



## Field Values

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## Access Levels

Several tables include an `AccessLevel` field that indicates the rights a user or group has to access an object or class.

Access Level Values	Meaning
10	Read
20	Reference
30	Maintenance (create, read, update, delete)

## AgentState

The Agent Real Time, Agent Skill Group Real Time, and Agent state trace tables ( see [Agent\\_Real\\_Time](#), [Agent\\_Skill\\_Group\\_Real\\_Time](#), and [Agent\\_State\\_Trace](#)) use the AgentState field, which indicates the agent's state.



**Note** The meaning for this field varies depending on the table that uses it.

Agent State Values	Meaning (Agent_Real_Time / Agent_Skill_Group_Real_Time)	Meaning (Agent_State_Trace)
0	Logged Off	Logged Off
1	Logged On	Logged On
2	Not Ready	Not Ready
3	Ready	Ready
4	Talking	Talking
5	Work Not Ready	Work Not Ready
6	Work Ready	Work Ready
7	Busy Other	Busy Other
8	Reserved	Reserved
9	Unknown	Call Initiated
10	Calls On Hold	Call Held
11	Active	Active
12	Paused	Paused
13	Interrupted	Interrupted

Agent State Values	Meaning (Agent_Real_Time / Agent_Skill_Group_Real_Time)	Meaning (Agent_State_Trace)
14	Not Active  <b>Note</b> Not Active is an agent state when the agent is signed into a nonvoice skill group or precision queue. This state is the equivalent of Ready for voice.	Not Active

The Type field indicates the recurrence pattern of the schedule.

Type Values	Meaning
1	Daily (the DayType field indicates which days of the week)
2	Weekly (the DayType field indicates which days of the week)
3	Biweekly (the DayType field indicates which days of the week)
4	Monthly (the Day field specifies the day of month)
5	Monthly (the DayPosition and DayType fields indicate day of the month)
6	Yearly (the month and day fields specify the day of year)
7	Yearly (the DayPosition, DayType, and Month specify the day of year)
8	Range (the starting and ending date and times specify the range)

## Application Gateway: Fault Tolerance

The Fault Tolerance field in the Application Gateway Table (see [Application\\_Gateway](#)) takes these values:

- 0 = none
- 1 = Duplicate Request

Each router will manage a connection to a different host. Each time a script initiates a request, both routers will ask their corresponding host. Both routers will believe the response from whichever host responds first. This method is the most reliable, but has the added expense of requiring two hosts to interface to. Even if a host (or a connection) fails, all requests will be satisfied.

- 2 = Alternate Request

Each router will manage a connection to a different host. The routers will take turns, sending half the requests to the host connected to side A, and the other half to the host connected to side B. If either host fails, the entire load will be directed to the surviving host. When a host (or connection) fails, some requests may be lost. This is because by the time the router can figure out that a host is not going to respond, it is too late to ask the other host and still route the call within the deadline imposed by the network.

- 3 = Hot Standby

The hot standby method. Each router will manage a connection to a different host. All requests will be directed to the designated primary host. If the host (or connection) fails, all requests will be directed to the backup host. This option may also lose some requests on failures.

## Client Type

The Client Type field in the Peripheral (see [Peripheral](#)) and in the Routing\_Client Table (see [Routing\\_Client](#)) takes these values:

- 1 = Avaya DEFINITY ECS (non-EAS)
- 2 = MCI
- 3 = Sprint
- 4 = Aspect
- 5 = Nortel Meridian
- 6 = Rockwell Galaxy (without priority enhancements) (Not supported)
- 7 = GTN
- 8 = Generic NIC
- 9 = Avaya G2
- 10 = Rockwell Galaxy (Not supported)
- 11 = Rockwell Spectrum (Not supported)
- 12 = Avaya DEFINITY ECS (EAS)
- 13 = VRU
- 14 = British Telecom NIC
- 15 = VRU Polled
- 16 = INCRP NIC
- 17 = Nortel NIC
- 18 = DMS 100 (Not Supported)
- 19 = Siemens Hicom 300 E (9006) (Not supported)
- 20 = France Telecom
- 21 = Stentor NIC (Not Supported)
- 22 = Ameritech
- 23 = BT INAP NIC
- 24 = Siemens ROLM 9751 CBX (9005) (Not supported)
- 25 = ICR Protocol NIC

- **26** = Alcatel 4400 (Not supported)
- **27**= NEC NEAX 2x00
- **28**= ACP 1000
- **29**= Avaya Aura Contact Center (AACC)
- **30**= Enterprise Agent
- **31**= Call Routing Service Protocol (CRSP)
- **32**= Ericsson MD110
- **33** = Wireless INAP NIC
- **34**= Energis INAP NIC
- **35**= AUCS INAP NIC
- **36**= Concert NIC
- **37**= Deutsche Telecom NIC
- **38**= CAIN NIC
- **39**= Telfort INAP NIC
- **40**= BT V2 NIC
- **41**= TIM INAP NIC
- **42**= Generic PG
- **43**= Reserved
- **44** = GKTMP NIC (Gatekeeper NIC) (Not supported)
- **45** = SS7IN NIC (SS7 Intelligent Network)
- **46** = NTL NIC
- **47** = Media Routing
- **48** = Non-Voice Agent PIM
- **49**= UCC Express Gateway
- **50**= UCC Enterprise Gateway
- **51** = System PG
- **52** = ARS PIM (Agent Routing Services)



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**Note** ARS PIM is deprecated in release 10.0(1).

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## Customer Options Type

The Type field in the Customer Options Table (see [Customer\\_Options](#)) indicates a type of option that is enabled or disabled for a customer.

Type Values	Meaning
1	Allow quick-edit of Announcement node
2	Allow quick-edit of Call Type node
3	Allow quick-edit of Caller Entered Digits node
4	Allow quick-edit of Calling Line ID node
5	Allow quick-edit of Dialed Number node
6	Allow quick-edit of Goto Script node
7	Allow quick-edit of Percent Allocation node
8	Allow quick-edit of Requalify node
9	Allow quick-edit of Run VRU Script node
10	Allow quick-edit of Scheduled Select node
11	Allow quick-edit of Switch node
12	Allow quick-edit of Time node
50	Bill for VRU time
51	Customer billing data

## Days

Both the Admin Script Schedule Map Table (see [Admin\\_Script\\_Schedule\\_Map](#)) and the Recurring Schedule Map Table use values to indicate the day of the week, day of the month, day position, and day type.

