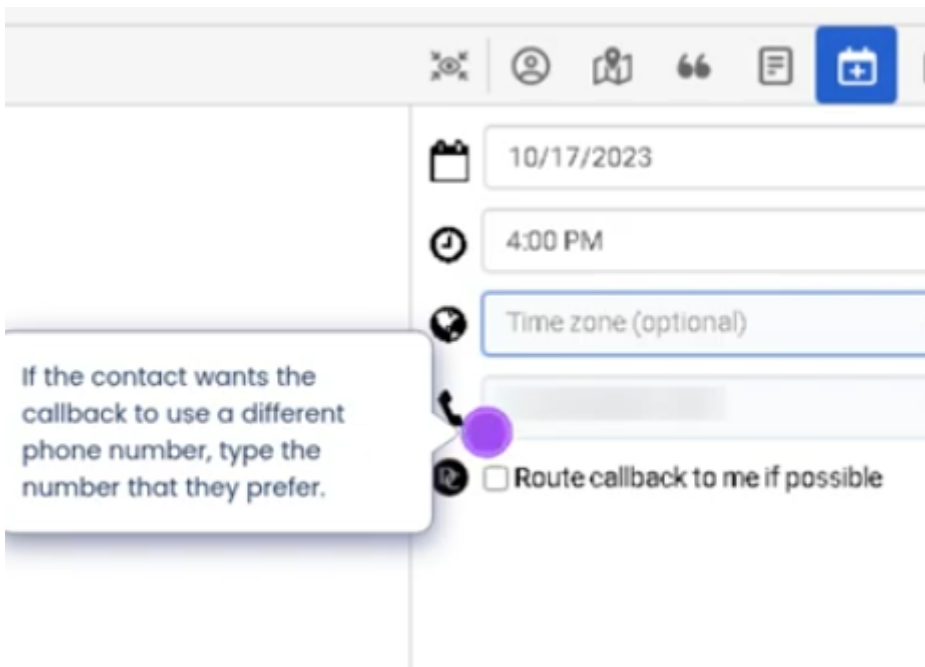
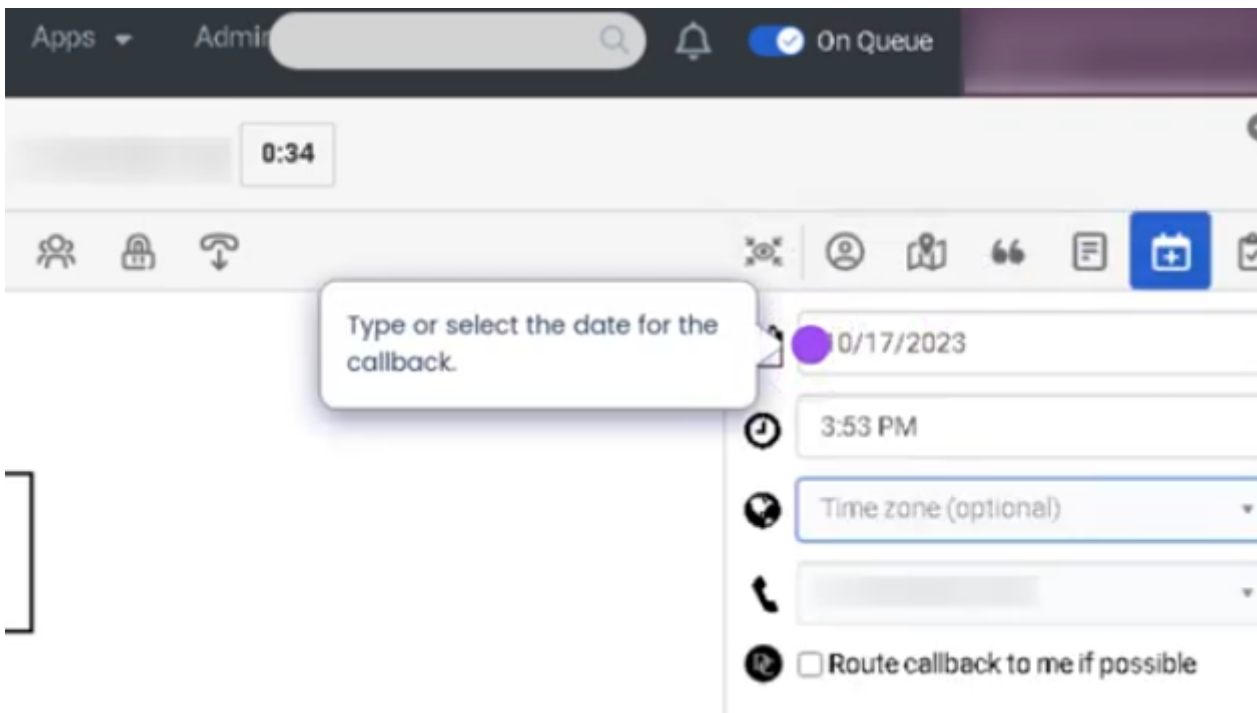
