

Entienda la información de estatus porta del servicio repetido de la cortesía de la Voz de Cisco

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Introducción

El documento describe el diverso estado de la llamada implicado en un despliegue porta del servicio repetido de la cortesía de la Voz de Cisco (CVP) (CCB).

Prerrequisitos

Requisitos

Cisco recomienda que tenga conocimiento sobre estos temas:

- CVP
- Estudio de la llamada del CVP
- Servicio repetido de la cortesía del CVP

Componentes Utilizados

La información que contiene este documento se basa en las siguientes versiones de software y hardware.

- Versión 10 del CVP
- Versión 10 del estudio de la llamada

La información que contiene este documento se creó a partir de los dispositivos en un ambiente de laboratorio específico. Todos los dispositivos usados en este documento comenzaron con una configuración despejada (predeterminada). Si su red está viva, asegúrese de que usted entienda

el impacto potencial del comando any.

Flujo de llamada y aplicaciones del servicio repetido de la cortesía implicados

Cuando usted pone una llamada a un sistema donde se implementa el servicio repetido de la cortesía, varias aplicaciones y procesos están implicados para ofrecerle un servicio repetido, así que usted no tiene que esperar en el teléfono mientras que un agente está disponible.

1. Las necesidades de la llamada primero de ser tan validado CCB se pueden ofrecer si paso de la validación.

La llamada se agrega a la cola de memoria y diversos parámetros se validan para ofrecer un servicio repetido. Por ejemplo, el mínimo estimaba el tiempo de espera dado un plazo (EWT), los servicios repetidos requeridos, actuales de la configuración de gateway de ingreso, número de trunks del gateway de ingreso asignados para el servicio repetido, etc.

La aplicación del estudio de la llamada del CVP relacionada con este proceso de validación es **CallbackEntry**.

2. Si la validación pasa, el servicio repetido de la cortesía es oferta. Si el servicio repetido de la cortesía es validado por el llamador, la solución del CVP CCB recoge la información de la parte llamadora. Después de que se recoja la información, un Mensaje de adiós se juega al llamador.

Las aplicaciones del estudio de la llamada relacionadas con este proceso son **CallbackEntry** y **CallbackEngine**. En este momento, puesto que el servicio repetido se ha agregado a la base de datos el estatus de la llamada es: **Servicio repetido pendiente (21)**.

3. La solución del servicio repetido de la cortesía espera el EWT para expirar para poner la devolución de llamada (**servicio repetido en curso (22)**). El servicio repetido ocurre y se valida la llamada. En este momento el estatus del servicio repetido cambia a **completado/a conectado (estatus 24)**.

La aplicación relacionada con este proceso es **CallbackWait**. El estatus de la llamada es: **El servicio repetido completa (24)**.

4. El llamador espera en la cola mientras que un agente está disponible. Tan pronto como un agente esté disponible la llamada se envía al agente y el servicio repetido se quita de la cola de memoria. La aplicación relacionada con este proceso es **CallbackQueue**.

Analice los registros de actividad, señalando los registros y la salida de la base de datos

CallbackEntry

Registros de actividad de CallbackEntry: Comienzo de la llamada

```
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,newcall,  
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,ani,5008
```

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,areacode,NA
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,exchange,NA
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,dnis,8013
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,uui,NA
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,iidigits,NA
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.607,,start,parameter,_userCourtesyCallbackEnabled=1
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,parameter,ani=5008
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.607,,start,parameter,qname=billing
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.607,,start,parameter,callid=064CD880000100000000025308C6C90A
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.607,,start,parameter,queueapp=BillingQueue
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,parameter,_dnis=8013
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.607,,start,parameter,_ccbServlet=http://10.201.198.11:8000/cvp/CallbackServlet
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,parameter,ewt=180
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,,start,parameter,_ani=5008
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.607,,start,parameter,_ccbServletReqTimeout=10
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.607,CVP Subdialog
Start_01,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.747,CVP Subdialog
Start_01,exit,done

Registros de actividad de CallbackEntry: Llamada agregada a la cola de memoria:

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.747,Enter Queue_01,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.747,Enter
Queue_01,custom,Callback_Enter_Queue,ELEMENT_ENTRY
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.763,Enter
Queue_01,custom,thishost,10.201.198.11
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,Enter
Queue_01,custom,Callback_Enter_Queue,ELEMENT_EXIT
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,Enter Queue_01,data,ewt,0
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,Enter Queue_01,exit,done

El CVP que señala los registros del servidor muestra que la llamada se ha agregado a la memoria:

