

Informationen zum Status des "Courtesy Callback" für das Cisco Voice Portal

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Einleitung

Das Dokument beschreibt den unterschiedlichen Anrufstatus bei einer CCB-Bereitstellung (Cisco Voice Portal) mit Rückrufaktion.

Voraussetzungen

Anforderungen

Cisco empfiehlt, dass Sie über Kenntnisse in folgenden Bereichen verfügen:

- CVP
- CVP Call Studio
- CVP - Courtesy Callback

Verwendete Komponenten

Die Informationen in diesem Dokument basierend auf folgenden Software- und Hardware-Versionen:

- CVP-Version 10
- Call Studio Version 10

Die Informationen in diesem Dokument beziehen sich auf Geräte in einer speziell eingerichteten Testumgebung. Alle in diesem Dokument verwendeten Geräte haben mit einer leeren (Standard-)Konfiguration begonnen. Wenn Ihr Netzwerk in Betrieb ist, stellen Sie sicher, dass Sie die potenziellen Auswirkungen eines Befehls verstehen.

Courtesy Callback Call Flow und beteiligte Anwendungen

Wenn Sie einen Anruf bei einem System tätigen, in dem "Courtesy Callback" implementiert ist, sind mehrere Anwendungen und Prozesse involviert, um Ihnen einen Rückruf anzubieten. Sie müssen also nicht warten, bis ein Mitarbeiter verfügbar ist.

1. Der Anruf muss zunächst validiert werden, damit CCB nach erfolgreicher Validierung angeboten werden kann.

Der Anruf wird der Speicherwarteschlange hinzugefügt, und es werden verschiedene Parameter validiert, um einen Rückruf anzubieten. Beispielsweise die minimale zulässige Wartezeit (Estimated Wait Time allowed, EWT), die erforderliche Konfiguration des Eingangs-Gateways, aktuelle Rückrufe, die Anzahl der für den Rückruf zugewiesenen Eingangs-Gateway-Trunks usw.

Die CVP Call Studio-Anwendung für diesen Validierungsprozess ist **CallbackEntry**.

2. Wenn die Validierung erfolgreich ist, ist Courtesy Callback (Rückruf mit freundlicher Genehmigung) verfügbar. Wenn der Anrufer den "Courtesy Callback" akzeptiert, erfasst die CCB-Lösung des CVP die Anruferinformationen. Nachdem die Informationen gesammelt wurden, wird dem Anrufer eine Abschiedsmeldung angezeigt.

Die Call Studio-Anwendungen für diesen Prozess sind **CallbackEntry** und **CallbackEngine**. Da der Rückruf zur Datenbank hinzugefügt wurde, lautet der Status des Anrufs derzeit: **Rückruf ausstehend (21)**.

3. Die "Courtesy Callback"-Lösung wartet, bis die EWT abläuft, um den Rückruf zu tätigen (**Rückruf wird durchgeführt (22)**). Der Rückruf erfolgt, und der Anruf wird angenommen. In diesem Moment wechselt der Rückrufstatus zu **Abgeschlossen/Verbunden (Status 24)**.

Die Anwendung für diesen Prozess ist **CallbackWait**. Der Status des Anrufs lautet: **Rückruf beendet (24)**.

4. Der Anrufer wartet auf die Warteschlange, bis ein Agent verfügbar ist. Sobald ein Agent verfügbar ist, wird der Anruf an den Agenten weitergeleitet, und der Rückruf wird aus der Speicherwarteschlange entfernt. Die Anwendung für diesen Prozess ist **CallbackQueue**.

Aktivitätsprotokolle, Reporting-Protokolle und Datenbankausgabe analysieren

CallbackEntry

CallbackEntry-Aktivitätsprotokolle: Anrufstart

```
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

CallbackEntry-Aktivitätsprotokolle: Anruf hinzugefügt in die Speicherwarteschlange:

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

CVP Reporting Server-Protokolle zeigen an, dass der Anruf dem Speicher hinzugefügt wurde:

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

CallbackEntry-Aktivitätsprotokolle: Die EWT wird in Minutengröße berechnet:

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

CallbackEntry-Aktivitätsprotokolle: Überprüfen Sie den Anruf, um festzustellen, ob ein Rückruf angeboten werden kann.

```
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
```

CVP-Reporting-Serverprotokolle zeigen eine Validierungsaktualisierung an:

```
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
```

CallbackEntry-Aktivitätsprotokolle: Verwenden Sie die SetQueueDefault-Werte, um den Anruf zu validieren:

```
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
```

CVP-Reporting-Serverprotokolle zeigen SetQueue:

```
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
```

CallbackEntry-Aktivitätsprotokolle: Überprüfen Sie erneut, seit das vorherige Ergebnis eine Aktualisierung war:

```
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

CVP-Reporting-Serverprotokolle zeigen Validierung an:

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: 10015216: 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

CallbackEntry-Aktivitätsprotokolle: Anrufernummer und -name auffordern:

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

CallbackEntry-Aktivitätsprotokolle: Datensatzname:

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

CallbackEntry-Aktivitätsprotokolle: Validierung der Anrufbewilligung. Der Anrufer akzeptierte das CCB-Angebot, und es wurden Informationen gesammelt. Dieser Aufruf wird nun der Datenbanktabelle Callback hinzugefügt:

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,

CVP-Reporting-Serverprotokolle zeigen an, wenn der Anruf zur Datenbank hinzugefügt wurde:

```

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=064CD880000100000000025308C6C90A
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: '064CD880000100000000025308C6C90A' 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
EventTypeld: '21' Causeld: '0' ist Rückruf ausstehend.

