

# Understand Cisco Voice Portal Courtesy Callback Status Information

## Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Courtesy Callback Call Flow And Applications Involved](#)

[Analyze Activity Logs, Reporting Logs, And Database Output](#)

[CallbackEntry](#)

[CallbackEngine](#)

[CallbackWait](#)

[CallbackQueue](#)

## Introduction

The document describes the different call status involved in a Cisco Voice Portal (CVP) Courtesy Callback (CCB) deployment.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- CVP
- CVP Call Studio
- CVP Courtesy Callback

## Components Used

The information in this document is based on these software and hardware versions:

- CVP Version 10
- Call Studio Version 10

The information in this document was created from the devices in a specific lab environment. All the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Courtesy Callback Call Flow And Applications Involved

When you place a call to a system where Courtesy Callback is implemented, several applications

and processes are involved in order to offer you a callback, so you do not have to wait on the phone while an agent becomes available.

1. The call needs first to be validated so CCB can be offered if validation pass.

The call is added to memory queue and different parameters are validated in order to offer a callback. For instance, the minimum Estimated Wait Time allowed (EWT), ingress gateway configuration required, current callbacks, number of Ingress gateway trunks assigned for callback, and so on.

The CVP Call Studio application related to this validation process is **CallbackEntry**.

2. If validation passes, Courtesy Callback is offer. If the Courtesy Callback is accepted by the caller, the CVP CCB solution collects the caller information. After the information is collected, a good bye message is played to the caller.

The Call studio applications related to this process are **CallbackEntry** and **CallbackEngine**. At this moment, since the callback has been added to the database the status of the call is: **Callback Pending (21)**.

3. The Courtesy Callback solution waits for the EWT to expire in order to place the call back (**Callback in progress (22)**). The callback occurs and the call is accepted. At this moment the status of the callback changes to **Completed/Connected (Status 24)**.

The application related to this process is **CallbackWait**. The status of the call is: **Callback Completes (24)**.

4. The caller waits on queue while an agent becomes available. As soon as an agent becomes available the call is sent to the agent and the callback is removed from memory queue. The application related to this process is **CallbackQueue**.

## Analyze Activity Logs, Reporting Logs, And Database Output

### CallbackEntry

CallbackEntry Activity logs: Call starts

```
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 Activity logs: Call added to memory queue:

```
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 logs show the call has been added to memory:

```
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 Activity logs: EWT is calculated in minutes scale:

```
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 Activity logs: Validate the call to see if a callback can be offered

```
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 Server logs show validation refresh:

```
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 Activity logs: Use the SetQueueDefault values to validate the call:

```
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 Server logs show 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 Activity logs: Validate again since the previous result was refresh:

```
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 Server logs show validation:

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: 9999999  
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 Activity logs: Prompt caller phone number and name:

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 Activity logs: Record name:

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 Activity logs: Call passed validation. Caller accepted the CCB offer and information was collected. Now, this call is added to the database table Callback:**

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 Server logs show when the call was added to the database:**

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
EventTypeId: '21' CauseId: '0' is Callback pending.
```

**Note:** The information for the event type can be found on **EventTypeRef** table.

The next query output shows the information stored in the callback table. Surrogate ID is a primary key which help to identify the call in different callback tables:

```
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
```

Information added to the callback event table, as shown in the image.

```
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 Activity logs: Application finish and results are returned to CVP

```
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: Play goodbye message and the call is disconnected. Invoke CallbackWait application.

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: Application starts

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 of the call, and EWT verification:

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/audiol450114906328288.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/audiol450114906328288.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 logs show status of the call verification.

```
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} Queuetats: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: Verify if the system is ready to place a callback and update the database**

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 Server logs show call in progress status:**

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

**Update Callbackqueue with status of the call and the time:**

**Note: queueStatus=0 is the same as New call based on the information found in the  
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

```

Update callback event table:

**status=22 reason=0** is Callback in progress.

**Note:** The information for the status is the same as the event type and can be found on EventTypeRef table.

```

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

```

CallbackWait: Request CVP via the Ingress Gateway to place the callback to original caller.

```

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: Caller accepted the callback and now the call is completed. Database is updated:**

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

CVP Reporting Server logs show the database update: Update callbackqueue with 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

Update callback event with status=24 and reason status=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: Application finishes and results are sent to CVP

```
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: Application starts

```
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
```

### CallbackQueue: Update status of call in queue. Agent is not ready to take the call yet:

```
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 logs information: Status 28 means that the Callback is added to queue.

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
```

**CallbackQueue: Call enters and leave the queue in order to maintain the call active in the system and prevent the call to be categorized as a ghost or zombie call.**

```
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 Reporting logs show GetStatus:**

```
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: Call enters and leave the queue in order to maintain the call active in the system and prevent the call to be categorized as a ghost or zombie call.**

```
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: Call is sent to agent and call leaves the queue:**

```
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
```

**CVP Reporting Server logs show call leaving the queue:**

```
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
```

The status and process flow of Courtesy Callback provides the caller with useful reference point for the feature implementation and troubleshoot as well as a give a fine description of how the feature operates and interact with the caller.