15202: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor41} EnterQueueHandler:validate: validate guid=064CD880000100000000025308C6C90A icmewt=180
15203: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor41} EnterQueueHandler:EnterQueueHandler.exec: EnterQueueHandler
CALLGUID=064CD880000100000000025308C6C90A CallStartDate=Mon Dec 14 11:41:18 CST 2015
15204: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor41} EnterQueue CALLGUID=064CD880000100000000025308C6C90A QueueName=billing ani=5008
15205: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor41} QueueStats putEntry: 064CD880000100000000025308C6C90A<List size:0>
15206: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor41} JdbcCallbackQueueDAO:store: Request to store CallbackQueue record.
CallGUID=064CD880000100000000025308C6C90A CallbackQueueDTO=CallbackQueueDTO::' SurrogateId: '-1'
QueueName: 'billing' QueueId: '-1' DbDateTime: 'null' QueueStatus: '0' ValidationStatus: '0'
EnterDateTime: 'Mon Dec 14 11:41:18 CST 2015' LeaveDateTime: 'null' CVPEstimatedWaitTime: '0'
ICMEstimatedWaitTime: '180' CallStartDate: 'Mon Dec 14 11:41:18 CST 2015'
15207: 10.201.198.11: Dec 14 2015 11:41:18.810 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor41} JdbcCallbackQueueDAO:store: Responded with retCode: 0 to request to store
CallbackQueue record CALLGUID=064CD880000100000000025308C6C90A

Registros de actividad de CallbackEntry: EWT se calcula en la escala de los minutos:

```
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,ewt in Minutes,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,ewt in
Minutes,custom,Result,4.0
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,ewt in Minutes,exit,done
```

Registros de actividad de CallbackEntry: Valide la llamada para ver si un servicio repetido puede ser ofrecido

```
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.825,Validate_01,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.825,Validate_01,custom,Callback_Validate,ELEMENT_ENTRY
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.872,Validate_01,custom,Callback_Validate,ELEMENT_ENTRY
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.872,Validate_01,custom,probe
outcome,id:10.201.198.21;loc:doclab;trunks:100
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.888,Validate_01,custom,Callback_Validate,ELEMENT_EXIT
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.888,Validate_01,data,gw,10.201.198.21
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.888,Validate_01,data,loc,doclab
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.888,Validate_01,data,capacity,100
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.888,Validate_01,data,result,refresh
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.888,Validate_01,exit,refresh
```

El CVP que señala la validación de la demostración de los registros del servidor restaura:

```
15208: 10.201.198.11: Dec 14 2015 11:41:18.888 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor33} ValidateHandler:ValidateHandler.exec: ValidateHandler
GUID=064CD880000100000000025308C6C90A
15209: 10.201.198.11: Dec 14 2015 11:41:18.888 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor33} ValidateHandler:ValidateHandler.exec: ValidateHandler
GUID=064CD880000100000000025308C6C90A refresh
```

Registros de actividad de CallbackEntry: Utilice los valores de SetQueueDefault para validar la llamada:

```
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.888,SetQueueDefaults_01,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.888,SetQueueDefaults_01,custom,Callback_Set_Queue_Defaults,ELEMENT_ENTRY
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.888,SetQueueDefaults_01,custom,Callback_Set_Queue_Defaults,ELEMENT_EXIT
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.888,SetQueueDefaults_01,exit,done
```

El CVP que señala los registros del servidor muestra SetQueue:

```
15210: 10.201.198.11: Dec 14 2015 11:41:18.888 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor39} SetQueueDefaultsHandler:SetQueueDefaultsHandler.exec: SetQueueDefaultsHandler
QueueName=billing
```

Registros de actividad de CallbackEntry: Valide otra vez puesto que era el resultado anterior restaura:

```
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.888,Validate_02,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.888,Validate_02,custom,Callback_Validate,ELEMENT_ENTRY
```

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.935,Validate_02,custom,Callback_Validate,ELEMENT_ENTRY
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.935,Validate_02,custom,probe
outcome,id:10.201.198.21;loc:doclab;trunks:100
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.950,Validate_02,custom,Callback_Validate,ELEMENT_EXIT
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.950,Validate_02,data,gw,10.201.198.21
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.950,Validate_02,data,loc,doclab
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.950,Validate_02,data,capacity,100
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.950,Validate_02,data,result,preemptive
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.950,Validate_02,exit,preemptive

El CVP que señala los registros del servidor muestra la validación:

15211: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor23} ValidateHandler:ValidateHandler.exec: ValidateHandler
GUID=064CD880000100000000025308C6C90A
15212: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor23} JdbcCallbackDAO:isExceededCapacity: Request to check if exceeded capacity in
Callback. Gateway=10.201.198.21 NumOfGatewayAllowed=2 interval=60
15213: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor23} JdbcCallbackDAO:isExceededCapacity: Returning true for query on whether capacity is
exceeded. Input parameters: Gateway=10.201.198.21 NumberOfGatewayCallbacksAllowed=2 interval=60
15214: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor23} willQueueHandleCallback: QueueName: billing pendingCallBacks: 0 MaxCalls: 999999
CurrentQueueSize: 1 MaxPercent: 100
15215: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor23} willQueueHandleCallback: percent: 10015216: 10.201.198.11: Dec 14 2015 11:41:18.935
-0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor23}
JdbcCallbackQueueDAO:updateValidationStatus: Request to update validation status in
CallbackQueue. CallGUID=064CD880000100000000025308C6C90A validationStatus=2
15217: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor23} JdbcCallbackQueueDAO:updateValidationStatus: Validation status of 1 rows were
updated in CallbackQueue. CALLGUID=064CD880000100000000025308C6C90A
15218: 10.201.198.11: Dec 14 2015 11:41:18.935 -0600: %CVP_10_0_RPT-7-LOW_LEVEL: {Thrd=http-processor23} ValidateHandler:ValidateHandler.exec: ValidateHandler
GUID=064CD880000100000000025308C6C90A results:preemptive validation status bitmask=0x00000003

