

# Compreender as informações de status de retorno de chamada do Cisco Voice Portal

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## Introduction

O documento descreve o status de chamada diferente envolvido em uma implantação do Cisco Voice Portal (CVP) Courtesy Callback (CCB).

## Prerequisites

### Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

- CVP
- CVP Call Studio
- Cortesia do CVP - Retorno de chamada

### Componentes Utilizados

As informações neste documento são baseadas nestas versões de software e hardware:

- CVP versão 10
- Call Studio versão 10

The information in this document was created from the devices in a specific lab environment. Todos os dispositivos usados neste documento iniciaram com uma configuração limpa (padrão). Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

## Cortesia Do Fluxo De Chamadas De Retorno E Aplicativos Envolvidos

Quando você faz uma chamada para um sistema em que o retorno de chamada cortesia é implementado, vários aplicativos e processos são envolvidos para oferecer um retorno de chamada, portanto, você não precisa esperar no telefone enquanto um agente se torna disponível.

1. A chamada precisa ser validada primeiro para que o CCB possa ser oferecido se a validação for aprovada.

A chamada é adicionada à fila de memória e diferentes parâmetros são validados para oferecer um retorno de chamada. Por exemplo, o tempo mínimo de espera estimado permitido (EWT), a configuração de gateway de entrada necessária, os retornos de chamada atuais, o número de troncos de gateway de entrada atribuídos para retorno de chamada e assim por diante.

O aplicativo CVP Call Studio relacionado a este processo de validação é **CallbackEntry**.

2. Se a validação for aprovada, a cortesia de retorno será oferecida. Se o retorno de chamada cortesia for aceito pelo chamador, a solução CCB do CVP coleta as informações do chamador. Depois que as informações são coletadas, uma mensagem de adeus é reproduzida para o chamador.

Os aplicativos de estúdio de chamada relacionados a esse processo são **CallbackEntry** e **CallbackEngine**. Neste momento, como o retorno de chamada foi adicionado ao banco de dados, o status da chamada é: **Retorno de chamada pendente (21)**.

3. A solução Courtesy Callback espera que o EWT expire para colocar o retorno de chamada (**Retorno de chamada em andamento (22)**). O retorno de chamada ocorre e a chamada é aceita. Neste momento, o status do retorno de chamada é alterado para **Concluído/Conectado (Status 24)**.

O aplicativo relacionado a este processo é **CallbackWait**. O status da chamada é: **Retorno de chamada concluído (24)**.

4. O chamador aguarda na fila enquanto um agente se torna disponível. Assim que um agente se torna disponível, a chamada é enviada ao agente e o retorno de chamada é removido da fila de memória. O aplicativo relacionado a este processo é **CallbackQueue**.

## Analisar Logs De Atividade, Logs De Relatórios E Saída Do Banco De Dados

### Retorno de chamadaEntrada

Logs de atividade da entrada de chamada: A chamada é iniciada

```
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

### Logs de atividade da entrada de chamada: Chamada adicionada à fila de memória:

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

### Os registros do CVP Reporting Server mostram que a chamada foi adicionada à memória:

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

### Logs de atividade da entrada de chamada: O EWT é calculado em 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

### Logs de atividade da entrada de chamada: Valide a chamada para ver se um retorno de chamada pode ser oferecido

```
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
```

### Os registros do CVP Reporting Server mostram a atualização de validação:

```
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
```

### Logs de atividade da entrada de chamada: Use os valores SetQueueDefault para validar a chamada:

```
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
```

### Os registros do CVP Reporting Server mostram 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
```

### Logs de atividade da entrada de chamada: Valide novamente desde que o resultado anterior foi atualizado:

```
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

## Os registros do CVP Reporting Server mostram validação:

15211: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} ValidateHandler:ValidateHandler.exec: ValidateHandler  
GUID=064CD880000100000000025308C6C90A  
15212: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} JdbcCallbackDAO:isExceededCapacity: Request to check if exceeded capacity in Callback. Gateway=10.201.198.21 NumOfGatewayAllowed=2 interval=60  
15213: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} JdbcCallbackDAO:isExceededCapacity: Returning true for query on whether capacity is exceeded. Input parameters: Gateway=10.201.198.21 NumberOfGatewayCallbacksAllowed=2 interval=60  
15214: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} willQueueHandleCallback: QueueName: billing pendingCallBacks: 0 MaxCalls: 999999  
CurrentQueueSize: 1 MaxPercent: 100  
15215: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} willQueueHandleCallback: percent: 10015216: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23}  
JdbcCallbackQueueDAO:updateValidationStatus: Request to update validation status in CallbackQueue. CallGUID=064CD880000100000000025308C6C90A validationStatus=2  
15217: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-CALL: {Thrd=http-processor23} JdbcCallbackQueueDAO:updateValidationStatus: Validation status of 1 rows were updated in CallbackQueue. CALLGUID=064CD880000100000000025308C6C90A  
15218: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP\_10\_0\_RPT-7-LOW\_LEVEL: {Thrd=http-processor23} ValidateHandler:ValidateHandler.exec: ValidateHandler  
GUID=064CD880000100000000025308C6C90A results:preemptive validation status bitmask=0x00000003

## Logs de atividade da entrada de chamada: Solicitar o número e o nome do telefone do chamador:

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

## Logs de atividade da entrada de chamada: Nome do 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\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

**Logs de atividade da entrada de chamada: A chamada passou na validação. O chamador aceitou a oferta CCB e as informações foram coletadas. Agora, esta chamada é adicionada à tabela de banco de dados Retorno de chamada:**

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,

**Os registros do CVP Reporting Server mostram quando a chamada foi adicionada ao banco de dados:**

