Callback_Enter_Queue

The `Callback_Enter_Queue` element is responsible for adding a new caller to queue. This element must be executed for all callers even if the caller may not be offered a callback.

Settings

None.

Element Data

Name	Type	Notes
ewt	int	The calculated estimated wait time for caller in queue.

Exit States

Name	Notes
done	The element execution is complete and the value was successfully 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.EnterQueue

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 JOSN Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio.*