Values	Meaning
<b>Day of the Week</b>	<b>0x01</b> = Sunday <b>0x02</b> = Monday <b>0x04</b> = Tuesday <b>0x08</b> = Wednesday <b>0x10</b> = Thursday <b>0x20</b> = Friday <b>0x40</b> = Saturday
<b>Day of the Month</b>	<b>0</b> = Applies to every day <b>1-31</b> = Specifies the day of month
<b>Day Position</b>	<b>0</b> = First day of the type in a month <b>1</b> = Second day of the type in a month <b>2</b> = Third day of the type in a month <b>3</b> = Fourth day of the type in a month <b>4</b> = Last day of the type in a month <b>5</b> = Every day of the type in a month
<b>Day Type</b>	<b>0-6</b> = Specifies a day (Sunday through Saturday, respectively) <b>7</b> = Every day <b>8</b> = Every weekday <b>9</b> = Every weekend day

## Dialed Number Map: ANIWildcardType

The ANIWildcardType field in the Dialed Number Map Table (see [Dialed\\_Number\\_Map](#)) indicates how the system software should interpret the value given in the ANIWildcard field.

ANIWildcardType Value	Meaning
0	Unknown
1	NPA (3-digit match)
2	NPA-NXX (6-digit match)
3	Match (all digits are match)
4	Region
5	All (match all ANIs)

ANISuffixType Value	Meaning
6	Prefix



**Note** If the value is 4, then the ANISuffixType value is ignored and the RegionID value is used.

## Dialer Detail: CallResult

The CallResult field in the Dialer Detail (see [Dialer\\_Detail](#)) can be populated with the following values:

System Type Values	Meaning
2	Error condition while dialing.
3	Number reported not in service by network.
4	No ringback from network when dial attempted.
5	Operator intercept returned from network when dial attempted.
6	No dial tone when dialer port went off hook.
7	Number reported as invalid by the network.
8	Customer phone did not answer.
9	Customer phone was busy.
10	Customer answered and was connected to agent.
11	Fax machine detected.
12	Answering machine detected.
13	Dialer stopped dialing customer due to lack of agents or network stopped dialing before it was complete.
14	Customer requested callback.
15	Answering machine requested callback.
16	Call connected with customer was abandoned by the dialer due to lack of agents.
17	Failed to reserve agent for personal callback.
18	Agent has skipped or rejected a preview call.
19	Agent has skipped or rejected a preview call with the close option.
20	Customer has been abandoned to an IVR.



System Type Values	Meaning
21	Customer dropped call within configured abandoned time.
22	Mostly used with TDM switches - network answering machine, such as a network voicemail.
23	Number successfully contacted but wrong number.
24	Number successfully contacted but reached the wrong person.
25	Dialer has flushed this record because there is a change in the skillgroup, or a change in the campaign, or there are no agents available.
26	The number was on the do not call list.
27	Call disconnected by the carrier or the network while ringing.
28	Dead air or low voice volume call.
29	Received message is not supported by voice gateway.
30	Received message is not authorized by voice gateway.
31	Invalid message received by voice gateway.
32	Call cancelled because the dialer lost connection with the Campaign Manager.
33	Agent timed-out accepting preview or personal callback call. <b>Note</b> This Call Result is supported from 12.0 ES33 onwards.

## Dialer Detail: CallStatusZone

The CallStatusZone1 and CallStatusZone2 fields in the Dialer Detail (see [Dialer\\_Detail](#)) can be populated with the following values that show the current status of the customer record for the zone.

The values are:

- A = Active. Stored in CallStatusZoneX (1 or 2). A zone is set to active when it has been sent to a dialer for dialing
- B = A callback was requested. Stored in CallStatusZone1 and CallStatusZone2 field when a regular callback (non personal callback) has been scheduled. The Callback time itself is stored in both the CallbackDateTimeZone1 and CallbackDateTimeZone2 columns since the callback overrides the individual zones.
- C = Closed. Record has been closed for that particular zone, so the record will not be retried again for that zone.
- D=Dialed. Record has been dialed for that particular zone.
- F= Fax Machine. Stored in CallStatusZoneX (1 or 2).

- L = Not Allocated. Invalid number used for a Personal Callback.
- J = Agent rejected (closed out the record).
- M = Max Calls. The maximum number of attempts has been reached. Stored in both CallStatusZone1 and CallStatusZone2. A record is set to "M" when it has dialed the maximum times as specified in the campaign and will not be retried again. Both zones are set to "M" to indicate no further calling in either zone.
- P = Pending. Stored in CallStatusZoneX (1 or 2). This is the initial state of a record before any dialing has taken place. The record remains in the pending state for a particular zone until all of the numbers specified for that zone are dialed. A pending contact which has already dialed at least once from its sequence will have at least one CallBackDateTime column filled in with a retry time.
- R = Retry. Stored in CallStatusZoneX (1 or 2) for the zone where the Retry is scheduled. The retry time itself is stored in the CallBackDateTimeZoneX (1 or 2) as well as in the individual number column CallBackDateTimeXX, where XX is the number to be retried (01 - 10). Call can be retried for a variety of reasons including receiving a busy or no answer result, etc.
- S = A personal callback was requested. Stored in both CallStatusZone1 and CallStatusZone2. A record is set to "S" when it has been scheduled for a personal callback. Both zones are set to "S" to indicate that it has been moved to the personal callback list
- U = Unknown. Stored in CallStatusZone1 and CallStatusZone2. A record is set to Unknown if its status was "A" when the Campaign Manager started. If the Campaign Manager shuts down when a record is at a dialer, it no longer knows its status when it restarts. Therefore, it will remain in "U" state until the record is returned to it.
- X = Agent not Available. For a personal callback, the agent is not available, and the reschedule mode is Abandon. (CallStatusZone1 only)

## Dialer Detail: DialingMode

The DialingMode field in the Dialer Detail (see [Dialer\\_Detail](#)) can be populated with the following values that show the campaign mode for the call. This field is NULL for Do Not Call entries.

Values are:

- 1 = Predictive only
- 2 = Predictive blended
- 3 = Preview only
- 4 = Preview blended
- 5 = Progressive only
- 6 = Progressive blended
- 7. = Direct preview only
- 8. = Direct preview blended

## Event Fields

The SystemType field in the Event (see [Event](#)) indicates the type of system within the system software that generated the event.

System Type Values	Meaning
0	Unknown
1	CallRouter
2	Peripheral Gateway (PG)
3	Network Interface Controller (NIC)
4	Administration & DataServer (ADS)
5	Logger
6	Listener
7	CTI Gateway
8	Blended Agent Dialer



**Note** If the event is generated by a PG or an AT&T NIC, the Event.SystemId field indicates the specific machine. For a CallRouter or Logger, Event.SystemId is always 0.