```

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' é chamada de retorno pendente.

```

**Note:** As informações para o tipo de evento podem ser encontradas na tabela **EventTypeRef**.

A próxima saída da consulta mostra as informações armazenadas na tabela de retorno de chamada. O ID de substituição é uma chave primária que ajuda a identificar a chamada em tabelas de retorno de chamada diferentes:

```

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

----- callback@cup ----- 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/CUP/audio/recordings/audio1450114
906328288.wav
scheduledcallback+
scheduledcallback+
location           doclab
nbrattempts        0
eventtypeid        21
causeid            0
surrogateid        33

```

Informações adicionadas à tabela de eventos de chamada de retorno, como mostrado na imagem.

```

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

```

Logs de atividade da entrada de chamada: A conclusão do aplicativo e os resultados são retornados ao 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

## Mecanismo de Retorno de Chamada

Mecanismo de retorno de chamada: Reproduza a mensagem de adeus e a chamada será desconectada. Invocar aplicativo 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
```

## Retorno de chamada em espera

### Retorno de chamada em espera: Início do aplicativo

```
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
```

### Retorno de chamada em espera: Status da chamada e verificação 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

```

Os registros do CVP Reporting Server mostram o status da verificação de chamada.

```

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
```

**Retorno de chamada em espera: Verifique se o sistema está pronto para fazer um retorno de chamada e atualizar o banco de dados**

```
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
```

**Os registros do CVP Reporting Server mostram o status da chamada em andamento:**

```
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
```

**Atualizar fila de retorno de chamada com o status da chamada e a hora:**

**Note: queueStatus=0 é o mesmo que Nova chamada com base nas informações encontradas no 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

```
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
cvpestimatedwait+ 0
icmestimatedwait+ 180
dbdatetime        2015-12-14 11:41:18.000
validationstatus  2
queueid           1
surrogateid       33
```

Atualizar tabela de eventos de chamada de retorno:

**status=22 razão=0** é Retorno de chamada em andamento.

**Note:** As informações do status são as mesmas do tipo de evento e podem ser encontradas na tabela 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:

```
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
```

Retorno de chamada em espera: Solicite o CVP por meio do Gateway de entrada para fazer o retorno de chamada para o chamador 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

**Retorno de chamada em espera: O chamador aceitou o retorno de chamada e agora a chamada está concluída. Banco de dados atualizado:**

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

**Os registros do CVP Reporting Server mostram a atualização do banco de dados: Atualizar callbackqueue com 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

**Atualizar evento de retorno de chamada com status=24 e status do 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
```

Retorno de chamada em espera: O aplicativo é concluído e os resultados são enviados para o 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
```

## Fila de Retorno de Chamada

### Fila de Retorno de Chamada: Início do aplicativo

```
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,ptime=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
```



Fila de Retorno de Chamada: Atualizar status da chamada na fila. O agente ainda não está pronto para atender a chamada:

```
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,
```

O CVP Reporting Server registra informações: Status 28 significa que o retorno de chamada é adicionado à fila.

```
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
```

**Fila de Retorno de Chamada: A chamada entra e sai da fila para manter a chamada ativa no sistema e impedir que ela seja categorizada como uma chamada fantasma ou zombie.**

```
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,
```

**Os registros de relatórios do CVP mostram 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
```

**Fila de Retorno de Chamada: A chamada entra e sai da fila para manter a chamada ativa no sistema e impedir que ela seja categorizada como uma chamada fantasma ou zombie.**

```
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,

**Fila de Retorno de Chamada: A chamada é enviada para o agente e a chamada sai da fila:**

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

**Os registros do CVP Reporting Server mostram a chamada que sai da fila:**

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

**O status e o fluxo de processos do recurso Courtesy Callback fornecem ao chamador uma referência útil para a implementação e a solução de problemas do recurso, bem como uma descrição detalhada de como o recurso opera e interage com o chamador.**