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# How to End a Call When the Termination Key is Not Pressed

Document ID: 64054

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**Introduction**

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## Introduction

This document describes how to create a script that can end a call even if the caller does not press the termination key (which is the pound sign by default). Normally, the **Get Digit String** step is processed when a caller presses the termination key. However, in order to record a call as complete without the use of the termination key, you can use the **On Exception Goto** step when **ContactInactiveException** is called in a Cisco IP Contact Center (IPCC) Express environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco IPCC Express Workflow/Scripting

### Components Used

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

- Cisco CallManager version 3.2(3), 3.3(3) or later
- Cisco IPCC Express version 3.0(2) or later

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

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# Background Information

You can use the **Get Digit String** step to capture either a Dual Tone Multi-Frequency (DTMF) or spoken digit string from the caller in response to a prompt. This step waits for input until the caller:

- Presses the termination key (DTMF only).
- Exhausts the maximum number of retries.
- Enters the maximum number of keys (DTMF only).
- Does not respond until the timeout length is reached.

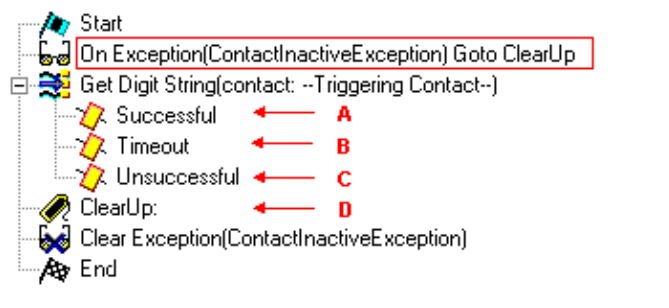
The **Get Digit String** step provides three output branches:

- Successful Input was valid.
- Timeout After the retry limit was reached, the last try timed out.
- Unsuccessful After the retry limit was reached, the caller pressed an invalid key or spoke an invalid value.

# Flow Control

You can add extra control to the script through the **On Exception Goto** step, if the caller hangs up a call, but neither presses the termination key, nor enters the maximum number of retries, nor exhausts the maximum number of retries.

**Figure 1 Sample Script**



**Note:** The sample script in Figure 1 is not a production script. This document provides this script for description purposes only.

Before you execute the **Get Digit String** step, add the **On Exception Goto** step (see Figure 1).

When the caller hangs up, contact with the agent terminates. An exception named **ContactInactiveException** occurs. You can use the **On Exception Goto** step to determine this exception. The **On Exception Goto** step relies on the termination of the contact, and **ContactInactiveException** triggers this step. This step catches the exception and goes to the label specified, (see arrow D in Figure 1). Under the label, you can execute any other script steps, which do not rely on the contact between the agent and the caller (for example, Document steps and Database steps).

Here is the possible flow control that follows with the **On Exception Goto** step after you execute the **Get Digit String** step:

- If input is valid, the control goes to Successful (see arrow A in Figure 1).

- If the final try times out, and the retry limit is reached, the control goes to Timeout (see arrow B in Figure 1).
- If the retry limit is reached, and the caller presses an invalid key or speaks an invalid value, the control goes to Unsuccessful (see arrow C in Figure 1).
- If the caller hangs up, the flow control transfers to the step after the **Clear Exception** step under the ClearUp label.

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IP Communications and Video: Contact Center
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## Related Information

- [Detection of a Disconnected Call in an IP IVR Script](#)
- [Technical Support & Documentation – Cisco Systems](#)

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