

# Cisco Voice Portal لاصتا در ةلأح تامولعم مهف

## تاوتحملا

[ةمدقملا](#)

[ةيساسألا تابلطتملا](#)

[تابلطتملا](#)

[ةمدختسملا تانوكملا](#)

[ةينعمللا تاقببطللا او Courtesy نم لاصتالا ةداعا بلطل اعادتسالا قفدت](#)

[تانابلا ةدعاق تاجرموري راقتللا تالجسو ةطشنألا تالجس ليلحت](#)

[CallbackEntry](#)

[CallbackEngine](#)

[CallbackWait](#)

[CallbackQueue](#)

## ةمدقملا

Cisco Voice Portal اعادتسإ رشن يف ةينعمللا ةفلتخملا ةملاكملا ةلأح دنتسملا فصيفي (CCB) ةلماجملا (CVP).

## ةيساسألا تابلطتملا

### تابلطتملا

ةيلاتلا عيضاوملاب ةفرعم كيدل نوكت نأب Cisco يصوت:

- CVP
- CVP تالاصتالا زكرم
- يزاجملا CVP لاصتا در

### ةمدختسملا تانوكملا

ةيلاتلا ةيداملا تانوكملا وجماربال تارادصإ لىل دنتسملا اذه يف ةدراولا تامولعمللا دنتست:

- 10 رادصإل CVP
- 10 رادصإل Call Studio

ةصاخ ةيلمعم ةئيب يف ةدوجوملا ةزهجال نم دنتسملا اذه يف ةدراولا تامولعمللا عاشنإ مت تناك اذإ. (يضارتفا) حوسمم نيوكتب دنتسملا اذه يف ةمدختسملا ةزهجال عيمج تأب رمأ يأل لمتمحملا ريثأتلل كمهف نم دكأتف، ليعشتلا ديق كتكبش

## Courtesy نم لاصتالا ةداعا بلطل اعادتسالا قفدت ةينعمللا تاقببطللا

نم ديدعللا نيمضت متي، يزاجملا لاصتالا ذيفنت هي متي ماظنب لاصتا عارجا دنع

يلع راطت نال ال رطضت ال كلذبو ،كل لاصتا در ريفوت لجأ نم تاي لمعل او تاق يبطت ال  
ءالكلول دحأ رفوت اناثا فتاهال

ءحصلا نم ققحتلا حجن اذا CCB ضرع نكمي شيحب ةملاكملا ءحص نم ققحتلا الوأ مزلي 1.

ءفلتخم تاملعم ءحص نم ققحتلا متي و ةركاذلا راطتنا ةمئاق ال اعادتسال ءفاضا متت  
ه ب حومسملا ير يدقتلا راطت نال تقول ين دال دحلا ،لا ثمل ل ي بس الع .لاصتا در ريفوت ل  
لوخدلا ءرابع لاصتا طوطخ ددع ،ءي ل ا حلا تاءاعدتسال ،بولطملا لوخدلا ءباوب نيوكت ،(EWT)  
كلذ ال امو ،ءاعدتسال ءني عملا

CallbackEntry وه هذه ءحصلا نم ققحتلا ءي لمعب طبترملا CVP Call Studio ق يبطت

يزاجملا اعادتسال لوبق مت اذا .ءلم اجملا اعادتسال ضرع متي ،ءحصلا نم ققحتلا مت اذا 2.  
عمج دعبو .ءي عدتسملا تامولعم ءي مجتب موق ي CVP CCB ل ح ن ف ،لصت ملة طساوب  
لصت ملة ال ءادو ءلاسر لسرت ،تامولعملا

CallbackEntry و CallbackEngine ءي ءي لمعل هذه ءطبترملا اعادتسال وي دوتسأ تاق يبطت  
در :ءي ءملاكملا ءلا ح ن ف ،تانا ي بل ءءءاق ال ل لاصتال در ءفاضا ال ارظنو ،ءطحلل هذه ءي ف  
(21) قلع م لاصتال

ءي ق اعادتسال) اعادتسال ءءاع ل جأ نم EWT ءي حالص ءاهتنا يزاجملا اعادتسال ل ح رظنتي 3.  
در ءلا ح ريفوتت ،ءطحلل هذه ءي ف .ءاعدتسال لوبق متي و لاصتال در ثءي .(22) مءقتلا  
(24) ءلا حلا) لصت م/لمتكم ال ل لاصتال

ءاعدتسال لامتكنا :ءي اعادتسال ءلا ح CallbackWait وه ءي لمعل هذه ءطبترملا ق يبطت ال  
(24).

لاسرا متي ،لماع رفوت درجمب .ل كي و رفوت اناثا راطت نال ءمئاق الع ءي عدتسملا رظنتي 4.  
هذه ءطبترملا ق يبطت ال .ءركاذلا راطت نال ءمئاق نم اعادتسال ءلازاو ل لمعل ال ءملاكملا  
وه ءي لمعل CallbackQueue

## ءءءاق تاءر خم و ريراق تالءالءس و ءطشنالءالءس لءلءل تانا ي بل

### CallbackEntry

ءملاكملا ءءب : CallbackEntry طاشن تالءس

```
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,newcall,  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,ani,5008  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,areacode,NA  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,exchange,NA  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,dnis,8013  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,uui,NA  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,iidigits,NA  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.607,,start,parameter,_userCourtesyCallbackEnabled=1  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,parameter,ani=5008  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.607,,start,parameter,qname=billing  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.607,,start,parameter,callid=064CD880000100000000025308C6C90A  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
```

11:41:18.607,,start,parameter,queueapp=BillingQueue  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,parameter,\_dnis=8013  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.607,,start,parameter,\_ccbServlet=http://10.201.198.11:8000/cvp/CallbackServlet  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,parameter,ewt=180  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,parameter,\_ani=5008  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.607,,start,parameter,\_ccbServletReqTimeout=10  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,CVP Subdialog  
Start\_01,enter,  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.747,CVP Subdialog  
Start\_01,exit,done