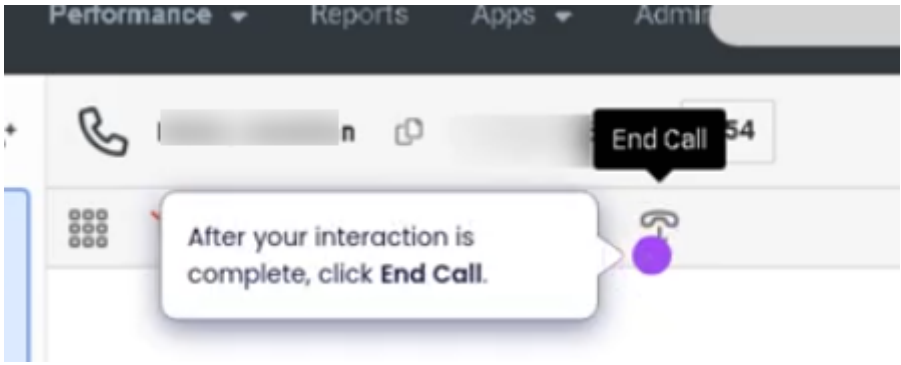
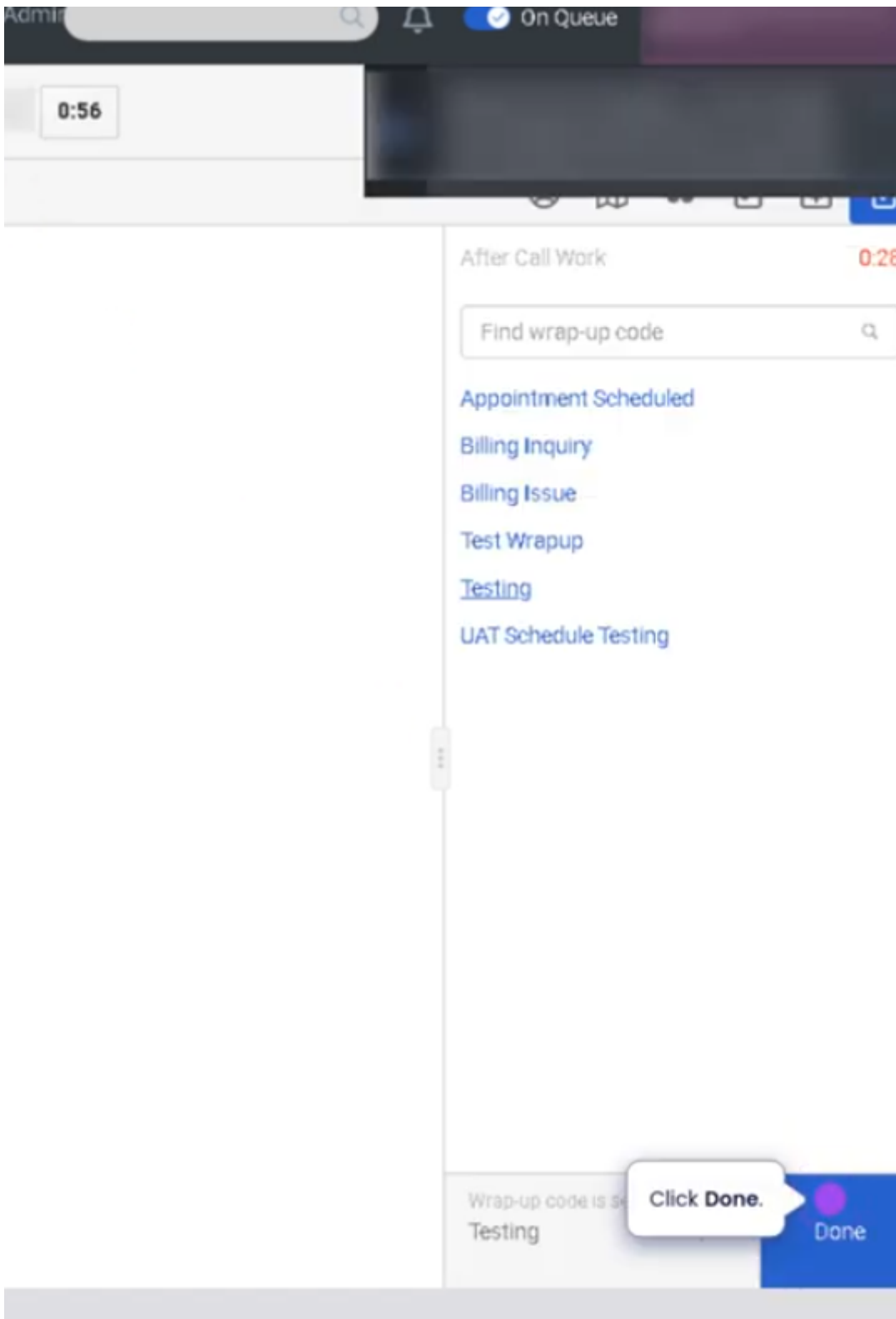