## ICR Locks Fields

The LockType field in the ICR Lock Table (see [ICR\\_Locks](#)) indicates a kind of lock.

**Table 1: ICR\_Locks.LockType Values**

Value	Meaning
0	Master lock (applies to configuration data and script).
1	Configuration lock (no longer used)
2	Script Lock(applies to an individual script)
3	Application lock (no longer used)



**Note** If the event is generated by a PG or an AT&T NIC, the Event.SystemId field indicates the specific machine. For a CallRouter or Logger, Event.SystemId is always 0.

## LabelType Fields

The LabelType field in the Label Table (see [Label](#)) indicates the type of the routing label.

LabelType Values	Meaning
0	Normal
1	DNIS Override (the system software returns the specific DNIS value to be used with the label)
2	Busy (instructs the routing client to play a busy signal to caller)
3	Ring (instructs the routing client to play an unanswered ring to caller)
4	Post-Query (instructs the routing client to re-enter its call processing plan at a specific point)
5	Resource (used internally for special routing client resources, such as a network VRU)




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**Note** Not all label types are valid for all routing client types.

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## Logical Interface Controller Fields

The LogicalControllerType field uses a subset of the values for Event.SystemType listed in the following table. The ClientType field indicates the type of peripheral or routing client associated with the controller:

Value	Meaning
1	Avaya DEFINITY ECS, without Expert Agent Selection (EAS) <a href="#">1</a>
2	MCI
3	Sprint
4	Aspect CallCenter
5	Nortel Meridian
6	Rockwell Galaxy without priority enhancements (r1.3) (Not supported) <a href="#">2</a>
7	AT&T GTN
8	Generic Network Interface Controller (GenNIC)

Value	Meaning
9	Avaya G2
10	Rockwell Galaxy (Not supported)
11	Rockwell Spectrum (Not supported)
12	Avaya DEFINITY ECS, with Expert Agent Selection (EAS)
13	Voice Response Unit (VRU)
14	British Telecom NIC
15	Voice Response Unit (VRU), polled
16	INCRP NIC
17	Nortel NIC
18	DMS 100 (Not supported)
19	Siemens Hicom 300 E, 9006 (Not supported)
20	France Telecom
21	Ameritech
22	BT INAP NIC
23	Siemens ROLM 9751 CBX, 9005 (Not supported)
24	ICR Protocol (ICRP) NIC
25	Alcatel 4400 (Not supported)
26	NEC NEAX 2x00
27	ACP 1000
28	AACC.
29	Enterprise Agent
30	Call Routing Service Protocol (CRSP) NIC
31	Ericsson MD110
32	able & Wireless Corp. (CWC) INAP NIC
33	Energis INAP NIC
34	AUCS INAP NIC
35	Concert NIC
36	Deutsche Telecom NIC

Value	Meaning
37	CAIN NIC
38	Telfort INAP NIC
39	BT V2 NIC
40	TIM INAP NIC
41	Generic PG
42	CeM

<sup>1</sup> This value was also formerly used for the AT&T USS network.

<sup>2</sup> This value is for backwards compatibility with ICM software Release 1.3 only.

## Network Vru Type

The Type field in the Network Vru Table (see [Network\\_Vru](#)) indicates the type of interface the system software uses to communicate with the VRU.

Type Values	Interface
1	Normal label type and a correlation ID.
2	Normal label type and a DNIS.
3	Resource label type and a correlation ID. The routing client can automatically take back the call from the VRU when the system software returns a destination label.
4	Resource label type and a DNIS.
5	Resource label type and either a correlation ID or a DNIS.
6	No label, no correlation ID, and no DNIS (call is already at the VRU).
7	Similar to Type 3, but the system software automatically instructs the VRU to release the call when it sends a destination label to the routing client.
8	Similar to Type 2, but a Type 8 VRU is used when the NAM has a routing client that controls the call to the VRU.
9	Queuing for Network VRU controlled by the Unified CCE System PG.
10	Simplifies configuration requirements in Unified CVP Comprehensive Model deployments.

## Port Status

The values for the Port Status field in the Dialer\_Port\_Real\_Time Table (see [Dialer\\_Port\\_Real\\_Time](#)) are listed below:

- **290** = port allocated for future dial
- **300** = port released
- **310** = reservation call started
- **320** = agent reserved
- **330** = customer call started
- **340** = customer has been contacted
- **350** = call transferred to agent
- **360** = customer conversation complete
- **370** = agent completed with call

## Route Call Detail Fields

This section has values for three fields in the Route\_Call\_Detail Table (see [Route\\_Call\\_Detail](#)): RequestType, OriginatorType, and TargetType.

The **RequestType** field indicates the type of route request processed.

Value	Meaning
1	Pre- <i>Routing</i> request
2	Blind transfer or network VRU
3	Announced transfer or MCI 800 call
4	Overflow
5	Re-route
6	Post- <i>Routing</i> request

The **OriginatorType** field indicates where the route request came from.

Value	Meaning
0	Unknown
1	Trunk
2	Teleset

Value	Meaning
3	Voice Response Unit (VRU)
4	Trunk Group

The Route Call Detail **Target Type** is a numeric value representing the execution result of the routing script. Following is a list of possible values this field (shown in terms of the value, type, and description):

- **0 = resultNone** Call routing ended badly.
- **1= resultDefaultRoute** Call routing ended using a default route.
- **2= resultRouteAgent** Call routing ended with a route to an agent.
- **3= resultRouteService** Call routing ended with a route to a service.
- **4= resultRouteGroup** Call routing ended with a route to a skill group.
- **5= resultAnnouncement** Call routing ended with an announcement.
- **6= resultBusy** Call routing ended in a Busy node.
- **7= resultRing** Call routing ended in a Ring node.
- **8= resultNone** Call routing ended in a Label node.
- **9= resultNetworkDefault** Call routing ended in a Termination node using a network default route
- **10 = resultRouteServiceArray** Call routing ended with a route to a service array.
- **11= resultMultipleLabels** Call routing ended badly.
- **12 = resultScheduledTarget** - Call routing ended in a Scheduled Target node(busy link functionality).
- **13= resultDone** Only applicable to an AdminScript that ends with no errors.
- **14= resultAborted** Call disconnected.
- **15= = resultReleaseCall** Call routing ended with a Release Call node.
- **16= resultQueuedTooLong** Call routing exceeded the queue limit.
- **17= resultSendAgent** Call routing ended with an Agent to Agent node.
- **18 = resultDynamicLabel** Call routing ended with a dynamic label node.
- **19= resultDivertDynamicLabels** Call routing ended with a divert-on-busy dynamic label.
- **20= resultQueuedDialogFailure** The administrator asked to fail queued calls.
- **21= resultRouteAgentAndGroup** Call routing ended with a route to an agent in a specified group.
- **22= resultSendPQ** Call routing ended with a route to a Precision Queue.
- **23= resultPickPullAgent** Successful pick or pull request routed to agent.
- **24= resultPickPullError** Unsuccessful pick or pull request.