**ةركاذل راطتنا ةمئاق ىل ةمل الكمل ةفاضل تمت CallbackEntry طاشن تالجس:**

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.747,Enter Queue\_01,enter,  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.747,Enter  
Queue\_01,custom,Callback\_Enter\_Queue,ELEMENT\_ENTRY  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.763,Enter  
Queue\_01,custom,thishost,10.201.198.11  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,Enter  
Queue\_01,custom,Callback\_Enter\_Queue,ELEMENT\_EXIT  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,Enter Queue\_01,data,ewt,0  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,Enter Queue\_01,exit,done

**ةركاذل ىل ةمل الكمل ةفاضل تمت هنأ CVP Reporting Server تالجس رهظت:**

15202: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor41} EnterQueueHandler:validate: validate guid=064CD880000100000000025308C6C90A icmewt=180  
15203: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor41} EnterQueueHandler:EnterQueueHandler.exec: EnterQueueHandler  
CALLGUID=064CD880000100000000025308C6C90A CallStartDate=Mon Dec 14 11:41:18 CST 2015  
15204: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor41} EnterQueue CALLGUID=064CD880000100000000025308C6C90A QueueName=billing ani=5008  
15205: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor41} QueueStats putEntry: 064CD880000100000000025308C6C90A<List size:0>  
15206: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor41} JdbcCallbackQueueDAO:store: Request to store CallbackQueue record.  
CallGUID=064CD880000100000000025308C6C90A CallbackQueueDTO=CallbackQueueDTO::' SurrogateId: '-1'  
QueueName: 'billing' QueueId: '-1' DbDateTime: 'null' QueueStatus: '0' ValidationStatus: '0'  
EnterDateTime: 'Mon Dec 14 11:41:18 CST 2015' LeaveDateTime: 'null' CVPEstimatedWaitTime: '0'  
ICMEstimatedWaitTime: '180' CallStartDate: 'Mon Dec 14 11:41:18 CST 2015'  
15207: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor41} JdbcCallbackQueueDAO:store: Responded with retCode: 0 to request to store  
CallbackQueue record CALLGUID=064CD880000100000000025308C6C90A

**قئاق دل سايقم يف EWT باسح متي CallbackEntry طاشن تالجس:**

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,ewt in Minutes,enter,  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,ewt in  
Minutes,custom,Result,4.0  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,ewt in Minutes,exit,done

**در مي دقت نكمي ناك اذام ةفر عمل ءاعدت سالال ءحص نم ققحت CallbackEntry طاشن تالجس لاصتا**

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,Validate\_01,enter,  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.825,Validate\_01,custom,Callback\_Validate,ELEMENT\_ENTRY  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015

11:41:18.872,Validate\_01,custom,Callback\_Validate,ELEMENT\_ENTRY  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.872,Validate\_01,custom,probe  
outcome,id:10.201.198.21;loc:doclab;trunks:100  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.888,Validate\_01,custom,Callback\_Validate,ELEMENT\_EXIT  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.888,Validate\_01,data,gw,10.201.198.21  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.888,Validate\_01,data,loc,doclab  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.888,Validate\_01,data,capacity,100  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.888,Validate\_01,data,result,refresh  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.888,Validate\_01,exit,refresh

**ةحصلا نم ققحتلا ثي دحت CVP ري راقات مداخ تالجس رهظت:**

15208: 10.201.198.11: Dec 14 2015 11:41:18.888 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor33} ValidateHandler:ValidateHandler.exec: ValidateHandler  
GUID=064CD880000100000000025308C6C90A  
15209: 10.201.198.11: Dec 14 2015 11:41:18.888 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor33} ValidateHandler:ValidateHandler.exec: ValidateHandler  
GUID=064CD880000100000000025308C6C90A refresh

**ةملا كمال ةحص نم ققحتلا ل SetQueueDefault ميق مدختسأ CallbackEntry طاشن تالجس:**

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.888,SetQueueDefaults\_01,enter,  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.888,SetQueueDefaults\_01,custom,Callback\_Set\_Queue\_Defaults,ELEMENT\_ENTRY  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.888,SetQueueDefaults\_01,custom,Callback\_Set\_Queue\_Defaults,ELEMENT\_EXIT  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.888,SetQueueDefaults\_01,exit,done

**ةحصلا نم ققحتلا ل SetQueue ميق مدختسأ CallbackEntry طاشن تالجس رهظت:**

15210: 10.201.198.11: Dec 14 2015 11:41:18.888 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor39} SetQueueDefaultsHandler:SetQueueDefaultsHandler.exec: SetQueueDefaultsHandler  
QueueName=billing

**ةقباسلا ةجيتنلا ثي دحت ذنم ىرخأ ةرم ققحت CallbackEntry طاشن تالجس:**

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.888,Validate\_02,enter,  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.888,Validate\_02,custom,Callback\_Validate,ELEMENT\_ENTRY  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.935,Validate\_02,custom,Callback\_Validate,ELEMENT\_ENTRY  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.935,Validate\_02,custom,probe  
outcome,id:10.201.198.21;loc:doclab;trunks:100  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.950,Validate\_02,custom,Callback\_Validate,ELEMENT\_EXIT  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.950,Validate\_02,data,gw,10.201.198.21  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.950,Validate\_02,data,loc,doclab  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.950,Validate\_02,data,capacity,100  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.950,Validate\_02,data,result,preemptive  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.950,Validate\_02,exit,preemptive

