Callback_Set_Queue_Defaults

The `Callback_Set_Queue_Defaults` element is responsible for updating the DBServlet with the values that should be used for each queue. There is always a *default* queue type. The values are used whenever a queue type is encountered for which there are no explicitly defined values. For example, if an administrator has defined values for a *billing* and *default* queues, but the caller is queued for *mortgages*. In that case, the application uses the values from `Callback_Set_Queue_Defaults`.

Note   When the DBServlet is not reachable to check the callback status for the duration of keepalive interval, the callback entry in the Reporting Server gets marked as a stale cached entry and subsequently gets cleared. As a result, a callback is not initiated.

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Queue Name	string	Yes	`true`	`false`	*None*	The name of the queue.
Maximum Percentage	integer	No	`true`	`false`	50	Maximum percentage of callbacks that can exist in the queue. Maximum is 100, minimum is 0.
Maximum Count	integer	No	`true`	`false`	9999999	Absolute number of callbacks that can exist in a queue.
Refresh Interval	integer	No	`true`	`false`	30	Number of minutes between DBServlet refreshes of this reference data. Maximum is 1440 minutes, minimum is 1 minute.

Maximum Estimated Wait Time	integer	No	`true`	`false`	900	Callbacks are only offered for this queue when the estimated wait time (ewt) is greater than or equal this number of seconds. If 0, then callbacks are offered regardless of ewt. Maximum is 86400 seconds, minimum is 0.
Timezone	string enum	No	`true`	`false`	*None*	The timezone to apply to this queue. Valid options available from pull-down menu.
Keepalive Interval	integer	No	`true`	`false`	180	Maximum keepalive interval in seconds. Maximum is 300, minimum is 1. 'Ring No Answer Timeout' setting must be less than this value.
Dialed Number	string	No	`true`	`false`	*None*	Dialed Number to which a callback is directed for this queue.
Reconnect Time	integer	No	`true`	`false`	30	Approximate average time in seconds to reconnect caller. Take into account both ringtime and IVR time when determining this value. Maximum is 300, minimum is 1.
Service Level Agreement (SLA)	integer	No	`true`	`false`	60	Average number of seconds to wait before connecting to an agent after a caller is called back.
Calling Line ID	string	Yes	`true`	`false`	*None*	The CLI to be used on the callback.
Sample	string	No	`true`	`false`	0	Number of minutes in the interval used to calculate average time to leave queue. Maximum is 1440, minimum is 15.
Burst	string	No	`true`	`false`	10:1	X:Y, where X requests to method LeaveQueue in Y seconds. This is used to detect abnormal system failures so that the requests do not get included in the average time to leave queue calculation.
Ring No Answer Timeout	integer	No	`true`	`false`	30	The RNA timeout for the callback. Maximum is 300, minimum is 0. Must be less than the Keepalive Interval.

Sunday Time Range	string	No	true	false	00:00:00 – 23:59:59	Time range per day when callbacks can occur. Value "none" means no callbacks are allowed on that day. The default is all day if no value is specified. 00:00:00 – 23:59:59 means all day.
Monday Time Range						
Tuesday Time Range						
Wednesday Time Range						
Thursday Time Range						
Friday Time Range						
Saturday Time Range						
Max No Response Count	string	No	true	false	3;300	Max attempts to try the callback when this error occurs and the next the interval (in seconds) in which to retry the call.
Max Busy Count	string	No	true	false	4;300	
Max No Answer Count	string	No	true	false	4;300	
Max Trunks Busy Count	string	No	true	false	4;300	
Max Error Count	string	No	true	false	4;300	

Element Data

Name	Type	Notes
result	string	Contains the reconnect exit state.

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.SetQueueDefaults

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.*