Registros de actividad de CallbackEntry: Número y nombre pronto de teléfono que llama:

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.950,PreemptivePrompt1,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.954,PreemptivePrompt1,interaction,audio_group,initial_audio_group
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.981,PreemptivePrompt1,exit,done
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:18.981,PreemptivePrompt2,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:18.981,PreemptivePrompt2,interaction,audio_group,initial_audio_group
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:37.057,PreemptivePrompt2,interaction,utterance,1
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:37.061,PreemptivePrompt2,interaction,inputmode,dtmf
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:37.061,PreemptivePrompt2,interaction,interpretation,true
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:37.061,PreemptivePrompt2,interaction,confidence,1
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:37.233,PreemptivePrompt2,data,value,yes
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:37.233,PreemptivePrompt2,data,confidence,1

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:37.233,PreemptivePrompt2,data,value_confidence,1
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:37.233,PreemptivePrompt2,exit,yes

Registros de actividad de CallbackEntry: Nombre de registro:

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:37.233,Record Name,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:37.233,Record
Name,interaction,audio_group,initial_audio_group
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record
Name,data,duration,4400
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record Name,data,size,34560
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record Name,data,termchar,#
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record
Name,data,maxtime,false
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record
Name,data,filename,audio1450114906328288.wav
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record
Name,data,filepath,C:\Cisco\CVP\VXMLServer\Tomcat\webapps\CVP\audio\recordings\audio145011490632
8288.wav
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Record Name,exit,done
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,ANI existence check,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,ANI existence
check,exit,exists
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.328,Confirm Callback Number
1,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:46.332,Confirm Callback Number
1,interaction,audio_group,initial_audio_group
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.120,Confirm Callback Number
1,interaction,utterance,1
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.120,Confirm Callback Number
1,interaction,inputmode,dtmf
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.120,Confirm Callback Number
1,interaction,interpretation,1
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.120,Confirm Callback Number
1,interaction,confidence,1
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.283,Confirm Callback Number
1,data,value,1
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.283,Confirm Callback Number
1,data,selection,1
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.283,Confirm Callback Number
1,data,confidence,1
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.283,Confirm Callback Number
1,data,value_confidence,1
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.283,Confirm Callback Number
1,exit,option1

Registros de actividad de CallbackEntry: La llamada pasó la validación. El llamador validó la oferta CCB y la información fue recogida. Ahora, esta llamada se agrega al servicio repetido de la tabla de base de datos:

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.283,Add Callback to DB 1,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.283,Add Callback to DB
1,custom,Callback_Add,ELEMENT_ENTRY
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.314,Add Callback to DB
1,custom,Callback_Add,ELEMENT_EXIT
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.314,Add Callback to DB
1,data,result,valid
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.314,Add Callback to DB
1,exit,done
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.314,Is valid 1,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.314,Is valid 1,exit,validated

```

10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:55.314,Application_Modifier_02,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:55.314,Application_Modifier_02,exit,done
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.314,Return to ICM,enter,
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.345,Return to ICM,exit,

```

El CVP que señala los registros del servidor muestra cuando la llamada fue agregada a la base de datos:

```

15223: 10.201.198.11: Dec 14 2015 11:41:55.314 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor47} AddCallbackHandler:AddCallbackHandler.exec: AddCallbackHandler
CALLGUID=064CD880000100000000025308C6C90A
15224: 10.201.198.11: Dec 14 2015 11:41:55.314 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor47} JdbcCallbackDAO:store: Request to store Callback record. CallbackDTO=CallbackDTO::
SurrogateId: '-1' CallGUID: '064CD880000100000000025308C6C90A' ANI: '5008' DbDateTime: 'null'
EventTypeId: '21' CauseId: '0' CallBackType: 'p' OldGUID: 'null' Gateway: '10.201.198.21'
Location: 'doclab' NbrAttempts: '0' ScheduledCallBackDateTime: 'null' ScheduledCallBackDN:
'null' CallStartDate: 'Mon Dec 14 11:41:18 CST 2015' RecordingURL:
'http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav' QueueName: 'null'
eventDateTime: Mon Dec 14 11:41:18 CST 2015
15225: 10.201.198.11: Dec 14 2015 11:41:55.314 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor47} JdbcCallbackDAO:store: Responded with retCode: 0 to request to store Callback
record CALLGUID=064CD880000100000000025308C6C90A

```

EventTypeld: '21' Causeld: el '0' es **servicio repetido pendiente**.

Note: La información para el tipo de evento se puede encontrar en la tabla de **EventTypeRef**.

