

# Comprensión de la información de estado de devolución de llamada de cortesía de Cisco Voice Portal

## Contenido

[Introducción](#)

[Prerequisites](#)

[Requirements](#)

[Componentes Utilizados](#)

[Cortesía De Llamadas De Devolución De Llamadas Y Aplicaciones Involucradas](#)

[Analizar Los Registros De Actividad, Los Registros De Informes Y El Resultado De La Base De Datos](#)

[Devolución de llamadaEntry](#)

[Motor de devolución de llamada](#)

[Devolver llamadaEsperar](#)

[CallbackQueue](#)

## Introducción

En el documento se describe el estado de llamada diferente que implica la implementación de Cisco Voice Portal (CVP) Courtesy Callback (CCB).

## Prerequisites

### Requirements

Cisco recomienda que tenga conocimiento sobre estos temas:

- CVP
- CVP Call Studio
- Devolución de llamada por cortesía de CVP

### Componentes Utilizados

La información que contiene este documento se basa en las siguientes versiones de software y hardware.

- Versión 10 de CVP
- Call Studio versión 10

The information in this document was created from the devices in a specific lab environment. Todos los dispositivos que se utilizan en este documento se iniciaron con una configuración sin definir (predeterminada). Si tiene una red en vivo, asegúrese de entender el posible impacto de cualquier comando.

# Cortesía De Llamadas De Devolución De Llamadas Y Aplicaciones Involucradas

Cuando realiza una llamada a un sistema en el que se implementa la devolución de llamada de cortesía, intervienen varias aplicaciones y procesos para ofrecerle una devolución de llamada, por lo que no tiene que esperar en el teléfono mientras un agente está disponible.

1. La llamada debe validarse primero para poder ofrecer CCB si se aprueba la validación.

La llamada se agrega a la cola de memoria y se validan diferentes parámetros para ofrecer una devolución de llamada. Por ejemplo, el tiempo de espera estimado mínimo permitido (EWT), la configuración de gateway de ingreso necesaria, las devoluciones de llamadas actuales, el número de enlaces troncales de gateway de entrada asignados para la devolución de llamada, etc.

La aplicación de CVP Call Studio relacionada con este proceso de validación es **CallbackEntry**.

2. Si se aprueba la validación, se ofrece la devolución de llamada de cortesía. Si la persona que llama acepta la devolución de llamada de cortesía, la solución CVP CCB recopila la información de la persona que llama. Una vez recopilada la información, se reproduce un mensaje de despedida a la persona que llama.

Las aplicaciones de estudio de llamadas relacionadas con este proceso son **CallbackEntry** y **CallbackEngine**. En este momento, dado que la devolución de llamada se ha agregado a la base de datos, el estado de la llamada es: **Devolución de llamada pendiente (21)**.

3. La solución de devolución de llamada de cortesía espera a que caduque el EWT para devolver la llamada (**devolución de llamada en curso (22)**). Se produce la devolución de llamada y se acepta la llamada. En este momento, el estado de la devolución de llamada cambia a **Completed/Connected (Estado 24)**.

La aplicación relacionada con este proceso es **CallbackWait**. El estado de la llamada es: **La devolución de llamada finaliza (24)**.

4. La persona que llama espera en la cola mientras un agente está disponible. En cuanto un agente se encuentra disponible, la llamada se envía al agente y la devolución de llamada se elimina de la cola de memoria. La aplicación relacionada con este proceso es **CallbackQueue**.

## Analizar Los Registros De Actividad, Los Registros De Informes Y El Resultado De La Base De Datos

### Devolución de llamadaEntry

Registros de actividad de CallbackEntry: Inicio de llamada

```
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

### Registros de actividad de CallbackEntry: Llamada agregada a la cola de memoria:

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

### Los registros de CVP Reporting Server muestran que la llamada se ha agregado a la memoria:

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

### Registros de actividad de CallbackEntry: EWT se calcula en la escala de minutos:

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

## Registros de actividad de CallbackEntry: Validar la llamada para ver si se puede ofrecer una devolución de llamada

```
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
```

## Los registros de CVP Reporting Server muestran la actualización de validación:

```
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
```

## Registros de actividad de CallbackEntry: Utilice los valores SetQueueDefault para validar la llamada:

```
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
```

## Los registros de CVP Reporting Server muestran 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
```

