

Signaling - Manual Callback Media Events

After a manual callback media event has been created, it is distributed to the selected agent within the selected ACD group.

When the callback is initiated, the "Caller ID" field is not filled and the "Service Number" field is set to "Default". The reason that the "Caller ID" field is not filled is that this field is only automatically filled by the system if the event resulted from an inbound call and was created, for example, by an ACD group rule or an IVR routing application.

Before initiating the callback in a manually created callback media event, the telephone number that will be signaled to the called party must be selected. For example, an ACD group whose outgoing signaling is configured can be selected.