

Immediate & Scheduled Callback widget for Genesys Cloud

For Websites and Mobile Apps

Schedule call

Choose a day and time

Today	Tomorrow	Mon
18 Jun	19 Jun	20 Jun

Morning Afternoon Evening

09:30 10:30 09:30

Provide your phone number

+48

Schedule a call

Powered by TrueEngage



Use web callback widget to elevate customer service or generate real-time leads leads.

All in one solution.
10 minute deployment from:

 GENESYS | AppFoundry



Happy Customers

Avoid customer frustration with long waits and call costs.



Reduced Call Peaks

Reduce peak volumes with real-time expected wait time monitoring.



More leads

Handle in real-time on Genesys Cloud, analyse outcomes in Google Analytics.



Clear customer interface for both immediate and scheduled callbacks.



Immediate Callback Request



Availability based on cc schedules and call volume



Scheduled Callback Request

Schedule call

When do you want to talk to us?

Call me back now
Leave your number and we will call you right back

Phone number
+48

Request a call

Call me back later
Choose date and time that suits your schedules

Schedule a call

Powered by TrueEngage

Schedule call

Choose a day and time

Today Tomorrow Mon
< 18 Jun 19 Jun 20 Jun >

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Automatic time-zone conversion.



Time slots based on CC schedules and limits.



Automatic prefix-detection



Easily configure routing to **Genesys Cloud** and control callback volume.

Select Genesys queue and schedule group

Control volume with slot duration and limits

Associate agent script

Remove immediate callback option if CC overloaded based on EWT

Routing & Availability

TrueEngage Widgets Monitoring Settings

Widget Name: About / Europe Assistance

General Appearance Channels Design Copywriting Engagement Heads Up Triggers Targeting **Routing**

Scheduled Callback

Match your customers and let them choose the exact date and time to call them back