```

Anmerkung: Die Informationen zum Ereignistyp finden Sie in der **EventTypRef**-Tabelle.

Die nächste Abfrageausgabe zeigt die in der Rückruftabelle gespeicherten Informationen. Die Surrogat-ID ist ein Primärschlüssel, mit dem der Anruf in verschiedenen Rückruftabellen identifiziert werden kann:

```

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/audio1450114
906328288.wav
scheduledcallback+
scheduledcallback+
location           doclab
nbrattempts        0
eventtypeid        21
causeid            0
surrogateid        33

```

Informationen, die der Rückruferereignistabelle hinzugefügt wurden, wie im Bild gezeigt.

```

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

```

CallbackEntry-Aktivitätsprotokolle: Applikationsfertigstellung und Ergebnisse werden an CVP zurückgegeben

```

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

CallbackEngine: Abschiedsnachricht wiedergeben, und der Anruf wird getrennt. Rufen Sie die CallbackWait-Anwendung auf.

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: Anwendung startet

```
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: Status des Anrufs und EWT-Überprüfung:

```
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

```

CVP Reporting Server-Protokolle zeigen den Status der Anrufverifizierung an.

```

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(SeCS)=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} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=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

CallbackWait: Überprüfen, ob das System einen Rückruf tätigen und die Datenbank aktualisieren kann

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

CVP-Reporting-Serverprotokolle zeigen den Status des aktiven Anrufs an:

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=064CD880000100000000025308C6C90Areturning stauts=done

Aktualisieren der Callback-Warteschlange mit dem Status des Anrufs und der Uhrzeit:

Anmerkung: queueStatus=0 entspricht dem New-Aufruf, der auf den Informationen im EventTyperef basiert.

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
enterdatetimestr 2015-12-14 17:41:18
leavedatetimestr 2015-12-14 17:43:19
cvpestimatedwait+ 0
icmestimatedwait+ 180
dbdatetimestr    2015-12-14 11:41:18.000
validationstatus  2
queueid           1
surrogateid       33
  
```

Aktualisieren der Rückruf-Ereignistabelle:

status=22 reason=0 wird zurückgerufen.

Anmerkung: Die Informationen für den Status entsprechen dem Ereignistyp und sind in der EventTypeRef-Tabelle zu finden.

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 -----

dbdatetimestr    2015-12-14 11:43:00.000
eventdatetimestr 2015-12-14 17:43:00
callstartdate     12/14/2015
causeid           0
eventtypeid       22
surrogateid       33
  
```

CallbackWait: Fordern Sie CVP über das Eingangs-Gateway an, den Rückruf an den ursprünglichen Anrufer zu tätigen.

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,12/14/2015 11:43:12.316,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

CallbackWait: Der Anrufer nahm den Rückruf an, und jetzt ist der Anruf beendet. Die Datenbank wird aktualisiert:

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

Die CVP-Reporting-Serverprotokolle zeigen die Datenbankaktualisierung an: Aktualisieren der Callback-Warteschlange mit queuestatus=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=064CD880000100000000025308C6C90Areturning stauts=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

Aktualisieren Sie das Rückrufereignis mit status=24 und Vernunftstatus=27.

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=064CD880000100000000025308C6C90Areturning stauts=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: Anwendungsfertigstellungen und -ergebnisse werden an CVP gesendet.

```
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: Anwendung startet

```
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=064CD880000100000000025308C6C90A
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
```

CallbackQueue: Aktualisieren des Anrufstatus in der Warteschlange Der Agent ist noch nicht

bereit für den Anruf:

```
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,
```

CVP-Reporting-Server protokolliert Informationen: Status 28: Der Rückruf wird der Warteschlange hinzugefügt.

```
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=064CD880000100000000025308C6C90A returning status=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
```

CallbackQueue: Der Anruf geht ein und verlässt die Warteschlange, um den im System aktiven Anruf aufrechtzuerhalten und zu verhindern, dass der Anruf als Ghost- oder Zombie-Anruf kategorisiert wird.

```
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-Berichtsprotokolle zeigen GetStatus an:

```
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
```

CallbackQueue: Der Anruf geht ein und verlässt die Warteschlange, um den im System aktiven Anruf aufrechtzuerhalten und zu verhindern, dass der Anruf als Ghost- oder Zombie-Anruf kategorisiert wird.

```
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,

CallbackQueue: Der Anruf wird an den Agenten gesendet und verlässt die Warteschlange:

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

Die CVP-Reporting-Serverprotokolle zeigen an, dass der Anruf aus der Warteschlange geht:

15325: 10.201.198.11: Dec 14 2015 11:51:43.700 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor62} LeaveQueue CALLGUID=064CD8800010000000025308C6C90A
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
```

Der Status und der Prozessablauf von "Courtesy Callback" bietet dem Anrufer einen nützlichen Referenzpunkt für die Implementierung und Fehlerbehebung von Funktionen sowie eine detaillierte Beschreibung der Funktionsweise und Interaktion der Funktion mit dem Anrufer.