



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).

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