Queue* [?] DemoQueue

Schedule group* [?] ClientScheduleGroup

Slot duration* [?] 15

Padding* [?] 1

Maximum number of slots [?] Choose

Script [?] Choose

Default country [?] Detect automatically

Immediate Callback

Let the customer leave their number and call them back immediately

Queue* [?] DemoQueue

Script [?] Choose

Default country [?] Detect automatically

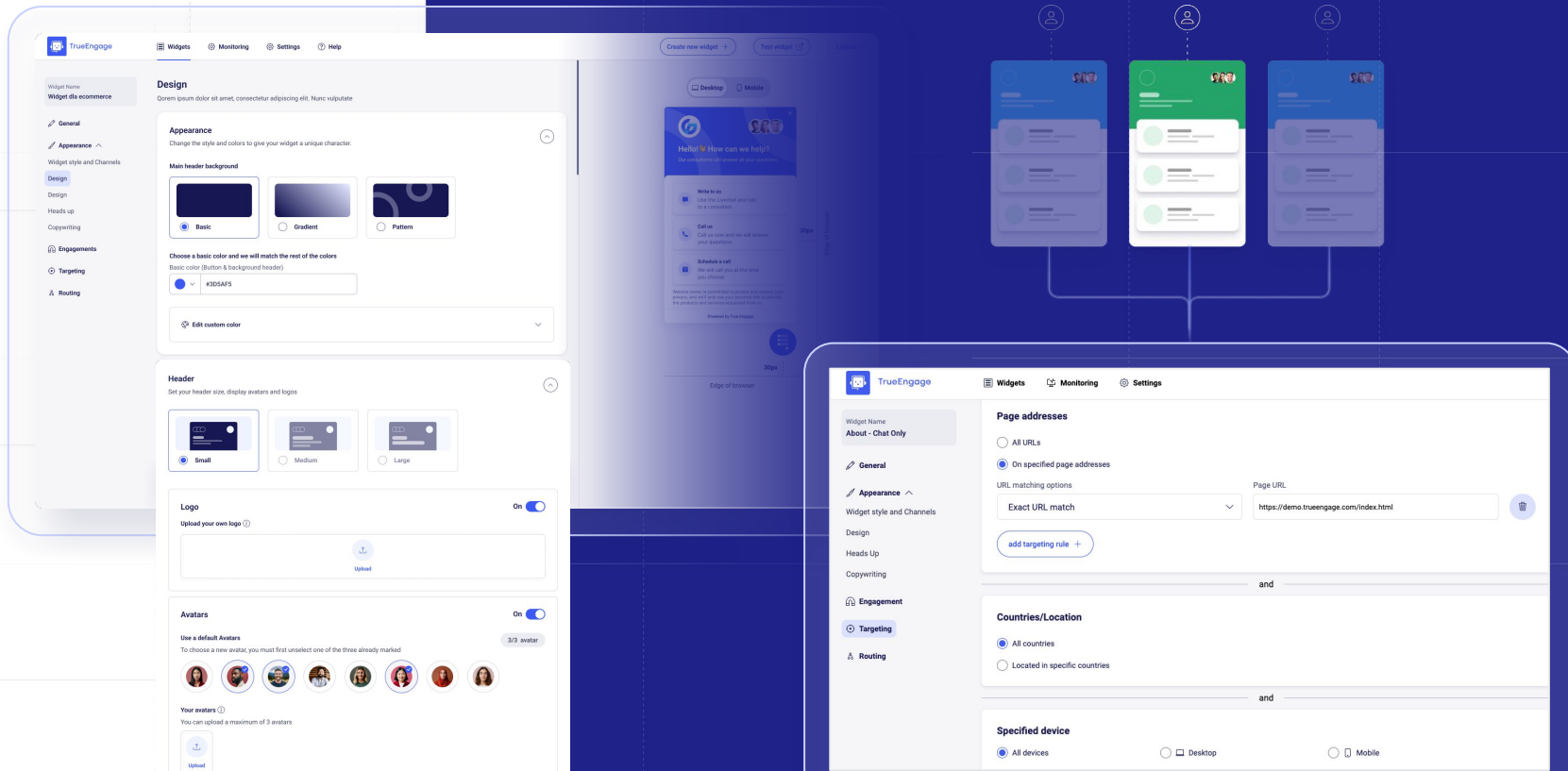
☒ Check schedule group [?]

Schedule group Choose

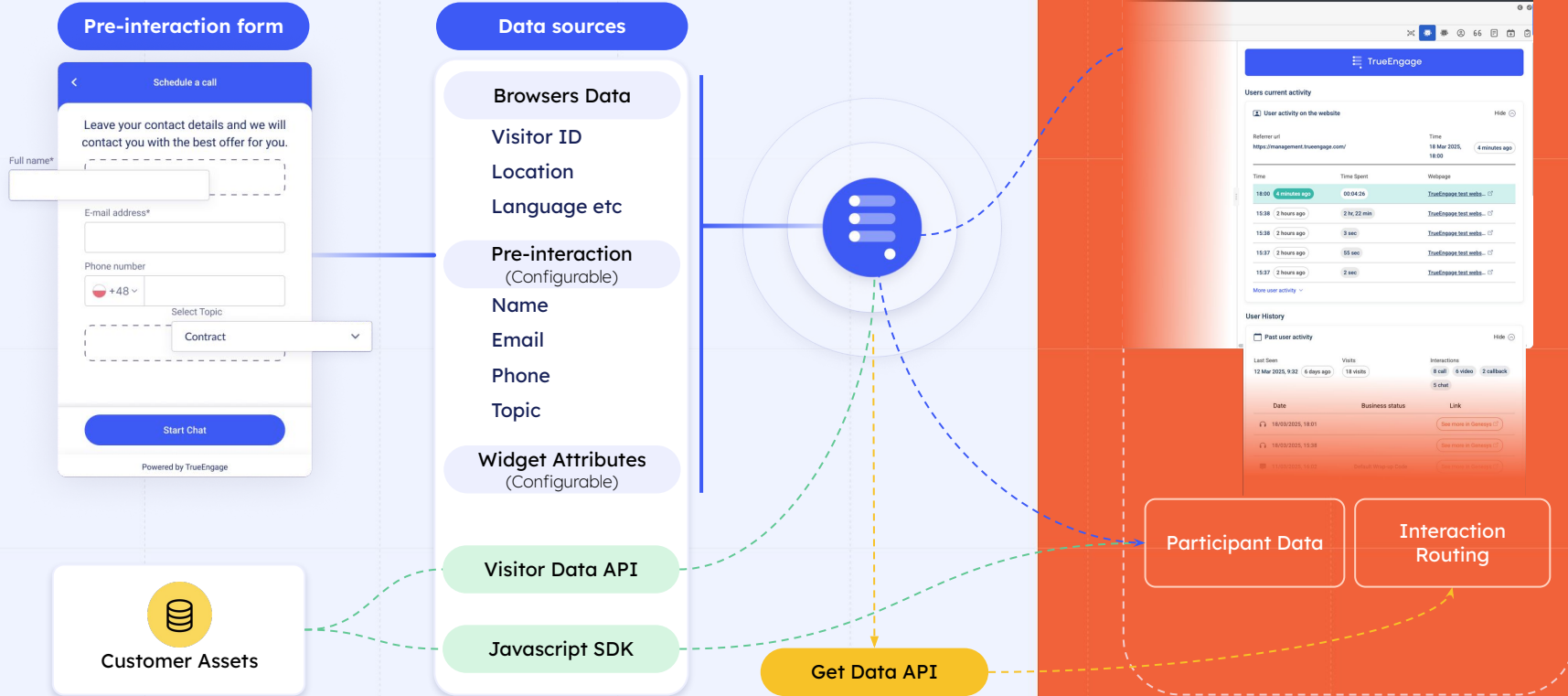
☒ Check estimated waiting time [?]