## Object Types: Security

Several tables related to security include an ObjectType field that indicates the type of object to which security is applied.

Object Type Values	Meaning
2000	Dialed Number
2001	Call Type
2002	Peripheral
2003	Trunk Group
2004	Service
2005	Skill Group
2006	Agent
2007	Announcement
2008	Translation Route
2009	Label
2010	Route
2011	Script Table
2012	Business Entity
2013	Master Script
2014	Enterprise Service
2015	Enterprise Skill Group
2016	Schedule
2017	Schedule Source
2018	Agent Desk Settings
2019	Agent Team
2020	Application Gateway
2021	Enterprise Agent Group
2022	Network Trunk Group
2023	Service Array

Object Type Values	Meaning
2024	Device Target (deprecated)
2025	Logical Interface Controller
2026	User Variable
2027	User Formula
2028	Schedule Report
2029	Network VRU Script
2030	Scheduled Target
2031	Network VRU
2032	Expanded Call Variable
2033	Campaign
2034	Dialer
2035	Import Rule
2036	Query Rule
2100	System
2101	Network Interface
2102	Peripheral Global
2103	Call
2104	Network/Peripheral

## Object Types: User Variable

The ObjectType field in the User Variable Table (see [User\\_Variable](#)) takes one of these values:

- **0** = Unknown
- **1** = Service
- **2** = Skill Group
- **3** = Agent
- **4** = Translation Route
- **5** = Agent Administration Group
- **6** = Announcement

- **7** = Call Type
- **8** = Enterprise Service
- **9** = Enterprise Skill Group
- **10** = Region
- **11** = Dialed Number
- **12** = Logical Interface Controller
- **13** = Physical Interface Controller
- **14** = Peripheral
- **15** = Routing Client
- **16** = Trunk Group
- **17** = Route
- **18** = Peripheral Target
- **19** = Label
- **20** = Master Script
- **21** = Script Table
- **22** = Script Table Column
- **23** = Script
- **24** = Schedule
- **25** = ICR View
- **26** = View Column
- **27** = Network Trunk Group
- **28** = Service Array
- **29** = Application Gateway
- **30** = Device Target (deprecated)
- **31** = User Variable
- **32** = User Formula
- **33** = Network VRU Script
- **34** = Scheduled Target
- **35** = Network VRU
- **36** = Skill Group Member
- **37** = Expanded Call Variable
- **38** = Agent Team

- **39** = Campaign
- **40** = Dialer
- **41** = Import Rule
- **42** = Query Rule
- **43** = Campaign Query Rule
- **44** = Dialer Port Map
- **45** = Message Category
- **46** = Message Destination
- **47** = Response Template

## Peripheral Real Time Status Field

The Status field in the Peripheral Real Time table (see [Peripheral\\_Real\\_Time](#)) can take these values:

The current failure state of the peripheral is indicated by the status code:

- **0** = normal operation. The JTAPI Subsystem must be in service and all other subsystems are in service.
- **1 - 31** = failures that do not affect functionality. The JTAPI Subsystem must be in service and some other subsystems are not in service.
- **32-63** = degraded operation (call routing still possible). The JTAPI Subsystem is in partial service and all other subsystems are in service.
- **64** = no call processing

The JTAPI Subsystem is out of service and all other subsystems are in service.

- **65 - 127** = failures that prevent call routing

The JTAPI Subsystem is out of service and some other subsystems are not in service.

The JTAPI Subsystem reports "in service" if it can process calls and if all the configuration you specify can be initialized.

It reports "out of service" if it is not configured, if the CTI Manager is down, or if all of its configuration could not be initialized.

It reports "partial service" if some of its configuration could be initialize but not all of it.

When we are in a range, the Unified IP IVR simply increases the status by one for each subsystem (except the JTAPI subsystem) it finds to not be in service.

These values are dependant upon the peripheral connected to the PIM.

All PIMs use the previously discussed status codes, with the exception of the Avaya and the Unified IP IVR PIMs.

The **Email and Web Manager PIM** receives its Status values from the Init event and the Status event.

The **VRU PIM** receives its status values from the Init Event, the Status Event, and Poll confirmation.

- The **Avaya PIM** only uses four failure states:
  - 0** = normal operation.
  - 1** = failures that do not affect functionality.
  - 32** = degraded operation (call routing still possible).
  - 64** = failures that prevent call routing.

## Reason Codes

In addition to reason codes that you have defined, the Unified CCE system uses predefined Not Ready and Logout reason codes. The following tables describe these predefined Not Ready and Logout reason codes. For more information see the *Cisco Unified Contact Center Enterprise Reporting User Guide*. Also refer to the Reason\_Code table.

Predefined Not Ready Reason Code	
999	A Finesse supervisor forced an agent state change.
50002	A CTI client component failed, causing the agent state to be displayed as Not Ready. This could be due to closing the agent desktop application, heartbeat timeout, or a CTI server client failure (such as Finesse).
50005	The agent's state was changed to Not Ready because the agent either answered or made a non-ACD call.
50010	The agent did not receive multiple consecutive calls routed to him/her. The system makes the agent Not Ready automatically so that additional calls are not routed to the agent. By default, the number of consecutive calls missed before the agent is made Not Ready is 2.
51004	This reason codes applies if an agent logs onto an extension which already has a call or if the agent is on a call when the PG restarts.
50041	The agent's state was changed to Not Ready because the call fails when the agent's phone line rings busy.
32767	The agent's state was changed to Not Ready because the agent did not answer a call and the call was redirected to a different agent or skill group.
32762	The agent's state was forcibly changed to Not Ready state to allow Agent to dial from ready state.
20001	The agent's state was changed to Not Ready and the agent was forcibly logged out.

<b>Predefined Not Ready Reason Code</b>	
20002	This is the normal logout reason code condition from Not Ready.
20003	If the agent is not in Not Ready state, a request is made to place the agent in Not Ready state and then a logout request is made to log the agent out.
Supervisor Not Ready	This code is reserved.