**ةحصلا نم ققحتلا ل CVP ري راقات مداخ تالجس رهظت:**

15211: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} ValidateHandler:ValidateHandler.exec: ValidateHandler  
GUID=064CD880000100000000025308C6C90A  
15212: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} JdbcCallbackDAO:isExceededCapacity: Request to check if exceeded capacity in Callback. Gateway=10.201.198.21 NumOfGatewayAllowed=2 interval=60  
15213: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} JdbcCallbackDAO:isExceededCapacity: Returning true for query on whether capacity is exceeded. Input parameters: Gateway=10.201.198.21 NumberOfGatewayCallbacksAllowed=2 interval=60  
15214: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} willQueueHandleCallback: QueueName: billing pendingCallBacks: 0 MaxCalls: 999999 CurrentQueueSize: 1 MaxPercent: 100  
15215: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} willQueueHandleCallback: percent: 100  
15216: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} JdbcCallbackQueueDAO:updateValidationStatus: Request to update validation status in CallbackQueue. CallGUID=064CD880000100000000025308C6C90A validationStatus=2  
15217: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} JdbcCallbackQueueDAO:updateValidationStatus: Validation status of 1 rows were updated in CallbackQueue. CALLGUID=064CD880000100000000025308C6C90A  
15218: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-LOW\_LEVEL: {Thrd=http-processor23} ValidateHandler:ValidateHandler.exec: ValidateHandler  
GUID=064CD880000100000000025308C6C90A results:preemptive validation status bitmask=0x00000003

لصتمل مس او لصتمل افتاه مقرر CallbackEntry: طاشن تال جس:

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.950,PreemptivePrompt1,enter,  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.954,PreemptivePrompt1,interaction,audio\_group,initial\_audio\_group  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.981,PreemptivePrompt1,exit,done  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.981,PreemptivePrompt2,enter,  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:18.981,PreemptivePrompt2,interaction,audio\_group,initial\_audio\_group  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:37.057,PreemptivePrompt2,interaction,utterance,1  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:37.061,PreemptivePrompt2,interaction,inputmode,dtmf  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:37.061,PreemptivePrompt2,interaction,interpretation,true  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:37.061,PreemptivePrompt2,interaction,confidence,1  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:37.233,PreemptivePrompt2,data,value,yes  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:37.233,PreemptivePrompt2,data,confidence,1  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015  
11:41:37.233,PreemptivePrompt2,data,value\_confidence,1  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:37.233,PreemptivePrompt2,exit,yes

لجس ل مس CallbackEntry: طاشن تال جس:

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:37.233,Record Name,enter,  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:37.233,Record  
Name,interaction,audio\_group,initial\_audio\_group  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record  
Name,data,duration,4400  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record Name,data,size,34560  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record Name,data,termchar,#  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record  
Name,data,maxtime,false  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record

Name, data, filename, audio1450114906328288.wav  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:46.328, Record  
Name, data, filepath, C:\Cisco\CVP\VXMLServer\Tomcat\webapps\CVP\audio\recordings\audio1450114906328288.wav  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:46.328, Record Name, exit, done  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:46.328, ANI existence check, enter,  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:46.328, ANI existence check, exit, exists  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:46.328, Confirm Callback Number 1, enter,  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:46.332, Confirm Callback Number 1, interaction, audio\_group, initial\_audio\_group  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.120, Confirm Callback Number 1, interaction, utterance, 1  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.120, Confirm Callback Number 1, interaction, inputmode, dtmf  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.120, Confirm Callback Number 1, interaction, interpretation, 1  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.120, Confirm Callback Number 1, interaction, confidence, 1  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.283, Confirm Callback Number 1, data, value, 1  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.283, Confirm Callback Number 1, data, selection, 1  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.283, Confirm Callback Number 1, data, confidence, 1  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.283, Confirm Callback Number 1, data, value\_confidence, 1  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.283, Confirm Callback Number 1, exit, option1

لصت الما لبق .اهريرمت مت يتلا تاملكملا ةحص نم ققحتلا CallBackEntry: طاشن تالجرع  
ةدعاق لودج لاصتا درى لىل نالء اعدت سالا هذه ةفاضل مت .تامولعمل اعيمت مت و CCB ضرع  
تانايابل:

10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.283, Add Callback to DB 1, enter,  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.283, Add Callback to DB  
1, custom, Callback\_Add, ELEMENT\_ENTRY  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.314, Add Callback to DB  
1, custom, Callback\_Add, ELEMENT\_EXIT  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.314, Add Callback to DB  
1, data, result, valid  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.314, Add Callback to DB  
1, exit, done  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.314, Is valid 1, enter,  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.314, Is valid 1, exit, validated  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015  
11:41:55.314, Application\_Modifier\_02, enter,  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015  
11:41:55.314, Application\_Modifier\_02, exit, done  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.314, Return to ICM, enter,  
10.201.198.11.1450114878607.81.CallbackEntry, 12/14/2015 11:41:55.345, Return to ICM, exit,

تانايابل ةدعاق لىل ةملاكملا ةفاضل دنع CVP Reporting Server تالجرع رهظت:

15223: 10.201.198.11: Dec 14 2015 11:41:55.314 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor47} AddCallbackHandler: AddCallbackHandler.exec: AddCallbackHandler  
CALLGUID=064CD88000010000000025308C6C90A  
15224: 10.201.198.11: Dec 14 2015 11:41:55.314 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor47} JdbcCallbackDAO:store: Request to store Callback record. CallbackDTO=CallbackDTO::  
SurrogateId: '-1' CallGUID: '064CD88000010000000025308C6C90A' ANI: '5008' DbDateTime: 'null'  
EventTypeId: '21' CauseId: '0' CallBackType: 'p' OldGUID: 'null' Gateway: '10.201.198.21'

Location: 'doclab' NbrAttempts: '0' ScheduledCallBackDateTime: 'null' ScheduledCallBackDN: 'null' CallStartDate: 'Mon Dec 14 11:41:18 CST 2015' RecordingURL: 'http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav' QueueName: 'null' eventDateTime: Mon Dec 14 11:41:18 CST 2015  
 15225: 10.201.198.11: Dec 14 2015 11:41:55.314 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor47} JdbcCallbackDAO:store: Responded with retCode: 0 to request to store Callback record CALLGUID=064CD880000100000000025308C6C90A

EventTypeId: '21' CauseId: '0' **لإصتال در راطتنا ديقي**.