## Registros de actividad de CallbackEntry: Validar de nuevo porque el resultado anterior fue actualizar:

```
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

## Los registros de CVP Reporting Server muestran validación:

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

## Registros de actividad de CallbackEntry: Nombre y número de teléfono de la persona que llama:

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

## Registros de actividad de CallbackEntry: Nombre del registro:

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\audio145011490632  
8288.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

**Registros de actividad de CallbackEntry: La llamada pasó la validación. La persona que llama aceptó la oferta del CCB y se recopiló información. Ahora, esta llamada se agrega a la tabla de base de datos Devolución de llamada:**

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,

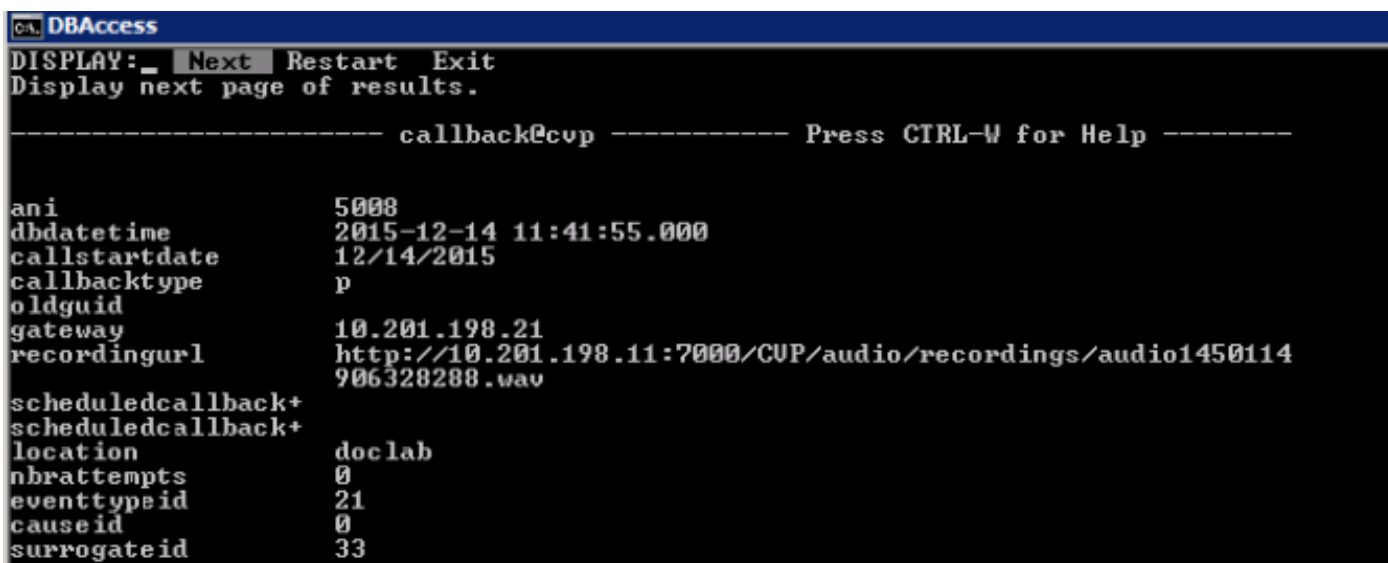
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.345,Return to ICM,exit,  
Los registros de CVP Reporting Server muestran cuándo se agregó la llamada a la base de datos:

```
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: IdCausa '21': '0' está pendiente de devolución de llamada.

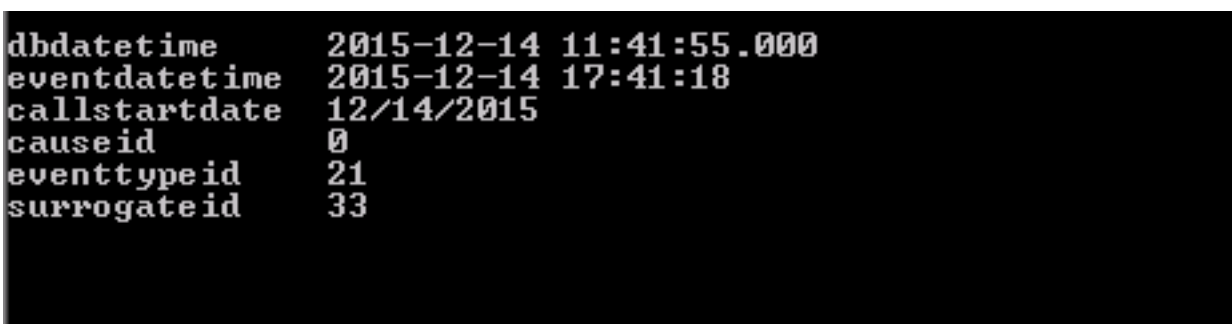
**Nota:** La información del tipo de evento se puede encontrar en la tabla **EventTypeRef**.

