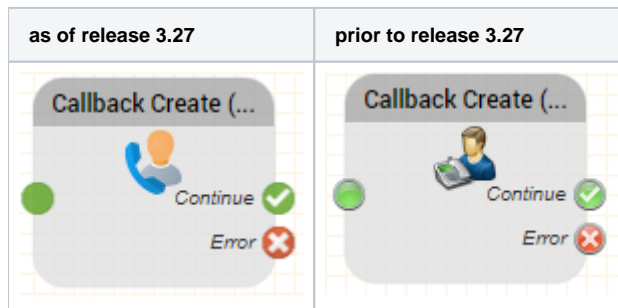


Callback Create

Note: This documentation also applies to the object Callback Create (Variable).



Function

You can use this object to book a callback request and send it to a group or a specific agent.

Parameter

Object Name	Name of this object instance
ACD-Group	ACD-Group, to which the callback request is to be sent
User UID	Enter the userID of the agent, which contains the Callback request. This field is optional.
Caller ID	Here you can specify the call ID with variation. \$ Caller The variable which outputs the call ID of the caller.
Priority	Specify a priority from 0 to 200. If not specified, 50 is used.
FROM RELEASE 3.35	
Appointment Date	The date part of the required appointment in the format yyyy-mm-dd or yyymmdd
FROM RELEASE 3.35	<p>The fields Appointment Date and Appointment Time are set as follows:</p> <ul style="list-style-type: none">• If both are empty or not provided, no appointment is set. The event will be distributed as soon as possible.• If only a date is provided, the time is set to 00:00. The event will be distributed at the earliest on the date specified, distribution will be tried immediately if this is in the past.• If only a time is provided, the date will be set to the next possible instance of that time. Example:<ul style="list-style-type: none">◦ If it is currently 15:30, and the time is set to 10:00, the date will be set to the next day.◦ If it is currently 15:30 and the time is set to 18:00, the date will be set to the same day.• If both a date and time are provided, the appointment is set exactly to this. The event will be distributed at the earliest on the date specified, distribution will be tried immediately if the date is in the past. <p>Note: actual distribution depends on the agents logged in and the distribution requirements (skill, priority etc.).</p>

Appointment Time	The time part of the required appointment in the format hh:mm or hhmm
FROM RELEASE 3.35	See Appointment Date above for important details on how to use this parameter.
Subject	Enter the subject of the message.
Note	Here you can specify a note that will be sent to every callback request is equal to. Depending on the call flow, this field can provide a clue On why there was a recall.

Outputs

Output	Used when ...
Continue	If the callback request is successful, it can proceed in the call flow
Error	If it came to error, this output is selected.