La salida siguiente de la interrogación muestra la información salvada en la tabla del servicio repetido. El ID sustituto es una Clave primaria que ayudan a identificar la llamada en diversas tablas del servicio repetido:

```

CA: DBAccess
DISPLAY: _ Next Restart Exit
Display next page of results.

----- callback@cvp ----- Press CTRL-W for Help -----

ani                5008
dbdatetime         2015-12-14 11:41:55.000
callstartdate      12/14/2015
callbacktype       p
oldguid
gateway            10.201.198.21
recordingurl       http://10.201.198.11:7000/CVP/audio/recordings/audio1450114
906328288.wav
scheduledcallback+
scheduledcallback+
location           doclab
nbrattempts        0
eventtypeid        21
causeid            0
surrogateid        33

```

Información agregada a la tabla del evento de devolución de llamada, tal y como se muestra en de la imagen.

```
dbdatetime      2015-12-14 11:41:55.000
eventdatetime   2015-12-14 17:41:18
callstartdate   12/14/2015
causeid         0
eventtypeid     21
surrogateid     33
```

Registros de actividad de CallbackEntry: El final y los resultados de la aplicación se vuelven al CVP

```
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:55.345,,custom,Callback_Leave_Queue,ELEMENT_ENTRY
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:55.345,,custom,Callback_Leave_Queue,Skipping the rest of Callback_Leave_Queue
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015
11:41:55.345,,end,how,app_session_complete
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.345,,end,result,normal
10.201.198.11.1450114878607.81.CallbackEntry,12/14/2015 11:41:55.345,,end,duration,37
```

CallbackEngine

CallbackEngine: El Mensaje de adiós del juego y la llamada es disconnected. Invoque la aplicación de CallbackWait.

```
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,newcall,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,ani,5008
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,areacode,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,exchange,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,dnis,8013
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,uui,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,iidigits,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,CallbackType=preemptive
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_userCourtesyCallbackEnabled=1
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,qname=billing
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,callid=064CD880000100000000025308C6C90A
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,queueapp=BillingQueue
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_dnis=8013
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,qtime=1450114878747
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_ccbServlet=http://10.201.198.11:8000/cvp/CallbackServlet
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,parameter,_ani=5008
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_ccbServletReqTimeout=10
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,Intercept caller
hangup,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Intercept caller
hangup,custom,result,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Intercept caller
hangup,data,result,done
```


10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Intercept caller hangup,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Goodbye,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.907,Goodbye,interaction,audio_group,initial_audio_group
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.938,Goodbye,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.938,Disconnect Caller_01,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Disconnect Caller_01,custom,result,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Disconnect Caller_01,data,result,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Disconnect Caller_01,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Do not leave queue,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Do not leave queue,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:42:00.399,,custom,Callback_Leave_Queue,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:42:00.399,,custom,Callback_Leave_Queue,Skipping the rest of Callback_Leave_Queue
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:42:00.399,,end,how,application_transfer:CallbackWait
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,,end,result,normal
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,,end,duration,5

CallbackWait

CallbackWait: Comienzo de la aplicación

10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,source,CallbackEngine
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,ani,5008
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,areacode,NA
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,exchange,NA
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,dnis,8013
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,uui,NA
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,,start,iidigits,NA
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.399,CVP Subdialog Start_01,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,CVP Subdialog Start_01,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,From CallbackEngine,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,From CallbackEngine,exit,done

CallbackWait: Estatus de la llamada, y verificación EWT:

10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,custom,Callback_Get_Status,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,custom,Callback_Get_Status,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,data,startCallback,false
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,data,ewt,145
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,data,qpos,0
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,data,cli,8005551212
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,data,rna,30
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,data,dn,5008
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get

Status_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Get Status_01,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Is Callback Ready,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Is Callback Ready,exit,no
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Is wait more than 3
mins,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Is wait more than 3
mins,exit,no
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Short Wait,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:00.571,Short
Wait,custom,Callback_Wait,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.609,Short
Wait,custom,Callback_Wait,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.609,Short
Wait,custom,Callback_Wait,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.609,Short Wait,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.609,Get Status_01,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.609,Get
Status_01,custom,Callback_Get_Status,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get
Status_01,custom,Callback_Get_Status,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get
Status_01,data,startCallback,false
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get Status_01,data,ewt,35
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get Status_01,data,qpos,0
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get
Status_01,data,cli,8005551212
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get Status_01,data,rna,30
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get Status_01,data,dn,5008
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get
Status_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Get Status_01,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Is Callback Ready,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Is Callback Ready,exit,no
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Is wait more than 3
mins,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Is wait more than 3
mins,exit,no
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Short Wait,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:15.641,Short
Wait,custom,Callback_Wait,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.679,Short
Wait,custom,Callback_Wait,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.679,Short
Wait,custom,Callback_Wait,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.679,Short Wait,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.679,Get Status_01,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.679,Get
Status_01,custom,Callback_Get_Status,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get
Status_01,custom,Callback_Get_Status,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get
Status_01,data,startCallback,false
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get Status_01,data,ewt,25
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get Status_01,data,qpos,0
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get
Status_01,data,cli,8005551212
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get Status_01,data,rna,30
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get Status_01,data,dn,5008
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get
Status_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Get Status_01,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Is Callback Ready,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Is Callback Ready,exit,no

