



## Callback\_Add

The `Callback_Add` element is used to add a callback object to the database after all the callback information has been collected from the caller. In addition, it can be optionally configured to automatically delete old recorded files at specified intervals. These recorded files are the files produced by the `Record` element when the user records their name if they want a call back in the `CallbackEntry` application.

- [Settings, on page 1](#)
- [Element Data, on page 2](#)
- [Exit States, on page 2](#)
- [Folder and Class Information, on page 2](#)
- [Events, on page 3](#)

## Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Callback Number	string	Yes	true	true	<i>None</i>	The phone number the callers specifies to call back.
Recorded Name File	string	Yes	true	true	<i>None</i>	The URL to the recorded file for playback when the caller is called back.
Recorded Name Path	string	No	true	true	<i>None</i>	<p>Path to the recorded file. If specified, files starting with <i>audio</i> in this folder are deleted automatically based on the file retention time and interval specified in <code>Recorded File Retention</code> and <code>Recorded File Deletion Interval</code> settings.</p> <p><b>Note</b> All files created by the <code>Record</code> element start with <i>audio</i>.</p> <p>If this setting is left blank, recorded files are not deleted automatically.</p>

						The value of this setting may be either the path to a folder or a path to a file. If a path to a file is specified, then the folder in which the file resides is the folder to be managed. The path to the folder must be accessible to the VXMLServer.
Recorded File Retention	Int	No	true	true	240	Number of minutes to retain recorded files before they are eligible for automatic deletion. This setting only takes effect if <code>Recorded name Path</code> is specified.
Recorded File Deletion Interval	Int	No	true	true	30	Number of interval minutes for checking when recorded files can be deleted. This setting only takes effect if <code>Recorded name Path</code> is specified

## Element Data

Name	Type	Notes
Result	string	<p>Result of request to add callback object to the database. Valid string values are <i>valid</i>, <i>no_validation</i> and <i>invalid_time</i>.</p> <ul style="list-style-type: none"> <li>• <b>valid</b> – signifies that the request was successful.</li> <li>• <b>no_validation</b> – occurs when a callback object cannot be created because <code>Callback_Validate</code> element was not run in the script.</li> <li>• <b>invalid_time</b> – means that the time selected for the scheduled callback is invalid.</li> </ul>

## Exit States

Name	Notes
done	The element is successfully run to retrieve the value.
error	The element failed to retrieve the value.

## Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > Callback	com.cisco.cvp.vxml.custelem.callback.AddCallback

## Events

Name (Label)	Notes
Event Type	You can select Java Exception as event handler type.

The output of the Customer\_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.

