# 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

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

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | 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 `Recorded name Path` 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 `Recorded name Path` is specified |

# Element Data

| Name | Type | Notes |
|---|---|---|
| Result | string | Result of request to add callback object to the database. Valid string values are *valid*, *no_validation* and *invalid_time*. <br><br> • **valid** – signifies that the request was successful. <br><br> • **no_validation** – occurs when a callback object cannot be created because `Callback_Validate` element was not run in the script. <br><br> • **invalid_time** – means that the time selected for the scheduled callback is invalid. |

# 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.*

**Events**