10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Is wait more than 3 mins,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Is wait more than 3 mins,exit,no
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Short Wait,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:30.726,Short Wait,custom,Callback_Wait,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.764,Short Wait,custom,Callback_Wait,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.764,Short Wait,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.764,Get Status_01,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.764,Get Status_01,custom,Callback_Get_Status,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status_01,custom,Callback_Get_Status,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status_01,data,startCallback,false
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status_01,data,ewt,5
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status_01,data,qpos,0
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status_01,data,cli,8005551212
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status_01,data,rna,30
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status_01,data,dn,5008
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Get Status_01,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Is Callback Ready,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Is Callback Ready,exit,no
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Is wait more than 3 mins,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Is wait more than 3 mins,exit,no
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Short Wait,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:42:45.796,Short Wait,custom,Callback_Wait,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.834,Short Wait,custom,Callback_Wait,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.834,Short Wait,custom,Callback_Wait,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.834,Short Wait,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.834,Get Status_01,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.834,Get Status_01,custom,Callback_Get_Status,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status_01,custom,Callback_Get_Status,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status_01,data,startCallback,true
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status_01,data,ewt,0
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status_01,data,qpos,0
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status_01,data,cli,8005551212
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status_01,data,rna,30
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status_01,data,dn,5008
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Get Status_01,exit,done

CVP que señala el estatus de la demostración de los registros del servidor de la verificación de la llamada.

15227: 10.201.198.11: Dec 14 2015 11:42:00.431 -0600: %CVP_10_0_RPT-7-createNewCallEvent:

```

{Thrd=Thread-54}
15228: 10.201.198.11: Dec 14 2015 11:42:00.571 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor52} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler
CALLGUID=064CD880000100000000025308C6C90A
15229: 10.201.198.11: Dec 14 2015 11:42:03.254 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=45 reconnectTime=30 SLA_time=60 RemainingTime=45
15230: 10.201.198.11: Dec 14 2015 11:42:13.394 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=55 reconnectTime=30 SLA_time=60 RemainingTime=35
15231: 10.201.198.11: Dec 14 2015 11:42:15.641 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor37} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler
CALLGUID=064CD880000100000000025308C6C90A
15232: 10.201.198.11: Dec 14 2015 11:42:23.534 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=65 reconnectTime=30 SLA_time=60 RemainingTime=25
15233: 10.201.198.11: Dec 14 2015 11:42:30.726 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor27} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler
CALLGUID=064CD880000100000000025308C6C90A
15234: 10.201.198.11: Dec 14 2015 11:42:33.674 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=75 reconnectTime=30 SLA_time=60 RemainingTime=15
15235: 10.201.198.11: Dec 14 2015 11:42:43.814 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=85 reconnectTime=30 SLA_time=60 RemainingTime=5
15236: 10.201.198.11: Dec 14 2015 11:42:45.796 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor40} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler
CALLGUID=064CD880000100000000025308C6C90
15237: 10.201.198.11: Dec 14 2015 11:42:53.954 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=95 reconnectTime=30 SLA_time=60 RemainingTime=-5
15238: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor45} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler
CALLGUID=064CD880000100000000025308C6C90

```

CallbackWait: Verifique si el sistema está listo para poner un servicio repetido y para poner al día la base de datos

```

10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Is Callback Ready,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Is Callback Ready,exit,yes
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Update DB to
INPROGRESS,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Update DB to
INPROGRESS,custom,Callback_Update_Status,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Update DB to
INPROGRESS,custom,Callback_Update_Status,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Update DB to
INPROGRESS,data,result,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Update DB to
INPROGRESS,exit,done

```

CVP que señala a llamada de la demostración de los registros del servidor el estatus en curso:

```

15238: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor45} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler
CALLGUID=064CD880000100000000025308C6C90A

```

```

15239: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor28} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90A status=22 reason=0
15240: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor28} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90Areturning stauts=done

```

Ponga al día Callbackqueue con el estatus de la llamada y del tiempo:

Note: `queueStatus=0` es lo mismo que la nueva llamada basó en la información encontrada en el `EventTyperef`.

```

15241: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor28} JdbcCallbackQueueDAO:updateQueueStatus: Request to update CallbackQueue status.
CallGUID=064CD880000100000000025308C6C90A queueStatus=0 leaveDateTime=Mon Dec 14 11:43:00 CST 2015
15242: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor28} JdbcCallbackQueueDAO:updateQueueStatus: Queue status of 1 rows were updated in
CallbackQueue. CALLGUID=064CD880000100000000025308C6C90A
15243: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor28} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90A updateQueueStatus status=0 returns=1

```

The screenshot shows a terminal window titled "DBAccess" with a dark background and light text. At the top, it says "DISPLAY: _ Next Restart Exit" and "Display next page of results." Below that, a separator line reads "----- callback@cvp ----- Press". The main content is a table of fields and values:

callguid	064CD880000100000000025308C6C90A
queuestatus	0
callstartdate	12/14/2015
enterdatetime	2015-12-14 17:41:18
leavedatetime	2015-12-14 17:43:19
cvpeestimatedwaitt+	0
icmestimatedwaitt+	180
dbdatetime	2015-12-14 11:41:18.000
validationstatus	2
queueid	1
surrogateid	33

Tabla del evento de devolución de llamada de la actualización:

`status=22 reason=0` es servicio repetido en curso.