**EventTypeRef.** لودجلا في شذال عون تامولعم ىلع روثعلا نكمي: **عظالم**

وه لي دبلا فرعملا. اعادتسالا لودج في ةنخمل تامولعملال لال مالعستسالا جارخا ضرعي ةفلتخمل لإصتال در لودج في ةملا كمل ديحت في دعاسي ياساسا حتاتف:

```

CA DBAccess
DISPLAY: _ Next Restart Exit
Display next page of results.

----- callback@cvp ----- Press CTRL-W for Help -----

ani                5008
dbdatetime         2015-12-14 11:41:55.000
callstartdate      12/14/2015
callbacktype       p
oldguid
gateway            10.201.198.21
recordingurl       http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav
scheduledcallback+
scheduledcallback+
location           doclab
nbrattempts        0
eventtypeid        21
causeid            0
surrogateid        33
  
```

ةروصلا في حضوم وه امك، اعادتسالا شاذجا لودج ىلا تامولعم ةفاضلا تمت

```

dbdatetime         2015-12-14 11:41:55.000
eventdatetime      2015-12-14 17:41:18
callstartdate      12/14/2015
causeid            0
eventtypeid        21
surrogateid        33
  
```

CVP ىلا جئاتنلا عاچارا وقي بطلتلا اءاتنا: CallbackEntry طاشن تالجس

```

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:55.345,,custom,Callback_Leave_Queue,ELEMENT_ENTRY
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:55.345,,custom,Callback_Leave_Queue,Skipping the rest of Callback_Leave_Queue
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:55.345,,end,how,app_session_complete
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.345,,end,result,normal
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.345,,end,duration,37
  
```

## CallbackEngine

## CallbackWait قىبىتت اعادتسا | لاصتال اعطقن او عادولال اسر لىغشت: CallbackEngine

```
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,newcall,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,ani,5008
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,areacode,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,exchange,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,dnis,8013
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,uui,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,iidigits,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,CallbackType=preemptive
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_userCourtesyCallbackEnabled=1
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,qname=billing
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,callid=064CD880000100000000025308C6C90A
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,queueapp=BillingQueue
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_dnis=8013
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,qtime=1450114878747
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_ccbServlet=http://10.201.198.11:8000/cvp/CallbackServlet
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,parameter,_ani=5008
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_ccbServletReqTimeout=10
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,Intercept caller
hangup,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Intercept caller
hangup,custom,result,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Intercept caller
hangup,data,result,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Intercept caller
hangup,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Goodbye,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.907,Goodbye,interaction,audio_group,initial_audio_group
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.938,Goodbye,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.938,Disconnect
Caller_01,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Disconnect
Caller_01,custom,result,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Disconnect
Caller_01,data,result,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Disconnect
Caller_01,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Do not leave queue,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Do not leave
queue,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:42:00.399,,custom,Callback_Leave_Queue,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:42:00.399,,custom,Callback_Leave_Queue,Skipping the rest of Callback_Leave_Queue
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:42:00.399,,end,how,application_transfer:CallbackWait
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,,end,result,normal
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,,end,duration,5
```

## CallbackWait



## CallbackWait: قېبطلال لېغشت ادب

```
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,source,CallbackEngine
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,ani,5008
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,areacode,NA
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,exchange,NA
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,dnis,8013
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,uui,NA
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,iidigits,NA
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,CVP Subdialog
Start_01,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,CVP Subdialog
Start_01,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,From CallbackEngine,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,From
CallbackEngine,exit,done
```

## CallbackWait: EWT نم ققحتل او، اعدتسالا ةلاح

```
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get
Status_01,custom,Callback_Get_Status,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get
Status_01,custom,Callback_Get_Status,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get
Status_01,data,startCallback,false
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,data,ewt,145
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,data,qpos,0
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get
Status_01,data,cli,8005551212
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,data,rna,30
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,data,dn,5008
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get
Status_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Is Callback Ready,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Is Callback Ready,exit,no
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Is wait more than 3
mins,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Is wait more than 3
mins,exit,no
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Short Wait,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Short
Wait,custom,Callback_Wait,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.609,Short
Wait,custom,Callback_Wait,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.609,Short
Wait,custom,Callback_Wait,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.609,Short Wait,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.609,Get Status_01,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.609,Get
Status_01,custom,Callback_Get_Status,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get
Status_01,custom,Callback_Get_Status,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get
Status_01,data,startCallback,false
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get Status_01,data,ewt,35
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get Status_01,data,qpos,0
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get
Status_01,data,cli,8005551212
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get Status_01,data,rna,30
```

10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get Status\_01,data,dn,5008  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get  
Status\_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get Status\_01,exit,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Is Callback Ready,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Is Callback Ready,exit,no  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Is wait more than 3  
mins,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Is wait more than 3  
mins,exit,no  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Short Wait,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Short  
Wait,custom,Callback\_Wait,ELEMENT\_ENTRY  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.679,Short  
Wait,custom,Callback\_Wait,ELEMENT\_ENTRY  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.679,Short  
Wait,custom,Callback\_Wait,ELEMENT\_EXIT  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.679,Short Wait,exit,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.679,Get Status\_01,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.679,Get  
Status\_01,custom,Callback\_Get\_Status,ELEMENT\_ENTRY  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get  
Status\_01,custom,Callback\_Get\_Status,ELEMENT\_EXIT  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get  
Status\_01,data,startCallback,false  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get Status\_01,data,ewt,25  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get Status\_01,data,qpos,0  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get  
Status\_01,data,cli,8005551212  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get Status\_01,data,rna,30  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get Status\_01,data,dn,5008  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get  
Status\_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get Status\_01,exit,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Is Callback Ready,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Is Callback Ready,exit,no  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Is wait more than 3  
mins,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Is wait more than 3  
mins,exit,no  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Short Wait,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Short  
Wait,custom,Callback\_Wait,ELEMENT\_ENTRY  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.764,Short  
Wait,custom,Callback\_Wait,ELEMENT\_ENTRY  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.764,Short  
Wait,custom,Callback\_Wait,ELEMENT\_EXIT  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.764,Short Wait,exit,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.764,Get Status\_01,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.764,Get  
Status\_01,custom,Callback\_Get\_Status,ELEMENT\_ENTRY  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get  
Status\_01,custom,Callback\_Get\_Status,ELEMENT\_EXIT  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get  
Status\_01,data,startCallback,false  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status\_01,data,ewt,5  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status\_01,data,qpos,0  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get  
Status\_01,data,cli,8005551212  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status\_01,data,rna,30  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status\_01,data,dn,5008  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get  
Status\_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status\_01,exit,done