  

<b>Predefined Logout Reason Code</b>	<b>Description</b>
-1	The agent reinitialized due to peripheral restart.
-2	The PG reset the agent, normally due to a PG failure.
-3	An administrator modified the agent's extension while the agent was logged in.
50002	A CTI client component failed, causing the agent state to be displayed as logged out. This could be due to closing the agent desktop application, heartbeat timeout, or a CTI client failure (such as Finesse).
50003	The agent was logged out because the Unified CM reported the agent's device as out of service.
50004	The agent was logged out due to agent inactivity as configured in agent desk settings.
50020	For reskilling operations on active agents, the agent was logged out of the skill group due to a reskilling operation that removed the skill group assignment to that agent. This reason code is used in the Agent_Event_Detail record and the Agent_Skill_Group_Logout record to identify the skill group the agent was removed from (due to the reskilling operation).
50030	The agent was logged out because the agent was logged into dynamic device target that was using the same dialed number (DN) as the PG static device target.  <b>Note</b> Device target is deprecated.
50040	The mobile agent was logged out because the call failed.
50042	The mobile agent was logged out because the phone line disconnected when using nailed connection mode.
20003	Forces the logout request.

Predefined Logout Reason Code	Description
999	A supervisor forced an agent state change to Logout.

## Service Fields

The Unified ICM/Unified CCE software can use any of three formulas to calculate the service level for a service.

The formulas differ in the way they treat calls that were abandoned before the service level threshold expired.

The value of the ServiceLevelType field indicates the type of service level calculation used.

Value	Meaning
0	Use default value from Peripheral record.
1	Ignore Abandoned Calls. Remove the abandoned calls from the calculation.
2	Abandoned Calls have negative impact. Treat abandoned calls as though they exceeded the service level threshold.
3	Abandoned Calls have positive impact. Treat abandoned calls as though they were answered within the service level threshold.

Note that regardless of which calculation you choose, the system software always tracks separately the number of calls abandoned before the threshold expired.

In addition to tracking the service level as calculated by the system software, the historical and real-time tables also track the service level as calculated by the peripheral.

In the Peripheral (see [Peripheral](#)), the PeripheralServiceLevelType field indicates how the peripheral itself calculates the service level. Aspect CallCenter ACDs can calculate service level in several different ways.

Valid options for Aspect types are:

- 1 = Service Level 1
- 2 = Service Level 2
- 3 = Service Level 3
- 4 = Service Level as Calculated by Call Center.

If this field is 0 for a service, the system software assumes the default specified for the associated peripheral.

If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral).

If the peripheral is not an Aspect ACD, the type must be 4 (calculated by the peripheral).

## Service Real Time: Service Mode Indicator Field

In the Service\_Real\_Time Table (see [Service\\_Real\\_Time](#)), the ServiceModeIndicator field indicates the current mode of the service.

Value	Meaning
1	Day Service
2	Night Service
3	Closed with Answer
4	Closed with No Answer
5	Transition
6	Open
13	Pilot Status Other

## Target Types: Script Cross Reference and Scheduled Report Input

For the Script Cross Reference table (see [Script\\_Cross\\_Reference](#)) the TargetType field indicates the type of object referenced by the script. That is, it indicates the table referenced by the Script\_Cross\_Reference.ForeignKey field.

For the Scheduled Report Input table (see [Schedule\\_Report\\_Input](#)), the Target Type is a unique identifier for the report input row.

Target Type Values	Meaning
0	Unknown
1	Service
2	Skill Group
3	Agent
4	Translation Route
5	Agent Administration Group
6	Announcement
7	Call Type
8	Enterprise Service



<b>Target Type Values</b>	<b>Meaning</b>
9	Enterprise Skill Group
10	Region
11	Dialed Number
12	Logical Interface Controller
13	Physical Interface Controller
14	Peripheral
15	Routing Client
16	Trunk Group
17	Route
18	Peripheral Target
19	Label
20	Master Script
21	Script Table
22	Script Table Column
23	Script
24	Schedule
25	ICR View
26	View Column
27	Network Trunk Group
28	Service Array
29	Application Gateway
30	Device Target (deprecated)
31	User Variable
32	User Formula
33	Network VRU Script
34	Scheduled Target
35	Network VRU

<b>Target Type Values</b>	<b>Meaning</b>
36	Skill Group Member
37	Expanded Call Variable
38	Agent Team
39	Campaign
40	Dialer
41	Import Rule
42	Query Rule
43	Campaign Query Rule
44	Dialer Port Map
45	Message Category
46	Message Destination
47	Response Template
48	Enterprise Route
49	Person
50	Media Routing Domain Member
51	Media Routing Domain
52	Application Path
53	Peripheral MRD
54	Script Queue Meters
55	Campaign Target Sequence
56	Microapp Defaults
57	Microapp Currency
58	Microapp Locale
59	Object Call
60	Dialer Skill Group
61	ECC Payload
62	Call Type Skill Group

Target Type Values	Meaning
63	Translation Route Meters
64	Attribute
65	Precision Queue
66	Precision Queue Step
67	Precision Queue Term
68	Precision Queue Step Member
69	Attribute Set
70	Attribute Set Member
71	Precision Queue Member
72	Congestion Control
73	Precision Queue Step Meter
80	Contact Share Group
81	Machine Address
82	Machine Host
83	Machine Service
84	Department
85	Contact Share Rule
86	Contact Share Queue

The `Script_Cross_Reference.LocalID` field indicates the script object that references the target. The `Script_Cross_Reference.ForeignKey` indicates the specific configuration record referenced.

## Termination Call Detail: Call Disposition and CallDispositionFlag Fields

The Termination Call Detail Table (see [Termination\\_Call\\_Detail](#)) has two fields that provide details on why the call was considered handled, abandoned, and so forth.

The **Call Disposition** field gives the final disposition of call (or how the call terminated).

- **1 = Abandoned in Network**

In **Unified ICM**, indicates the call was abandoned, or dropped, before being terminated at a target device (for instance, an ACD, IVR, Desklink, etc.).

In **Unified CCE**, indicates that the call was routed to an agent but it never arrived or arrived after the PIM reservation timed-out. (The default timeout is 30 seconds.) An agent will be set to Not Ready if it misses two consecutive routed calls, Peripheral Call Type will normally be two, and the Call Type ID and Network Target ID will be filled in.

In **Outbound Option**, this result code indicates customer phone not in service.

• **2 = Abandoned in Local Queue**

In **Unified ICM**, indicates the call was abandoned in the ACD queue while queued to an ACD answering resources (for instance, a skill group, voice port, trunk, etc.)

In **Unified CCE**. Indicates that VRU Peripheral call was abandoned while in the queue (only for VRU LEG call type).