Note: La información para el estatus es lo mismo que el tipo de evento y se puede encontrar en la tabla de `EventTypeRef`.

```

15244: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor28} JdbcCallbackDAO:updateEvent: Request to update event on Callback record.
CallGUID=064CD880000100000000025308C6C90A eventDateTime: Mon Dec 14 11:43:00 CST 2015 CauseID=0
15245: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor28} JdbcCallbackDAO:updateEvent: Responded with retCode: 1 to request to update event
on Callback record CALLGUID=064CD880000100000000025308C6C90A
15246: 10.201.198.11: Dec 14 2015 11:43:00.850 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor28} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler

```

```

C:\DBAccess
DISPLAY:  Next Restart Exit
Display next page of results.
----- callback@cpu ----- Press CTRL-W for Help -----

dbdatetime      2015-12-14 11:43:00.000
eventdatetime   2015-12-14 17:43:00
callstartdate   12/14/2015
causeid         0
eventtypeid     22
surrogateid     33

```

CallbackWait: Solicite el CVP vía el gateway de ingreso para poner el servicio repetido al llamante de origen.

```

10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Reconnect Caller,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:00.850,Reconnect
Caller,custom,Callback_Reconnect,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.316,Reconnect
Caller,custom,Callback_Reconnect,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.316,Reconnect
Caller,custom,Callback_Reconnect,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.316,Reconnect
Caller,data,result,connected
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.316,Reconnect
Caller,exit,connected
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.316,Intercept Call Hangup
2,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.394,Intercept Call Hangup
2,custom,result,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.394,Intercept Call Hangup
2,data,result,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.394,Intercept Call Hangup
2,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.394,Announce Callback,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.398,Announce
Callback,interaction,audio_group,initial_audio_group
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.425,Announce Callback,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.425,Announce Name,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.429,Announce
Name,interaction,audio_group,initial_audio_group
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.456,Announce Name,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.456,Ask if ready,enter
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:12.460,Ask if
ready,interaction,audio_group,initial_audio_group
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.548,Ask if
ready,interaction,utterance,1
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.548,Ask if
ready,interaction,inputmode,dtmf
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.548,Ask if
ready,interaction,interpretation,1
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.548,Ask if
ready,interaction,confidence,1
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Ask if ready,data,value,1
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Ask if
ready,data,selection,1
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Ask if
ready,data,confidence,1
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Ask if
ready,data,value_confidence,1

```

```
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Ask if ready,exit,option1
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Caller Choice Result,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Caller Choice
Result,exit,option 1
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.710,Allow Caller Hangup1,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.772,Allow Caller
Hangup1,custom,result,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.772,Allow Caller
Hangup1,data,result,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.772,Allow Caller
Hangup1,exit,done
```

CallbackWait: El llamador validó el servicio repetido y ahora la llamada se completa. La base de datos es actualizada:

```
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.772,Update DB to COMPLETED
connected,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.772,Update DB to COMPLETED
connected,custom,Callback_Update_Status,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.788,Update DB to COMPLETED
connected,custom,Callback_Update_Status,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.788,Update DB to COMPLETED
connected,data,result,success
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.788,Update DB to COMPLETED
connected,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.788,You are Number1 in Q,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.792,You are Number1 in
Q,interaction,audio_group,initial_audio_group
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.819,You are Number1 in
Q,exit,done
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.819,UpdateStatus_01,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015
11:43:19.819,UpdateStatus_01,custom,Callback_Update_Status,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015
11:43:19.819,UpdateStatus_01,custom,Callback_Update_Status,ELEMENT_EXIT
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015
11:43:19.819,UpdateStatus_01,data,result,success
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.835,UpdateStatus_01,exit,done
```

El CVP que señala los registros del servidor muestra la actualización de base de datos: Callbackqueue de la actualización con queuestatus=0.

```
15249: 10.201.198.11: Dec 14 2015 11:43:19.772 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor54} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90A status=24 reason=27
15250: 10.201.198.11: Dec 14 2015 11:43:19.772 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor54} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90Areturning stauts=success
15251: 10.201.198.11: Dec 14 2015 11:43:19.772 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor54} JdbcCallbackQueueDAO:updateQueueStatus: Request to update CallbackQueue status.
CallGUID=064CD880000100000000025308C6C90A queueStatus=0 leaveDateTime=Mon Dec 14 11:43:19 CST
2015
15252: 10.201.198.11: Dec 14 2015 11:43:19.788 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor54} JdbcCallbackQueueDAO:updateQueueStatus: Queue status of 1 rows were updated in
CallbackQueue. CALLGUID=064CD880000100000000025308C6C90A
15253: 10.201.198.11: Dec 14 2015 11:43:19.788 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor54} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90A updateQueueStatus status=0 returns=1
```

Evento de devolución de llamada de la actualización con status=24 y la razón status=27.

```
15254: 10.201.198.11: Dec 14 2015 11:43:19.788 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor54} JdbcCallbackDAO:updateEvent: Request to update event on Callback record. CallGUID=064CD880000100000000025308C6C90A eventDateTime: Mon Dec 14 11:43:19 CST 2015 CauseID=27
15255: 10.201.198.11: Dec 14 2015 11:43:19.788 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor54} JdbcCallbackDAO:updateEvent: Responded with retCode: 1 to request to update event on Callback record CALLGUID=064CD880000100000000025308C6C90A
15256: 10.201.198.11: Dec 14 2015 11:43:19.788 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor54} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler CALLGUID=064CD880000100000000025308C6C90A updateEvent status=24 returns=1
15257: 10.201.198.11: Dec 14 2015 11:43:19.819 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor48} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler CALLGUID=064CD880000100000000025308C6C90A status=27 reason=0
15258: 10.201.198.11: Dec 14 2015 11:43:19.819 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor48} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler CALLGUID=064CD880000100000000025308C6C90Areturning stauts=retry
15259: 10.201.198.11: Dec 14 2015 11:43:19.819 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor48} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler CALLGUID=064CD880000100000000025308C6C90A Drop From Queue
```

```
dbdatetime      2015-12-14 11:43:19.000
eventdatetime   2015-12-14 17:43:19
callstartdate   12/14/2015
causeid         27
eventtypeid     24
surrogateid     33
```

