



## Callback\_Set\_Queue\_Defaults

The `Callback_Set_Queue_Defaults` element is responsible for updating the DBServlet with the values that should be used for each queue. There is always a *default* queue type. The values are used whenever a queue type is encountered for which there are no explicitly defined values. For example, if an administrator has defined values for a *billing* and *default* queues, but the caller is queued for *mortgages*. In that case, the application uses the values from `Callback_Set_Queue_Defaults`.

**Note** When the DBServlet is not reachable to check the callback status for the duration of keepalive interval, the callback entry in the Reporting Server gets marked as a stale cached entry and subsequently gets cleared. As a result, a callback is not initiated.

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## Settings

| Name (Label)       | Type    | Req'd | Single Setting Value | Substitution Allowed | Default | Notes   |
|--------------------|---------|-------|----------------------|----------------------|---------|---|
| Queue Name         | string  | Yes   | true                 | false                | None    | The name of the queue.  |
| Maximum Percentage | integer | No    | true                 | false                | 50      | Maximum percentage of callbacks that can exist in the queue. Maximum is 100, minimum is 0.                          |
| Maximum Count      | integer | No    | true                 | false                | 9999999 | Absolute number of callbacks that can exist in a queue.   |
| Refresh Interval   | integer | No    | true                 | false                | 30      | Number of minutes between DBServlet refreshes of this reference data. Maximum is 1440 minutes, minimum is 1 minute. |

|                               |             |     |      |       |             |   |
|-------------------------------|-------------|-----|------|-------|-------------|---|
| Maximum Estimated Wait Time   | integer     | No  | true | false | 900         | Callbacks are only offered for this queue when the estimated wait time (ewt) is greater than or equal this number of seconds. If 0, then callbacks are offered regardless of ewt. Maximum is 86400 seconds, minimum is 0. |
| Timezone                      | string enum | No  | true | false | <i>None</i> | The timezone to apply to this queue. Valid options available from pull-down menu.   |
| Keepalive Interval            | integer     | No  | true | false | 180         | Maximum keepalive interval in seconds. Maximum is 300, minimum is 1. 'Ring No Answer Timeout' setting must be less than this value.   |
| Dialed Number                 | string      | No  | true | false | <i>None</i> | Dialed Number to which a callback is directed for this queue.   |
| Reconnect Time                | integer     | No  | true | false | 30          | Approximate average time in seconds to reconnect caller. Take into account both ringtime and IVR time when determining this value. Maximum is 300, minimum is 1.  |
| Service Level Agreement (SLA) | integer     | No  | true | false | 60          | Average number of seconds to wait before connecting to an agent after a caller is called back.  |
| Calling Line ID               | string      | Yes | true | false | <i>None</i> | The CLI to be used on the callback.   |
| Sample                        | string      | No  | true | false | 0           | Number of minutes in the interval used to calculate average time to leave queue. Maximum is 1440, minimum is 15.  |
| Burst                         | string      | No  | true | false | 10:1        | X:Y, where X requests to method LeaveQueue in Y seconds. This is used to detect abnormal system failures so that the requests do not get included in the average time to leave queue calculation.                         |
| Ring No Answer Timeout        | integer     | No  | true | false | 30          | The RNA timeout for the callback. Maximum is 300, minimum is 0. Must be less than the Keepalive Interval.   |

|                       |        |    |      |       |                           |   |
|-----------------------|--------|----|------|-------|---------------------------|---|
| Sunday Time Range     | string | No | true | false | 00:00:00<br>–<br>23:59:59 | Time range per day when callbacks can occur. Value “none” means no callbacks are allowed on that day. The default is all day if no value is specified. 00:00:00 – 23:59:59 means all day. |
| Monday Time Range     |        |    |      |       |                           |   |
| Tuesday Time Range    |        |    |      |       |                           |   |
| Wednesday Time Range  |        |    |      |       |                           |   |
| Thursday Time Range   |        |    |      |       |                           |   |
| Friday Time Range     |        |    |      |       |                           |   |
| Saturday Time Range   |        |    |      |       |                           |   |
| Max No Response Count | string | No | true | false | 3;300                     | Max attempts to try the callback when this error occurs and the next the interval (in seconds) in which to retry the call.  |
| Max Busy Count        | string | No | true | false | 4;300                     |   |
| Max No Answer Count   | string | No | true | false | 4;300                     |   |
| Max Trunks Busy Count | string | No | true | false | 4;300                     |   |
| Max Error Count       | string | No | true | false | 4;300                     |   |

## Element Data

| Name   | Type   | Notes                              |
|--------|--------|------------------------------------|
| result | string | Contains the reconnect exit state. |

## Exit States

| Name  | Notes   |
|-------|---|
| done  | The element is successfully run and the value is retrieved. |
| 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.SetQueueDefaults |

## 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*.