



## Callback\_Update\_Status

The `Callback_Update_Status` element is responsible for updating the database after a callback disconnect or reconnect.

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## Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
status	enum string	Yes	true	true	<i>None</i>	Callback status can be one of the following: <ul style="list-style-type: none"> <li>• PENDING</li> <li>• INPROGRESS</li> <li>• COMPLETED</li> <li>• ADD TO QUEUE</li> <li>• DROP FROM QUEUE</li> </ul>
reason	enum string	*	true	true	None	Required if status is COMPLETED, one of the following: <ul style="list-style-type: none"> <li>• error</li> <li>• busy</li> <li>• noanswer</li> <li>• noresponse</li> </ul>

						<ul style="list-style-type: none"> <li>• invalid_number</li> <li>• connected</li> <li>• trunkbusy</li> <li>• caller_cancelled</li> </ul>
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## Element Data

Name	Type	Notes
result	string	<p>Tells the application whether to cancel the existing callback or to retry, can be one of the following:</p> <ul style="list-style-type: none"> <li>• cancel</li> <li>• retry</li> <li>• done</li> </ul>

## 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.UpdateStatus

## 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*.