10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Is Callback Ready,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Is Callback Ready,exit,no  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Is wait more than 3  
mins,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Is wait more than 3  
mins,exit,no  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Short Wait,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Short  
Wait,custom,Callback\_Wait,ELEMENT\_ENTRY  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.834,Short  
Wait,custom,Callback\_Wait,ELEMENT\_ENTRY  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.834,Short  
Wait,custom,Callback\_Wait,ELEMENT\_EXIT  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.834,Short Wait,exit,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.834,Get Status\_01,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.834,Get  
Status\_01,custom,Callback\_Get\_Status,ELEMENT\_ENTRY  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get  
Status\_01,custom,Callback\_Get\_Status,ELEMENT\_EXIT  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get  
Status\_01,data,startCallback,true  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status\_01,data,ewt,0  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status\_01,data,qpos,0  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get  
Status\_01,data,cli,8005551212  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status\_01,data,rna,30  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status\_01,data,dn,5008  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get  
Status\_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status\_01,exit,done

للاصتال انم ققحتلال ةلااح CVP ريراققت مداختالاجس رهظت

15227: 10.201.198.11: Dec 14 2015 11:42:00.431 -0600: %CVP\_10\_0\_RPT-7-createNewCallEvent:  
{Thrd=Thread-54}  
15228: 10.201.198.11: Dec 14 2015 11:42:00.571 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-  
processor52} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A  
15229: 10.201.198.11: Dec 14 2015 11:42:03.254 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=45 reconnectTime=30 SLA\_time=60 RemainingTime=45  
15230: 10.201.198.11: Dec 14 2015 11:42:13.394 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=55 reconnectTime=30 SLA\_time=60 RemainingTime=35  
15231: 10.201.198.11: Dec 14 2015 11:42:15.641 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-  
processor37} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A  
15232: 10.201.198.11: Dec 14 2015 11:42:23.534 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=65 reconnectTime=30 SLA\_time=60 RemainingTime=25  
15233: 10.201.198.11: Dec 14 2015 11:42:30.726 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-  
processor27} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A  
15234: 10.201.198.11: Dec 14 2015 11:42:33.674 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=75 reconnectTime=30 SLA\_time=60 RemainingTime=15  
15235: 10.201.198.11: Dec 14 2015 11:42:43.814 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180

```
timeInFirstPlace(Secc)=85 reconnectTime=30 SLA_time=60 RemainingTime=5
15236: 10.201.198.11: Dec 14 2015 11:42:45.796 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor40} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler
CALLGUID=064CD880000100000000025308C6C90
15237: 10.201.198.11: Dec 14 2015 11:42:53.954 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} Queuetats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(Secc)=95 reconnectTime=30 SLA_time=60 RemainingTime=-5
15238: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor45} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler
CALLGUID=064CD880000100000000025308C6C90
```

تانايب الة دعاق شي دحت و لاصتا در عارج ال ادعت سم ماظنل ناك اذا ام ق قحت: CallbackWait:

```
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Is Callback Ready,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Is Callback Ready,exit,yes
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Update DB to
INPROGRESS,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Update DB to
INPROGRESS,custom,Callback_Update_Status,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Update DB to
INPROGRESS,custom,Callback_Update_Status,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Update DB to
INPROGRESS,data,result,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Update DB to
INPROGRESS,exit,done
```

مدقت ال ديق ةم لاكم ال CVP ري راق ت مداخ تال جس رهظت:

```
15238: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor45} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler
CALLGUID=064CD880000100000000025308C6C90A
15239: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor28} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90A status=22 reason=0
15240: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor28} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90A returning stauts=done
```

تق و ل ةم لاكم ال ة لاجب ةي فلخ ال راظن ال ةم ئاق شي دحت:

في ةدوج و م ال تام و ل عمل ال ال ادان ت سا ة دي دجل ال ةم لاكم ال س فن وه QueueStatus=0 ةظالم  
EventTyperef.

```
15241: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor28} JdbcCallbackQueueDAO:updateQueueStatus: Request to update CallbackQueue status.
CallGUID=064CD880000100000000025308C6C90A queueStatus=0 leaveDateTime=Mon Dec 14 11:43:00 CST
2015
15242: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor28} JdbcCallbackQueueDAO:updateQueueStatus: Queue status of 1 rows were updated in
CallbackQueue. CALLGUID=064CD880000100000000025308C6C90A
15243: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor28} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90A updateQueueStatus status=0 returns=1
```

```

C:\ DBAccess
DISPLAY: _ Next Restart Exit
Display next page of results.

----- callback@cvp ----- Press

callguid          064CD880000100000000025308C6C90A
queuestatus       0
callstartdate     12/14/2015
enterdatetime     2015-12-14 17:41:18
leavedatetime     2015-12-14 17:43:19
cvpeestimatedwait+ 0
icmestimatedwait+ 180
dbdatetime        2015-12-14 11:41:18.000
validationstatus  2
queueid           1
surrogateid       33