Max Estimated waiting time 100 sec

Business user management of visitor targeting, engagement and widget design.



Access multiple data sources. Show to agents. Use for routing.



Shorten AHT
by providing
visitor context
to agents...



The screenshot displays the Genesys Cloud interface. The main window shows a conversation with a contact named 'No Name'. The conversation history includes messages such as 'Connect with consultant', 'test', 'Do you want to proceed?', 'We will try to answer all your questions as soon as possible!', and 'What would you like to do?'. The sidebar on the right, titled 'TrueEngage', provides 'Users current activity' and 'User History'.

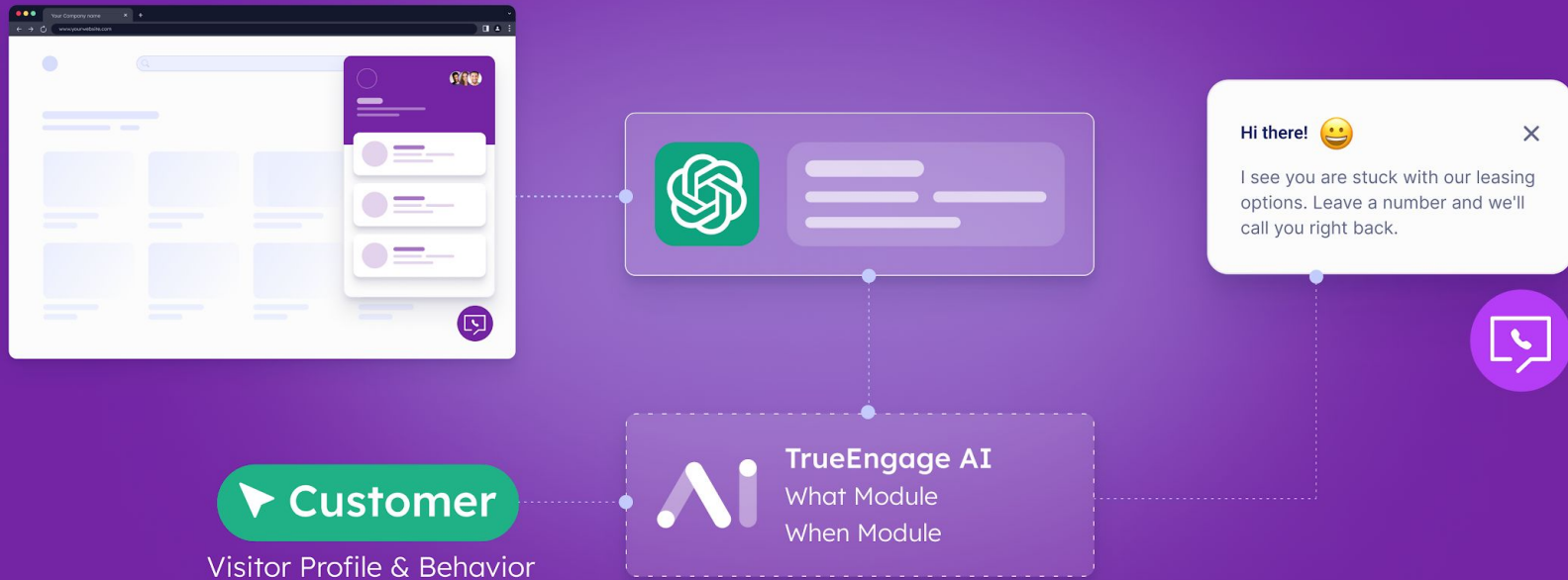
Users current activity

Time	Time Spent	Webpage
18:00 4 minutes ago	00:04:26	TrueEngage.test.webs...
15:38 2 hours ago	2 hr, 22 min	TrueEngage.test.webs...
15:38 2 hours ago	3 sec	TrueEngage.test.webs...
15:37 2 hours ago	55 sec	TrueEngage.test.webs...
15:37 2 hours ago	2 sec	TrueEngage.test.webs...

User History

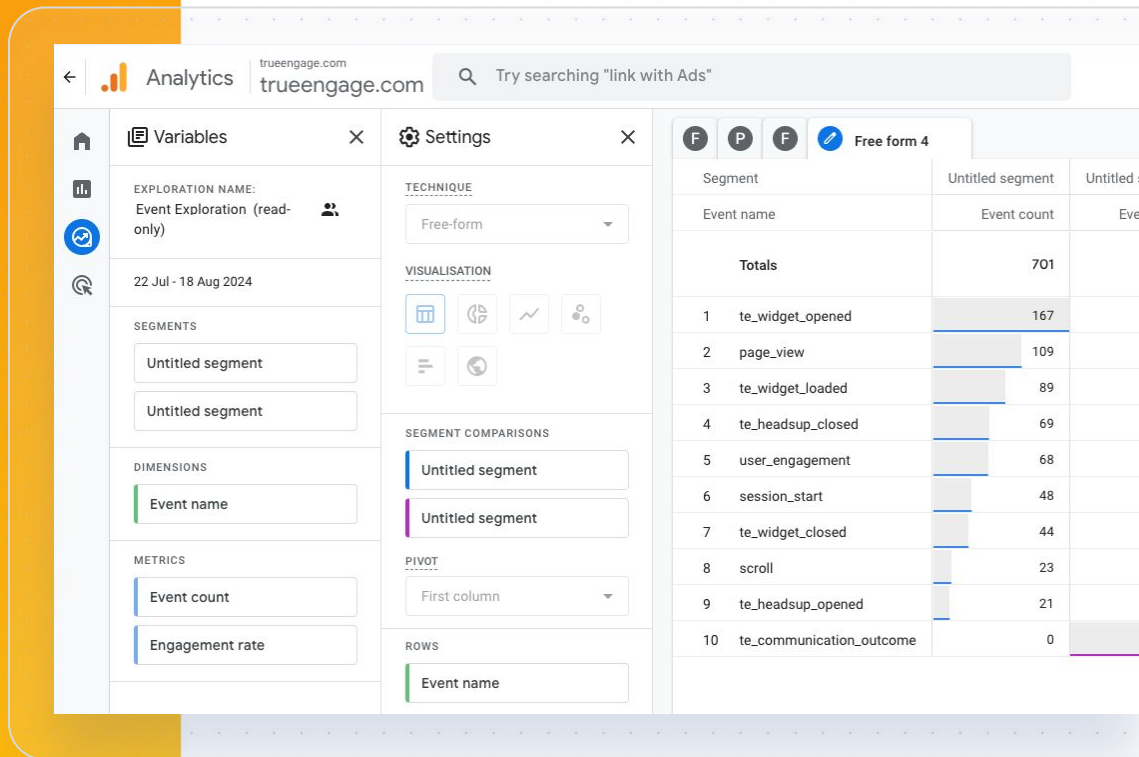
Date	Business status	Link
18/03/2025, 18:01		See more in Genesys (?)
18/03/2025, 15:38		See more in Genesys (?)
11/03/2025, 16:02	Default Wrap-up Code	See more in Genesys (?)