---

**Note** VRU Service Control Queue Reporting has to be enabled.

---

In **Outbound Option**, this result code indicates an outbound call was abandoned either by the customer or dialer.

• **3 = Abandoned Ring**

In **Unified ICM**, indicates the call was abandoned while ringing at a device. For example, the caller did not wait for the call to be answered but hung up while the call was ringing.

In **Unified CCE**, indicates that the caller hung up while phone was ringing at the agent desktop.

• **4 = Abandoned Delay**

In **Unified ICM**, indicates the call was abandoned without having been answered but not while ringing or in a queue. Typically, a call marked Abandoned Delay was delayed due to switch processing. Because of the delay, the caller ended up dropping the call before it could be answered.

In **Unified CCE**, indicates that the destination was not connected when the call terminated. This might mean that:

- The agent logged out
- The agent picked up the phone and then hung up without dialing digits.
- Route requests were logged on the Cisco Communication Manager PG that were not immediately redirected to an agent.

• **5 = Abandoned Interflow**

In **Unified ICM**, indicates an interflow call that dropped before the call could be handled by an answering resource. Interflow calls are calls between ACDs. Abandoned Interflow is supported only by PIMs that track interflow calls. Currently, this includes only the Aspect CallCenter PIM.

Does not apply to **Unified CCE**.

• **6 = Abandoned Agent Terminal**

In **Unified ICM**, indicates the call was dropped while being held at an agent device. For example, the caller is connected to an agent; the agent puts the caller on hold; the caller gets tired of waiting and hangs up.

In **Unified CCE**, indicates that the caller hung up while on hold on the Unified CM PG, which generally indicates a training issue for the agent. On the VRU PG with Service Control Queue reporting checked, this normally indicates caller abandoned..

- **7 = Short**

In **Unified ICM**, indicates the call was abandoned before reaching the abandoned call wait time. Short calls are technically abandoned calls, but they are not counted in the Unified ICM CallsAbandoned counts for the associated service/route. Short calls are, however, counted as offered calls in the CallsOffered and ShortCall counts.




---

**Note** When the short call abandon timer is configured, single step transfers (local transfers), being blind transfers by definition, have a Call Disposition of 7 (short call abandon) and a Peripheral Call Type of 4 (transfer)

---

Also applies to **Unified CCE**. In addition, route requests would be counted as short calls if so configured.

- **8 = Busy**

Not used in **Unified ICM**.

Does not apply to **Unified CCE**.

In **Outbound Option**, this result code indicates an outbound call resulted in a busy signal.

- **9 = Forced Busy**

The call was made busy by the ACD because there were no answering resources available to handle the call. Currently, only the Avaya Aura PIM supports Forced Busy.

Does not apply to **Unified CCE**.

- **10 = Disconnect/drop no answer**

Only the Meridian PIMs support the disconnect/drop no answer call disposition. For the Meridian ACD, disconnect/drop no answer indicates that the ACD performed a "forced disconnect". Disconnect/drop no answer calls are counted as either abandoned or short calls in the system software's service and route tables.

In **Unified CCE**, indicates that an agent-initiated call was not answered. (If agent picked up the phone but did not dial any digits, the CallDisposition would be **4, Abandoned Delay**.)

- **11 = Disconnect/drop busy**

Does not apply to **Unified CCE**.

- **12 = Disconnect/drop reorder**

Does not apply to **Unified CCE**.

- **13 = Disconnect/drop handled primary route**

In **Unified ICM**, indicates the call was handled by an agent and was neither conferenced nor transferred. These calls are counted as handled calls in Unified ICM Schema's service, route, and skill group tables.

In **Unified CCE**, indicates that a call was routed to an agent on the Cisco Communication Manager PG and handled without a transfer or conference. This call disposition is also used for non-routed calls handled by the agent if wrap up is used. On the VRU PG, this indicates that the call was handled by the

VRU. However, it does not indicate if the caller abandoned or disconnected the call after the call was handled by the VRU.

Just in case the script ends without routing the call, the RouterErrorCode field in the Route Call Detail records will indicate the cause. Additionally, you can verify if the ServiceLevelAband and ServiceLevelCallsOffered database fields in the CTHH report are incremented. The incremented fields indicate that the caller abandoned the call when the call was at the VRU.

- **14 = Disconnect/drop handled other** In **Unified ICM** and **Unified CCE**, indicates the call was handled by a non-agent or unmonitored device (for example, a voice mail system). These calls are counted as handled calls in Unified ICM schema's service, route, and skill group tables.

- **15 = Redirected / Rejected**

In **Unified ICM**, this indicates the call was **redirected** such that the PIM no longer can receive events for the call. In other words, the PIM no longer has a way of referencing or tracking the call. For example, the call might have been redirected to a non-Unified ICM monitored device and then returned to the switch with a different call ID. The Unified ICM generates the Termination Call Detail record with only the data originally tracked for the call. Calls marked as Redirected are counted as Overflow Out calls in the Unified ICM service and route tables.

In **Unified CCE**, to more accurately reflect call status, CallDisposition is set to 15 (**Redirected**) instead of 4 (Abandon Delay) when:

- A call leaves a CTI route point to be sent to an IVR.
- An agent transfers the call to another skillgroup and no agent is available, so the call is sent to an IVR.

- **16 = Cut Through**

Not currently used.

- **17 = Intraflow**

Not currently used.

- **18 = Interflow**

Not currently used.

- **19 = Ring No Answer**

Not currently used in **Unified ICM**.

In **Unified CCE**, this indicates the call wasn't answered by the agent within the Ring No Answer Time (set in the agent desktop setting in Unified ICM Configuration) or that the call was pulled back because of no answer as a result of CVP's RNA timeout expiring.

For nonvoice tasks, this indicates a RONA condition. The task was not accepted within the MRD TaskStartTimeout.

In **Outbound Option**, this result code indicates an outbound call was not answered in the allotted time.

- **20 = Intercept reorder**

Does not apply to **Unified CCE**.

In **Outbound Option**, this result code indicates the Dialer did not receive a ring back from the ACD on the network.

- **21 = Intercept denial**

Does not apply to **Unified CCE**.

In **Outbound Option**, this result code indicates the customer call was intercepted by the operator.

- **22 = Time Out**

Supported only by the Avaya ACD Manager PIM. Time out indicates that for an unknown reason the PIM is no longer receiving events for the call. The Time Out call disposition provides a way to "clean up" the call since events for the call can no longer be monitored. Time out calls are counted as TerminatedOther in the Unified ICM service and route tables.

Does not apply to **Unified CCE**.

In **Outbound Option**, this result code indicates the Dialer is unable to detect a dial tone.