```

لاصتال در شادج لودج شي دجت

مدقتال ديقي لاصتال در وه =0 بسال =22الاحال

في اهيلع روثعال نكمي و شادجال عون س فن يه قلالاب ةصخال تامولعمل: ةظحال  
 Event TypeRef لودجال

```

15244: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor28} JdbcCallbackDAO:updateEvent: Request to update event on Callback record.
CallGUID=064CD880000100000000025308C6C90A eventDateTime: Mon Dec 14 11:43:00 CST 2015 CauseID=0
15245: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor28} JdbcCallbackDAO:updateEvent: Responded with retCode: 1 to request to update event
on Callback record CALLGUID=064CD880000100000000025308C6C90A
15246: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor28} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90A updateEvent status=22 returns=1 Callback Event table:

```

```

C:\ DBAccess
DISPLAY: _ Next Restart Exit
Display next page of results.

----- callback@cvp ----- Press CTRL-W for Help -----

dbdatetime        2015-12-14 11:43:00.000
eventdatetime     2015-12-14 17:43:00
callstartdate     12/14/2015
causeid           0
eventtypeid       22
surrogateid       33

```

يلصال لاصتال لعل لاصتال در عضول لودجال ةباوب ربع CVP بلط CallbackWait:

```

10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Reconnect Caller,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Reconnect
Caller,custom,Callback_Reconnect,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.316,Reconnect
Caller,custom,Callback_Reconnect,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/201511:43:12.316,Reconnect
Caller,custom,Callback_Reconnect,ELEMENT_EXIT

```

10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.316,Reconnect  
Caller,data,result,connected  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.316,Reconnect  
Caller,exit,connected  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.316,Intercept Call Hangup  
2,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.394,Intercept Call Hangup  
2,custom,result,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.394,Intercept Call Hangup  
2,data,result,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.394,Intercept Call Hangup  
2,exit,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.394,Announce Callback,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.398,Announce  
Callback,interaction,audio\_group,initial\_audio\_group  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.425,Announce Callback,exit,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.425,Announce Name,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.429,Announce  
Name,interaction,audio\_group,initial\_audio\_group  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.456,Announce Name,exit,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.456,Ask if ready,enter  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.460,Ask if  
ready,interaction,audio\_group,initial\_audio\_group  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.548,Ask if  
ready,interaction,utterance,1  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.548,Ask if  
ready,interaction,inputmode,dtmf  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.548,Ask if  
ready,interaction,interpretation,1  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.548,Ask if  
ready,interaction,confidence,1  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Ask if ready,data,value,1  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Ask if  
ready,data,selection,1  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Ask if  
ready,data,confidence,1  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Ask if  
ready,data,value\_confidence,1  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Ask if ready,exit,option1  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Caller Choice Result,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Caller Choice  
Result,exit,option 1  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Allow Caller Hangup1,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.772,Allow Caller  
Hangup1,custom,result,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.772,Allow Caller  
Hangup1,data,result,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.772,Allow Caller  
Hangup1,exit,done

دعاق شي دحت مت .ءاعدتسالا لامك! نآل مت و لاصتالا دري عدتس مل لبق  
تانايبلا:

10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.772,Update DB to COMPLETED  
connected,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.772,Update DB to COMPLETED  
connected,custom,Callback\_Update\_Status,ELEMENT\_ENTRY  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.788,Update DB to COMPLETED  
connected,custom,Callback\_Update\_Status,ELEMENT\_EXIT  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.788,Update DB to COMPLETED  
connected,data,result,success  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.788,Update DB to COMPLETED  
connected,exit,done

10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.788,You are Number1 in Q,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.792,You are Number1 in  
Q,interaction,audio\_group,initial\_audio\_group  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.819,You are Number1 in  
Q,exit,done  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.819,UpdateStatus\_01,enter,  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015  
11:43:19.819,UpdateStatus\_01,custom,Callback\_Update\_Status,ELEMENT\_ENTRY  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015  
11:43:19.819,UpdateStatus\_01,custom,Callback\_Update\_Status,ELEMENT\_EXIT  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015  
11:43:19.819,UpdateStatus\_01,data,result,success  
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.835,UpdateStatus\_01,exit,done

عمءاق عم راطت نال ا عمءاق ءي ءحء : تان ا ب ل ا ءءاق ءي ءحء CVP ريراقء مءاخء ال ءس رهظء  
ء راطء نال =0.

15249: 10.201.198.11: Dec 14 2015 11:43:19.772 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor54} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A status=24 reason=27  
15250: 10.201.198.11: Dec 14 2015 11:43:19.772 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor54} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A returning status=success  
15251: 10.201.198.11: Dec 14 2015 11:43:19.772 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor54} JdbcCallbackQueueDAO:updateQueueStatus: Request to update CallbackQueue status.  
CallGUID=064CD880000100000000025308C6C90A queueStatus=0 leaveDateTime=Mon Dec 14 11:43:19 CST 2015  
15252: 10.201.198.11: Dec 14 2015 11:43:19.788 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor54} JdbcCallbackQueueDAO:updateQueueStatus: Queue status of 1 rows were updated in  
CallbackQueue. CALLGUID=064CD880000100000000025308C6C90A  
15253: 10.201.198.11: Dec 14 2015 11:43:19.788 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor54} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A updateQueueStatus status=0 returns=1

