



## Callback\_Get\_Status

The `Callback_Get_Status` element is responsible for retrieving all information about the callback related to the current call (if a callback exists).

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

## Settings

None.

## Element Data

| Name          | Type    | Notes  |
|---------------|---------|--|
| startCallback | boolean | Specifies whether the application should call the caller, given current caller position in queue and rate of de-queue.   |
| ewt           | int     | Current estimated remaining wait time in seconds for this caller before the callback should be initiated.  |
| qpos          | int     | Current position in queue.   |
| rec           | string  | Recording URL that was stored in the callback table. This only needs to be returned if startCallback is true.  |
| DORateA       | int     | Average number of seconds that it takes for each caller in this queue to leave the queue. This includes both callers leaving queue by going to agents and callers in queue abandoning. |
| DORateB       | int     | Average number of seconds that it takes for the #1 caller in this queue to leave the queue.  |

|        |        |   |
|--------|--------|---|
| RORate | int    | Average number of seconds that it takes to get the caller back after starting the callback. The rate is the same for all queues. This includes dial time, ring time, and IVR time spent asking the caller if they are ready to take the callback. |
| cli    | string | The Calling Line ID to be used for this callback  |
| rna    | int    | Ring No Answer timeout for this call  |
| dn     | string | Destination number for this outbound call   |

## 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.GetStatus |

## 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*.