Get more leads by catching visitor attention with the right phrase at the right moment...

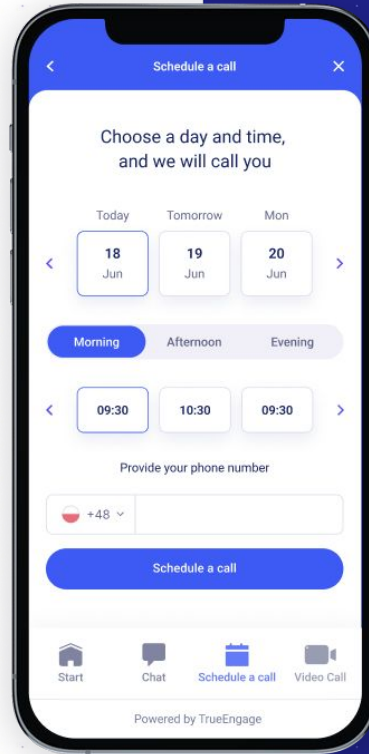




...and track contact center outcomes in Google Analytics.



Easily embed Callback in your mobile application using WebView.

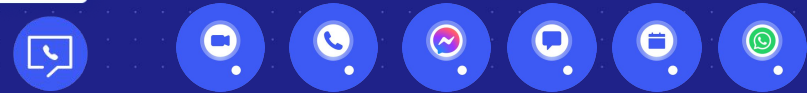
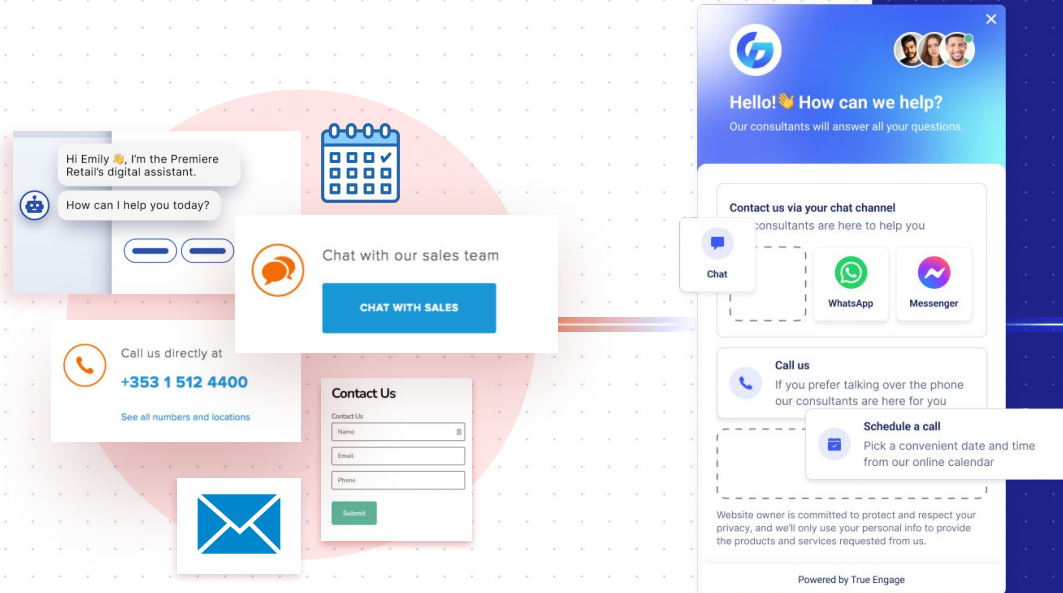


- ✓ Embed Callback
- ✓ Authenticate users
- ✓ Pass user info to agents



When ready, transform you customer contact with our...

...any-channel platform for **Genesys Cloud.**





Find out more:

Watch 3 minute solution Overview.



Schedule a personal demo with me or drop a message:

awiercinski@trueengage.com

Ready to try?

Deploy in 3 simple steps:

1

Start a month free trial from [AppFoundry](#).

2

From our management panel, build your widget on a dedicated test page.

3

Add the universal code snippet to your website. **That's it!**