ءء بء س ل ال ءءاق و =24 ءء ال ب ل اصء ال ءر ءء ءي ءحء ب مق

15254: 10.201.198.11: Dec 14 2015 11:43:19.788 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor54} JdbcCallbackDAO:updateEvent: Request to update event on Callback record.  
CallGUID=064CD880000100000000025308C6C90A eventDateTime: Mon Dec 14 11:43:19 CST 2015 CauseID=27  
15255: 10.201.198.11: Dec 14 2015 11:43:19.788 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor54} JdbcCallbackDAO:updateEvent: Responded with retCode: 1 to request to update event  
on Callback record CALLGUID=064CD880000100000000025308C6C90A  
15256: 10.201.198.11: Dec 14 2015 11:43:19.788 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor54} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A updateEvent status=24 returns=1  
15257: 10.201.198.11: Dec 14 2015 11:43:19.819 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor48} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A status=27 reason=0  
15258: 10.201.198.11: Dec 14 2015 11:43:19.819 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor48} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A returning status=retry  
15259: 10.201.198.11: Dec 14 2015 11:43:19.819 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor48} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A Drop From Queue

```
dbdatetime 2015-12-14 11:43:19.000
eventdatetime 2015-12-14 17:43:19
callstartdate 12/14/2015
causeid 27
eventtypeid 24
surrogateid 33
```

## CallbackWait: لى جئاتن لاسراو قىب طلت اءاتنا

```
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.835,Return to ICM
connected,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:24.515,Return to ICM
connected,exit,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015
11:43:24.515,,custom,Callback_Leave_Queue,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015
11:43:24.515,,custom,Callback_Leave_Queue,Skipping the rest of Callback_Leave_Queue
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015
11:43:24.515,,end,how,app_session_complete
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:24.515,,end,result,normal
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:24.515,,end,duration,84
```

## CallbackQueue

### CallbackQueue: قىب طلت لى غشت ادب

```
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,newcall,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,ani,5008
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,areacode,NA
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,exchange,NA
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,dnis,8013
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,uui,NA
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,iidigits,NA
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,CallbackType=preemptive
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,_userCourtesyCallbackEnabled=1
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,qname=billing
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,callid=064CD88000010000000025308C6C90A
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,queueapp=BillingQueue
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,parameter,_dnis=8013
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,qtime=1450114878747
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,_ccbServlet=http://10.201.198.11:8000/cvp/CallbackServlet
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,parameter,_ani=5008
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,_ccbServletReqTimeout=10
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,CVP Subdialog
Start_01,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.920,CVP Subdialog
Start_01,exit,done
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.920,Decision_01,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.920,Decision_01,exit,done
```

### ءارءال ادب ادعتسم رىغ لىمعل. راطاتن ال ءمءاق فى ءمءال كمءل ءىءء ءءال:

```
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.920,UpdateStatus_01,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.920,UpdateStatus_01,custom,Callback_Update_Status,ELEMENT_ENTRY
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.967,UpdateStatus_01,custom,Callback_Update_Status,ELEMENT_EXIT
```



10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015  
11:43:24.967,UpdateStatus\_01,data,result,success  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.967,UpdateStatus\_01,exit,done  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.967,Queue1,enter,

## رابطت نال اءمئاق ىل ل لاصتال در ءفاضا | 28 ءل ال ينعت :CVP ريراق ت مداخ تال جس تامول عم

15261: 10.201.198.11: Dec 14 2015 11:43:24.811 -0600: %CVP\_10\_0\_RPT-7-createNewCallEvent:  
{Thrd=Thread-54}  
15262: 10.201.198.11: Dec 14 2015 11:43:24.967 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor65} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A status=28 reason=0  
15263: 10.201.198.11: Dec 14 2015 11:43:24.967 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor65} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler  
CALLGUID=064CD880000100000000025308C6C90Areturning stauts=retry  
15264: 10.201.198.11: Dec 14 2015 11:43:24.967 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor65} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler  
CALLGUID=064CD880000100000000025308C6C90A Add To Queue  
  
15265: 10.201.198.11: Dec 14 2015 11:43:25.154 -0600: %CVP\_10\_0\_RPT-7-createNewCallEvent:  
{Thrd=Thread-54}  
15266: 10.201.198.11: Dec 14 2015 11:43:34.514 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=136 reconnectTime=30 SLA\_time=60 RemainingTime=-46  
15267: 10.201.198.11: Dec 14 2015 11:43:44.654 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=146 reconnectTime=30 SLA\_time=60 RemainingTime=-56  
15268: 10.201.198.11: Dec 14 2015 11:43:54.794 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=156 reconnectTime=30 SLA\_time=60 RemainingTime=-66  
15269: 10.201.198.11: Dec 14 2015 11:44:04.934 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=166 reconnectTime=30 SLA\_time=60 RemainingTime=-76  
15270: 10.201.198.11: Dec 14 2015 11:44:15.074 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=177 reconnectTime=30 SLA\_time=60 RemainingTime=-87  
15271: 10.201.198.11: Dec 14 2015 11:44:25.214 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=187 reconnectTime=30 SLA\_time=60 RemainingTime=-97  
15272: 10.201.198.11: Dec 14 2015 11:44:35.355 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=197 reconnectTime=30 SLA\_time=60 RemainingTime=-107  
15273: 10.201.198.11: Dec 14 2015 11:44:45.495 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=207 reconnectTime=30 SLA\_time=60 RemainingTime=-117  
15274: 10.201.198.11: Dec 14 2015 11:44:55.635 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=217 reconnectTime=30 SLA\_time=60 RemainingTime=-127  
15275: 10.201.198.11: Dec 14 2015 11:45:05.775 -0600: %CVP\_10\_0\_RPT-7-CALL:  
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:  
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180  
timeInFirstPlace(SeCS)=227 reconnectTime=30 SLA\_time=60 RemainingTime=-137  
15276: 10.201.198.11: Dec 14 2015 11:45:08.208 -0600: %CVP\_10\_0\_RPT-7-CallRegistry: {Thrd=Timer-3}  
RemovedCallDesc = 0 CallRegistry remaining size = 3

15277: 10.201.198.11: Dec 14 2015 11:45:15.915 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes: recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180 timeInFirstPlace(SeCS)=237 reconnectTime=30 SLA\_time=60 RemainingTime=-147  
15278: 10.201.198.11: Dec 14 2015 11:45:26.055 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes: recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180 timeInFirstPlace(SeCS)=248 reconnectTime=30 SLA\_time=60 RemainingTime=-158