CallbackWait: La aplicación acaba y los resultados se envían al CVP

```
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:19.835,Return to ICM connected,enter,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:24.515,Return to ICM connected,exit,
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:24.515,,custom,Callback_Leave_Queue,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:24.515,,custom,Callback_Leave_Queue,Skipping the rest of Callback_Leave_Queue
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:24.515,,end,how,app_session_complete
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:24.515,,end,result,normal
10.201.198.11.1450114915719.82.CallbackWait,12/14/2015 11:43:24.515,,end,duration,84
```

CallbackQueue

CallbackQueue: Comienzo de la aplicación

```
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,newcall,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,ani,5008
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,areacode,NA
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,exchange,NA
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,dnis,8013
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,uui,NA
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,iidigits,NA
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,parameter,CallbackType=preemptive
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,parameter,_userCourtesyCallbackEnabled=1
```



```
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,qname=billing
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,callid=064CD880000100000000025308C6C90A
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,queueapp=BillingQueue
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,parameter,_dnis=8013
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,qtime=1450114878747
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,_ccbServlet=http://10.201.198.11:8000/cvp/CallbackServlet
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,,start,parameter,_ani=5008
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.780,,start,parameter,_ccbServletReqTimeout=10
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.780,CVP Subdialog
Start_01,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.920,CVP Subdialog
Start_01,exit,done
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.920,Decision_01,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.920,Decision_01,exit,done
```

CallbackQueue: Estado de la actualización de llamada en cola. El agente no está listo para tomar la llamada con todo:

```
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.920,UpdateStatus_01,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.920,UpdateStatus_01,custom,Callback_Update_Status,ELEMENT_ENTRY
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.967,UpdateStatus_01,custom,Callback_Update_Status,ELEMENT_EXIT
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015
11:43:24.967,UpdateStatus_01,data,result,success
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.967,UpdateStatus_01,exit,done
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:43:24.967,Queue1,enter,
```

CVP que señala la información de los registros del servidor: El estatus 28 significa que el servicio repetido está agregado para hacer cola.

```
15261: 10.201.198.11: Dec 14 2015 11:43:24.811 -0600: %CVP_10_0_RPT-7-createNewCallEvent:
{Thrd=Thread-54}
15262: 10.201.198.11: Dec 14 2015 11:43:24.967 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor65} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90A status=28 reason=0
15263: 10.201.198.11: Dec 14 2015 11:43:24.967 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor65} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90Areturning stauts=retry
15264: 10.201.198.11: Dec 14 2015 11:43:24.967 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-
processor65} UpdateStatusHandler:UpdateStatusHandler.exec: UpdateStatusHandler
CALLGUID=064CD880000100000000025308C6C90A Add To Queue
15265: 10.201.198.11: Dec 14 2015 11:43:25.154 -0600: %CVP_10_0_RPT-7-createNewCallEvent:
{Thrd=Thread-54}
15266: 10.201.198.11: Dec 14 2015 11:43:34.514 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(Seccs)=136 reconnectTime=30 SLA_time=60 RemainingTime=-46
15267: 10.201.198.11: Dec 14 2015 11:43:44.654 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(Seccs)=146 reconnectTime=30 SLA_time=60 RemainingTime=-56
15268: 10.201.198.11: Dec 14 2015 11:43:54.794 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
```

```

timeInFirstPlace(SeCS)=156 reconnectTime=30 SLA_time=60 RemainingTime=-66
15269: 10.201.198.11: Dec 14 2015 11:44:04.934 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=166 reconnectTime=30 SLA_time=60 RemainingTime=-76
15270: 10.201.198.11: Dec 14 2015 11:44:15.074 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=177 reconnectTime=30 SLA_time=60 RemainingTime=-87
15271: 10.201.198.11: Dec 14 2015 11:44:25.214 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=187 reconnectTime=30 SLA_time=60 RemainingTime=-97
15272: 10.201.198.11: Dec 14 2015 11:44:35.355 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=197 reconnectTime=30 SLA_time=60 RemainingTime=-107
15273: 10.201.198.11: Dec 14 2015 11:44:45.495 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=207 reconnectTime=30 SLA_time=60 RemainingTime=-117
15274: 10.201.198.11: Dec 14 2015 11:44:55.635 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=217 reconnectTime=30 SLA_time=60 RemainingTime=-127
15275: 10.201.198.11: Dec 14 2015 11:45:05.775 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=227 reconnectTime=30 SLA_time=60 RemainingTime=-137
15276: 10.201.198.11: Dec 14 2015 11:45:08.208 -0600: %CVP_10_0_RPT-7-CallRegistry: {Thrd=Timer-
3} RemovedCallDesc = 0 CallRegistry remaining size = 3
15277: 10.201.198.11: Dec 14 2015 11:45:15.915 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=237 reconnectTime=30 SLA_time=60 RemainingTime=-147
15278: 10.201.198.11: Dec 14 2015 11:45:26.055 -0600: %CVP_10_0_RPT-7-CALL:
{Thrd=CallbackTimerThread} QueueStats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(SeCS)=248 reconnectTime=30 SLA_time=60 RemainingTime=-158