El siguiente resultado de la consulta muestra la información almacenada en la tabla de devolución de llamada. El ID sustituto es una clave principal que ayuda a identificar la llamada en diferentes tablas de devolución de llamada:



```
CA: DBAccess  
DISPLAY: _ Next Restart Exit  
Display next page of results.  
----- callback@cvp ----- Press CTRL-W for Help -----  
  
ani                5008  
dbdatetime         2015-12-14 11:41:55.000  
callstartdate      12/14/2015  
callbacktype       p  
oldguid              
gateway            10.201.198.21  
recordingurl       http://10.201.198.11:7000/CVP/audio/recordings/audio1450114  
906328288.wav  
scheduledcallback+  
scheduledcallback+  
location           doclab  
nbrattempts        0  
eventtypeid        21  
causeid            0  
surrogateid        33
```

Información agregada a la tabla de eventos de devolución de llamada, como se muestra en la imagen.



```
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
```

Registros de actividad de CallbackEntry: El final de la aplicación y los resultados se devuelven a

## 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
```

## Motor de devolución de llamada

Motor de devolución de llamada: Reproducir mensaje de despedida y la llamada se desconecta.  
Invocar aplicación CallbackWait.

```
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

## Devolver llamadaEsperar

### Devolución de llamadaEsperar: Inicio de la aplicación

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

### Devolución de llamadaEsperar: Estado de la llamada y verificación de EWT:

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

```

Los registros de CVP Reporting Server muestran el estado de la verificación de llamada.

```

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

```

**Devolución de llamada Esperar: Verifique si el sistema está listo para realizar una devolución de llamada y actualizar la base de datos**

```

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

```

**Los registros de CVP Reporting Server muestran el estado de llamada en curso:**

```

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

```

**Actualizar cola de llamada con el estado de la llamada y la hora:**

**Nota: queueStatus=0** es el mismo que New call basado en la información encontrada en 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

```

Actualizar tabla de eventos de devolución de llamada:

status=22 reason=0 es Devolución de llamada en curso.

**Nota:** La información del estado es la misma que el tipo de evento y se puede encontrar en la tabla EventTypeRef.

```

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

```

## Devolución de llamada Esperar: Solicite CVP a través de la puerta de enlace de entrada para devolver la llamada a la persona que llama original.

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

Devolución de llamada Esperar: La persona que llama aceptó la devolución de llamada y ahora la llamada se ha completado. Se ha actualizado la base de datos:

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

**Los registros de CVP Reporting Server muestran la actualización de la base de datos: actualizar cola de llamadas con 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

**Actualizar evento de devolución de llamada con estado=24 y estado de motivo=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
```

## Devolución de llamada Esperar: Finalización de la aplicación y envío de resultados a 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: Inicio de la aplicación

```
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: Estado de actualización de la llamada en cola. El agente aún no está listo para realizar la llamada:**

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 registra información: Estado 28 significa que la devolución de llamada se agrega a la cola.**

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: La llamada entra y sale de la cola para mantener la llamada activa en el sistema y evitar que la llamada se clasifique como una llamada fantasma o zombi.**

```
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,
```

**Los registros de informes de CVP muestran 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: La llamada entra y sale de la cola para mantener la llamada activa en el sistema y evitar que la llamada se clasifique como una llamada fantasma o zombi.**

```
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: La llamada se envía al agente y la llamada deja la cola:**

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

**Los registros de CVP Reporting Server muestran la llamada que sale de la cola:**

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

**El estado y el flujo de proceso de la devolución de llamada de cortesía proporciona al autor de la llamada un punto de referencia útil para la implementación de la función y la resolución de problemas, así como una descripción detallada de cómo funciona la función e interactúa con la persona que llama.**