# Genesys Cloud - Agent - Schedule callbacks during Voice Interaction









## Schedule Callbacks During Voice Interaction (Genesys Cloud)

# Summary

The **Schedule Callback** feature in Genesys Cloud allows agents to **arrange a return call for a customer during an active voice interaction**. Instead of requiring the customer to remain on hold or wait in queue, the agent can schedule a callback for a **specific date and time**. The callback is then placed automatically by the system or delivered to the appropriate queue when the scheduled time arrives.

This functionality improves the **customer experience by reducing wait times** and provides a structured way for agents to follow up with customers when immediate assistance is not possible.

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# Utilization

Use Case	Description
Long wait times	Customers can request a callback instead of waiting in queue
Follow-up support	Agent schedules a callback after researching a solution
Escalation handling	Callback scheduled with a specialized team
Customer convenience	Customer selects a more convenient time to be contacted
High call volume	Contact center reduces queue congestion by scheduling callbacks

Scheduling callbacks helps maintain **customer satisfaction and operational efficiency** by ensuring customers receive assistance without waiting on hold.

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# Best Practices

Practice	Reason
Confirm the callback number with the customer	Ensures the system calls the correct number
Schedule callbacks within operating hours	Prevents calls being attempted when agents are unavailable
Provide a clear callback time window	Sets accurate expectations for the customer
Document callback details in interaction notes	Helps the next agent understand the issue
Verify the correct queue or skill group	Ensures the callback reaches the right team

Practice	Reason
Avoid excessive callback scheduling	Helps maintain balanced queue performance

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# Example Scenarios

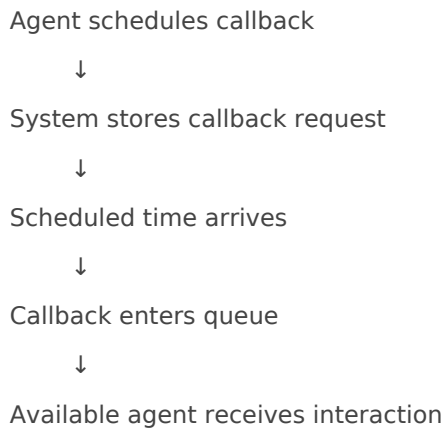
## Scenario 1 – Customer Requests Callback Instead of Waiting

Customer calls support line  
↓  
Customer experiences long queue wait  
↓  
Agent offers callback option  
↓  
Agent schedules callback for later time  
↓  
System places callback when scheduled

## Scenario 2 – Agent Needs Time to Research Issue

Agent receives complex customer issue  
↓  
Agent needs time to investigate  
↓  
Agent schedules callback for later in the day  
↓  
Customer receives return call with resolution

# Scenario 3 – Callback Routed Through Queue



## Key Benefits

Benefit	Explanation
Reduced hold times	Customers avoid waiting in long queues
Improved customer satisfaction	Customers receive a return call at a convenient time
Better queue management	Callbacks help manage high call volumes
Structured follow-ups	Ensures issues are addressed after initial contact
Efficient agent workload	Allows agents to schedule follow-up interactions effectively

Revision #2

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