- **23 = Voice Energy**

Not currently used in **Unified ICM**.

In **Unified CCE**, this indicates the outbound call was picked up by a person or an answering machine.

In **Outbound Option**, this result code indicates the outbound call was picked up by a person.

- **24 = Non-classified Energy Detected**

Not currently used in **Unified ICM**.

In **Outbound Option**, this result code indicates the outbound call reached a FAX machine.

- **25 = No Cut Through**

Not currently used.

- **26 = U-Abort**

In the **Unified ICM**, this indicates the call ended abnormally.

In **Unified CCE**, the Unified CM indicated the call ended due to one of the following reasons: network congestion, network not obtainable, or resource not available. Such reasons may be due to errors in media set up.

In **Outbound Option**, this result code indicates the outbound call was stopped before the customer picked up.

- **27 = Failed Software**

In **Unified ICM**, either the PIM detected an error condition or an event did not occur for a call for an extended period of time. For example, an inbound call with Call ID 1 and associated with Trunk 1 might be marked failed if the PIM received a different call ID associated with Trunk 1. This would indicate a missing Disconnect event for Call ID 1.

If no events are being tracked for the call, the call is eventually timed out. The failed call is marked as a Forced Closed call in the Unified ICM Service and Route tables.

In **Unified CCE**, generally indicates that Unified CM PG terminated the call because it had exceeded the time allowed for this state. (The default is 1 hour in the NULL state when agent has been removed, and 8 hours in the connected state. The value is configurable.)

- **28 = Blind Transfer**

In the **Unified ICM**, a transfer scenario involves a primary call and a secondary call. If the secondary call is transferred to a queue or another non-connected device, then the primary call (the one being transferred) is set to Blind Transfer.

In **Unified CCE** (Unified CM PG), this indicates that the call was transferred before the destination answered. For Unified ICM (VRU PG), this indicates that the IVR indicated the call was successfully redirected.

- **29 = Announced Transfer**

In **Unified ICM** and **Unified CCE**, a transfer scenario involves a primary call and a secondary call. If the secondary call is connected to another answering device, or is put on hold at the device, then the primary call (the call being transferred) is marked as Announced Transfer.

- **30 = Conferenced**

In **Unified ICM** and **Unified CCE**, the call was terminated (dropped out of the conference). Conference time is tracked in the system software's Skill Group tables for the skill group that initiated the conference.

- **31 = Duplicate Transfer**

Does not apply to **Unified CCE**.

- **32 = Unmonitored Device**

Not currently used.

- **33 = Answering Machine**

In **Unified ICM**, this indicates the call was answered by an answering machine. Does not apply to **Unified CCE**.

In **Outbound Option**, indicates the call was picked up by an answering machine.

- **34 = Network Blind Transfer**

In **Unified ICM**, indicates the call was transferred by the network to a different peripheral. Does not apply to **Unified CCE unless there is an ISN installation**.

- **35 = Task Abandoned in Router**

The NewTask dialogue associated with the task was terminated before the Router could send a DoThisWithTask message to the application instance that issued the NewTask.

- **36 = Task Abandoned Before Offered**

This disposition is deprecated beginning in the 11.5(1) release. Nonvoice tasks that RONA increment disposition 19 instead of 36.

- **37 = Task Abandoned While Offered**

This disposition is only defined for multi-session chat tasks. A task is given this disposition if an agent who is working on one chat session is assigned another chat session, and the customer involved in the new chat session hangs up before the agent begins chatting with him.

- **38 = Normal End Task**

The task was handled by an agent.

Only applies to non-voice tasks.

- **39 = Can't Obtain Task ID**



When an application sends the system software an Offer Application Task or Start Application Task request, it waits for the Unified ICM to send a response containing that Task ID that Unified ICM has assigned to the task. If OPC is unable to obtain a task ID from the Router (because the Router is down, or the network connection between OPC and the Router is down), OPC will terminate the task with disposition 39 "Can't Obtain Task ID".

- **40 = Agent Logged Out During Task**

The agent logged out of an MRD without terminating the task.

- **41 = Maximum Task Lifetime Exceeded**

The system software did not receive an End Task message for this task within the maximum task lifetime of the MRD with which the task is associated.

- **42 = Application Path Went Down**

The Task Life timed out while the system software was attempting to communicate with the application instance associated with the task. (This might have occurred either because the application instance was down, or the network connection between Unified ICM and the application instance was down.)

- **43 = Unified ICM Routing Complete**

Not currently used.

- **44 = Unified ICM Routing Disabled**

Not currently used.

- **45 = Application Invalid MRD ID**

Not currently used.

- **46 = Application Invalid Dialog ID**

Not currently used.

- **47 = Application Duplicate Dialogue ID**

Not currently used.

- **48 = Application Invalid Invoke ID**

Not currently used.

- **49 = Application Invalid Script Selector**

The task was rejected because of an invalid Script Selector in the Task Routing request.

- **50 = Application Terminate Dialogue**

Not currently used.

- **51 = Task Ended During Application Init**

The application instance notified the system software that a task that existed prior to the loss of connection was not initialized by the application once connection was restored.

- **52 = Called Party Disconnected.**

CD 52 expected when called party disconnects, with CVP being the routing client.

- **53 = Partial call**

This code simplifies the process of distinguishing interim from final TCD records at reporting or extract time.

Records that contain this CallDisposition code are considered interim records.

OPC will be changed to set a new "PartialCall" EventCause when it receives a GEO\_NewTransaction\_Ind message from any PIM, and OPC's EventCauseToDisposition() needs to translate that EventCause to the new "PartialCall" CallDisposition.

- **54 = Drop Network Consult**

A Network Consult was established, and the agent then reconnected.




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**Note** The consult leg would have this disposition for a successful single step transfer.

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- **55 = Network Consult Transfer**

The Network Consult was established, and then the transfer was completed.

- **57 = Abandon Network Consult**

The Network Consult was never established (ringing, but not answered), and the agent gives up and reconnects.




---

**Note** This disposition will also be reported on a consult leg for a successful network consult transfer.

---

- **58 = Router Requery Before Answer**

Router Received a Requery Event from CVP before the Agent PG indicated the call was answered by an agent.

- **59 = Router Requery After Answer**

Router Received a Requery Event from CVP after the Agent PG indicated the call was answered by an agent.

- **60 = Network Error**

Router received a Network Error for a call targeting an agent before the call arrived to the agent.

- **61 = Network Error Before Answer**

Router Received a Network Error Event from CVP before the Agent PG indicated the call was answered by an agent.

