



Callback_Update_Status

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

- [Settings, on page 1](#)
- [Element Data, on page 2](#)
- [Exit States, on page 2](#)
- [Folder and Class Information, on page 2](#)
- [Events, on page 2](#)

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"> • PENDING • INPROGRESS • COMPLETED • ADD TO QUEUE • DROP FROM QUEUE
reason	enum string	*	true	true	None	Required if status is COMPLETED, one of the following: <ul style="list-style-type: none"> • error • busy • noanswer • noresponse

						<ul style="list-style-type: none"> • invalid_number • connected • trunkbusy • caller_cancelled
--	--	--	--	--	--	--

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"> • cancel • retry • done

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