**ماظنل ا في ةطشن ةملاكملا اءاقب اإ راطت نالا ةمئاق رءاغت و ةملاكملا لءدت: CallbackQueue: يبموز و اءبش ةملاكم ةملاكملا في نصت عنمو**

10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Queue1,exit,done  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status\_01,enter,  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status\_01,custom,Callback\_Get\_Status,ELEMENT\_ENTRY  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status\_01,custom,Callback\_Get\_Status,ELEMENT\_EXIT  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status\_01,data,startCallback,true  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status\_01,data,ewt,0  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status\_01,data,qpos,0  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status\_01,data,cli,8005551212  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status\_01,data,rna,30  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status\_01,data,dn,5008  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status\_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status\_01,exit,done  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Queue2,enter,

**CVP GetStatus: ريارقت اءلس رهظت**

15279: 10.201.198.11: Dec 14 2015 11:45:28.925 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor64} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler CALLGUID=064CD880000100000000025308C6C90A

**ماظنل ا في ةطشن ةملاكملا اءاقب اإ راطت نالا ةمئاق رءاغت و ةملاكملا لءدت: CallbackQueue: يبموز و اءبش ةملاكم ةملاكملا في نصت عنمو**

10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.023,Queue2,exit,done  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.023,Get Status\_02,enter,  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.023,Get Status\_02,custom,Callback\_Get\_Status,ELEMENT\_ENTRY  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status\_02,custom,Callback\_Get\_Status,ELEMENT\_EXIT  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status\_02,data,startCallback,true  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status\_02,data,ewt,0  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status\_02,data,qpos,0  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status\_02,data,cli,8005551212  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status\_02,data,rna,30  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status\_02,data,dn,5008  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status\_02,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status\_02,exit,done  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Queue1,enter,  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Queue1,exit,done  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status\_01,enter,  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get

Status\_01,custom,Callback\_Get\_Status,ELEMENT\_ENTRY  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get  
Status\_01,custom,Callback\_Get\_Status,ELEMENT\_EXIT  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get  
Status\_01,data,startCallback,true  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status\_01,data,ewt,0  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status\_01,data,qpos,0  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get  
Status\_01,data,cli,8005551212  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status\_01,data,rna,30  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status\_01,data,dn,5008  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get  
Status\_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status\_01,exit,done  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Queue2,enter,  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.845,Queue2,exit,done  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.845,Get Status\_02,enter,  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.845,Get  
Status\_02,custom,Callback\_Get\_Status,ELEMENT\_ENTRY  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get  
Status\_02,custom,Callback\_Get\_Status,ELEMENT\_EXIT  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get  
Status\_02,data,startCallback,true  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get Status\_02,data,ewt,0  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get Status\_02,data,qpos,0  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get  
Status\_02,data,cli,8005551212  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get Status\_02,data,rna,30  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get Status\_02,data,dn,5008  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get  
Status\_02,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get Status\_02,exit,done  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Queue1,enter,

رابطات الة عمئاق عم الكمل رداغت و ليكولا الى عم الكمل لاسر متي CallbackQueue:

10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:43.700,Queue1,exit,  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015  
11:51:43.700,,custom,Callback\_Leave\_Queue,ELEMENT\_ENTRY  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015  
11:51:43.700,,custom,Callback\_Leave\_Queue,ELEMENT\_EXIT  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:43.700,,end,how,hangup  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:43.700,,end,result,normal  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:43.700,,end,duration,499

رابطات الة عمئاق رداغت يتل عم الكمل CVP ريراقت مداخ تالجس رهظت:

15325: 10.201.198.11: Dec 14 2015 11:51:43.700 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor62} LeaveQueue CALLGUID=064CD880000100000000025308C6C90A  
15326: 10.201.198.11: Dec 14 2015 11:51:43.700 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor62} JdbcCallbackQueueDAO:updateQueueStatus: Request to update CallbackQueue status. CallGUID=064CD880000100000000025308C6C90A queueStatus=0 leaveDateTime=Mon Dec 14 11:51:43 CST 2015  
15327: 10.201.198.11: Dec 14 2015 11:51:43.700 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor62} JdbcCallbackQueueDAO:updateQueueStatus: Queue status of 1 rows were updated in CallbackQueue. CALLGUID=064CD880000100000000025308C6C90A  
15328: 10.201.198.11: Dec 14 2015 11:51:43.700 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor62} removeQueueEntry CALLGUID=064CD880000100000000025308C6C90A  
15329: 10.201.198.11: Dec 14 2015 11:51:43.700 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor62} QueueStats removeEntry: 064CD880000100000000025308C6C90A

ذي فنن تل ة دي فم ة ي ع جرم ة طوقن ل لصت ملل ة ي لم عمل ق ف دت و يزاج مل ل لصت الة در ة لاج رفوت لمع ة ي في كل ق ي قد فص و مي دقت الى ة فاض الة اب ، ا ه ا ل ص ا و ا ط ا خ الة ف ا ش ك ت س ا و ة زي مل

لصتملا عم لعافتلاو ةزيملا

ةمچرتل هذه لوج

ةللأل تاي نقتل نمة ومة مادختساب دن تسمل اذة Cisco تمةرت  
ملاعلاء انء مء مء نمة دختسمل معد و تمة مء دقتل ةر شبل او  
امك ةق قء نوك ت نل ةللأل ةمچرت لصف أن ةظحال مء ءرء. ةصاأل مء تءل ب  
Cisco ةلخت. فرتمة مچرت مء دقء ةل ةل ةفارتحال ةمچرتل عم لاعل او  
ىل إأمءءاد ءوچرلاب ةصوء و تامةرتل هذه ةقء نء اهءل وئس م Cisco  
Systems (رفوتم طبارل) ةلصلأل ةزءل ءنل دن تسمل