- **62 = Network Error After Answer**

Router Received a Network Error Event from CVP after the Agent PG indicated the call was answered by an agent.

- **63 = Task Transfer**

The task was transferred. The initiating application sent a new task request to CCE for routing that includes the task id of the first task.

- **64 = Application Disconnected**

Used for single ApplicationPath failures, for ApplicationInstances supporting multiple Client Connections using the same ApplicationPath (UQ.Path). In this case the Application Path is not considered down, because the other client instance of the Application is still connected. This occurs when a TaskLive timeout occurs or an agent logs in again to the ApplicationPath.

- **65 = Task Transferred on Agent Logout**

The agent logged out of the MRD with an active task, and the task was transferred.

- **66 = Pick / Pull Request Error**

The pick or pull request failed.

The **CallDispositionFlag** field provides detail on the call disposition.

Flags are:

- DBCDF\_HANDLED = 1
- DBCDF\_ABANDONED = 2
- DBCDF\_SHORT = 3
- DBCDF\_ERROR = 4
- DBCDF\_REDIRECTED = 5
- DBCDF\_REQUERY = 6
- DBCDF\_INCOMPLETE = 7

## Termination Call Detail: Peripheral Call Type

The PeripheralCallType field in the Termination Call Detail Table (see [Termination\\_Call\\_Detail](#)) offers information about the type of the call as reported by the peripheral.

Valid settings for this field are:

- **1 = ACD In**

In **Unified ICM** (VRU PG), all calls are of this type.

In **Unified CCE** (Unified CM PG), generally indicates that this is a post-route request.

- **2 = Pre-Route ACD In**

In **Unified CCE**, indicates call was routed to this destination so the Unified CM PG has routing information to associate with the call (router call key, call context).

- **3 = Pre-Route Direct Agent**

Does not apply to **Unified CCE**.

- **4 = Transfer In**

In **Unified CCE**, indicates the call was transferred from another agent or device. The name value is misleading because it is used for calls transferred in or out.

- **5 = Overflow In**

Does not apply to **Unified CCE**.

- **6 = Other In**

In **Unified CCE**, used for inbound calls that do not have route information/call context associated. Applies to a call coming from an agent from the same peripheral.

- **7 = Auto Out**

In **Outbound option**, indicates a Predictive /Progressive customer call.

- **8 = Agent Out**

Does not apply to **Unified CCE**.

- **9 = Out**

In **Unified CCE**, indicates call was placed outside the Unified CM cluster or that a network reached event was received.

- **10 = Agent Inside**

- **11 = Offered**

Does not apply to **Unified CCE**.

- **12 = Consult**

- **13 = Consult Offered**

- **14 = Consult Conference**

Does not apply to **Unified CCE**.

- **15 = Conference , Supervisor Barge In**




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**Note** **Supervisor Barge In** is specified as returning a PeripheralCallType of 23, but currently returns 15, Conference, in the Termination Call Detail Table.

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- **16 = Unmonitored**

Does not apply to **Unified CCE**.

- **17 = Preview**

In **Outbound Option** indicates a Preview/Callback customer call.

- **18 = Reserved**

In **Outbound Option** indicates a Reservation call.

- **19 = Supervisor Assist**

- **20 = Emergency Call**

- **21 = Supervisor Monitor**
- **22 = Supervisor Whisper**  
Does not apply to **Unified CCE**.
- **Supervisor Barge In**




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**Note** **Supervisor Barge In** is specified as returning a PeripheralCallType of 23, but currently returns 15, Conference, in the Termination Call Detail Table.

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- **24 = Supervisor Intercept**
- **25 = Task Routed by Unified CCE**  
Call type for nonvoice tasks routed by Unified CCE.
- **26 = Task Started by Application Instance**  
Call type for nonvoice tasks started by an agent or application.
- **27 = Reservation Preview**  
Call type for **Outbound Option** Reservation calls for Preview mode.
- **28 = Reservation Preview Direct**  
Call type for **Outbound Option** Reservation calls for Direct Preview mode.
- **29 = Reservation Predictive**  
Call type for **Outbound Option** Reservation calls for Predictive mode and Progressive mode.
- **30 = Reservation Callback**  
Call type for **Outbound Option** Reservation calls for Callback calls.
- **31 = Reservation Personal Callback**  
Call type for **Outbound Option** Reservation calls for Personal Callback calls.
- **32 = Customer Preview**  
Call type for **Outbound Option** Customer calls for Preview mode.
- **33 = Customer Preview Direct**  
Call type for **Outbound Option** Customer calls for Direct Preview mode.
- **34 = Customer Predictive**  
Call type for **Outbound Option** Customer calls for Predictive mode and Progressive mode for agent-based campaigns.
- **35 = Customer Callback**  
Call type for **Outbound Option** Customer calls for callback calls.
- **36 = Customer Personal Callback**  
Call type for **Outbound Option** Customer calls for personal callback calls.

- **37 = Customer IVR**

Call type for **Outbound Option** Customer calls for Transfer to IVR campaigns.

- **38 = Non-ACD Call**

Call type for **Multi-Line Agent**. Agent placed or received a call on a secondary extension. In an agent to agent call that includes both an ACD line and a non-ACD line, the ACD line attributes take precedence.

- **39 = Play Agent Greeting**

Route request to play an Agent Greeting.

- **40 = Record Agent Greeting**

Agent call for recording an Agent Greeting.

- **41 = Voice Callback**

Agent call for outbound Voice Callback.

- **42 = Switch Leg**

Switch Leg for VRU Peripheral call.




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**Note** Identifies the switch leg of the call at CVP, deployed as a Type 10 VRU.

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- **43 = VRU Leg**

VRU Leg for VRU Peripheral call.




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**Note** Identifies the VRU leg of the call at CVP, deployed as a Type 10 VRU. (This is only classified as VRU leg, if **Queue Reporting** has been enabled for the corresponding VRU PG, using Peripheral Gateway Setup). If enabled, calls abandoned in queue will have an Abandoned call disposition for the VRU leg of the call, instead of a Handled call disposition, which helps in identifying individual calls that were abandoned while being queued at CVP. The abandoned call disposition is restricted to only queued calls, and not to Self-service calls.

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- **44 = Pick Request**

Pick request from a non-Voice queue.

- **45 = Pull Request**

Pull request from a non-Voice queue.

## Trunk Type

The Type field in the Trunk Table (see [Trunk](#)) allows these values to indicate the type of trunk:

- **1 = Local C.O.**

- 2 = Foreign Exchange
- 3 = WATS
- 4 = DID/DNIS
- 5 = PRI
- 6 = Tie Line
- 7 = Interflow

