



## Personal Callback List Table

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### Personal\_Callback\_List Table

The following table documents all the columns in the personal callback table.



**Note** If Outbound Option High Availability is enabled, you must use the Personal\_Callback API to insert data into the Personal\_Callback\_List table.

**Table 1: Personal Callback Table Columns**

Column Name	Type	Description
PersonalCallbackListID	IDENTITY	Unique identifier for each record in this table. The identity seed value on side A is (1,1) and on side B is (-2147483648, 1)
DialingListID	INT	Cross-references a record that has been moved from the contact_list to this table.
CampaignID	INT	Campaign ID (if the record was originally dialed as part of a campaign).
PeripheralID	INT	Peripheral ID for the peripheral where the agent would be available.
AgentID	INT	Agent to which the call has to be connected.
CampaignDN	VARCHAR	Dialed number (DN) to use (if the original agent is unavailable). Length is 12.

Column Name	Type	Description
GMTZone	SMALLINT	<p>GMT of the customer number (if NULL, the local GMT zone is assumed). If this value is provided, it must always be a positive value from 0 to 23. Convert all negative GMT values using the following formula: <math>24 + (\text{negative GMT value})</math>. For example, the US eastern time zone is <math>-5</math>, so the value stored in this column is <math>24 + (-5) = 19</math>.</p> <p>This column is not currently being used. It is reserved for future use.</p>
Phone	VARCHAR	Phone number to call back. Length is 20.
AccountNumber	VARCHAR	Customer account number. Length is 32.
MaxAttempts	INT	<p>Maximum number of times a call is attempted (decrements at each attempt). An "attempt" is defined as the Outbound Option Dialer's attempt to reserve the agent and make the customer call. Since the Outbound Option Dialer places multiple customer call attempts (busy, no answer), the actual individual call attempts are not tracked here; only the result at the end of the callback time range.</p> <p><b>Note</b> Once this column is set to 0, no more attempts are made.</p>
CallbackDateTime	DATETIME	<p>Time to attempt customer callback is normalized to the logger GMT zone; for example, if the Campaign Manager is in Boston and the customer is in California and wished to be contacted at 3:00 PM, the time in this column would be 6:00 PM.</p> <p>NULL columns will be allowed for the single agent campaigns</p>
CallStatus	CHAR	<p>Current status of the callback record, such as 'P' for pending or 'C' for closed.</p> <p><b>Note</b> New records must be set to 'P.'</p>
CallResult	SMALLINT	Telephony call result (busy, no answer, and so on) or agent reservation attempt result (Agent Rejected Call, Unable to reserve, and so on).
LastName	CHAR	Last name of the customer. Length is 50.
FirstName	CHAR	First name of the customer. Length is 50.

Column Name	Type	Description
InsertedIntoDBDateTime	DATETIME	<p>The date and time that the personal callback record was inserted into the database.</p> <p><b>Note</b> The Campaign Manager sets this value when an agent schedules a personal callback. Customers, partners, or 3rd-party applications that insert new records into this table must populate the InsertedIntoDBDateTime column with the current date and time.</p>
SentToDialerDateTime	DATETIME	<p>The date and time that the personal callback record was sent to the dialer and inserted into the dialer cache for processing.</p> <p><b>Note</b> This date and time is set by the Campaign Manager. Do not modify this value.</p>