```

CallbackQueue: Llame ingresa y deja la cola para mantener el active de la llamada en el sistema y prevenir la llamada que se categorizará como llamada del fantasma o del zombi.

```

10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Queue1,exit,done
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status_01,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get
Status_01,custom,Callback_Get_Status,ELEMENT_ENTRY
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get
Status_01,custom,Callback_Get_Status,ELEMENT_EXIT
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get
Status_01,data,startCallback,true
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status_01,data,ewt,0
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status_01,data,qpos,0
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get
Status_01,data,cli,8005551212
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status_01,data,rna,30
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status_01,data,dn,5008
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get
Status_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audiol450114906328288.wav
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Get Status_01,exit,done
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:45:28.925,Queue2,enter,

```

El CVP que señala los registros muestra **GetStatus:**

15279: 10.201.198.11: Dec 14 2015 11:45:28.925 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor64} GetStatusHandler:GetStatusHandler.exec: GetStatusHandler
CALLGUID=064CD8800010000000025308C6C90A

CallbackQueue: Llame ingresa y deja la cola para mantener el active de la llamada en el sistema y prevenir la llamada que se categorizará como llamada del fantasma o del zombi.

10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.023,Queue2,exit,done
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.023,Get Status_02,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.023,Get
Status_02,custom,Callback_Get_Status,ELEMENT_ENTRY
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get
Status_02,custom,Callback_Get_Status,ELEMENT_EXIT
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get
Status_02,data,startCallback,true
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status_02,data,ewt,0
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status_02,data,qpos,0
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get
Status_02,data,cli,8005551212
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status_02,data,rna,30
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status_02,data,dn,5008
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get
Status_02,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Get Status_02,exit,done
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:47:33.039,Queue1,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Queue1,exit,done
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status_01,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get
Status_01,custom,Callback_Get_Status,ELEMENT_ENTRY
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get
Status_01,custom,Callback_Get_Status,ELEMENT_EXIT
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get
Status_01,data,startCallback,true
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status_01,data,ewt,0
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status_01,data,qpos,0
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get
Status_01,data,cli,8005551212
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status_01,data,rna,30
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status_01,data,dn,5008
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get
Status_01,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Get Status_01,exit,done
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:49:36.934,Queue2,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.845,Queue2,exit,done
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.845,Get Status_02,enter,
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.845,Get
Status_02,custom,Callback_Get_Status,ELEMENT_ENTRY
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get
Status_02,custom,Callback_Get_Status,ELEMENT_EXIT
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get
Status_02,data,startCallback,true
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get Status_02,data,ewt,0
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get Status_02,data,qpos,0
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get
Status_02,data,cli,8005551212
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get Status_02,data,rna,30
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get Status_02,data,dn,5008
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get
Status_02,data,rec,http://10.201.198.11:7000/CVP/audio/recordings/audio1450114906328288.wav
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Get Status_02,exit,done
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:40.861,Queue1,enter,

CallbackQueue: La llamada se envía al agente y la llamada sale de la cola:

```
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:43.700,Queue1,exit,  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015  
11:51:43.700,,custom,Callback_Leave_Queue,ELEMENT_ENTRY  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015  
11:51:43.700,,custom,Callback_Leave_Queue,ELEMENT_EXIT  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:43.700,,end,how,hangup  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:43.700,,end,result,normal  
10.201.198.11.1450115004780.83.CallbackQueue,12/14/2015 11:51:43.700,,end,duration,499
```

CVP que señala la llamada de la demostración de los registros del servidor que sale de la cola:

```
15325: 10.201.198.11: Dec 14 2015 11:51:43.700 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor62} LeaveQueue CALLGUID=064CD880000100000000025308C6C90A  
15326: 10.201.198.11: Dec 14 2015 11:51:43.700 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor62} JdbcCallbackQueueDAO:updateQueueStatus: Request to update CallbackQueue status. CallGUID=064CD880000100000000025308C6C90A queueStatus=0 leaveDateTime=Mon Dec 14 11:51:43 CST 2015  
15327: 10.201.198.11: Dec 14 2015 11:51:43.700 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor62} JdbcCallbackQueueDAO:updateQueueStatus: Queue status of 1 rows were updated in CallbackQueue. CALLGUID=064CD880000100000000025308C6C90A  
15328: 10.201.198.11: Dec 14 2015 11:51:43.700 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor62} removeQueueEntry CALLGUID=064CD880000100000000025308C6C90A  
15329: 10.201.198.11: Dec 14 2015 11:51:43.700 -0600: %CVP_10_0_RPT-7-CALL: {Thrd=http-processor62} QueueStats removeEntry: 064CD880000100000000025308C6C90A
```

El estatus y flujo del proceso de servicio repetido de la cortesía proporciona al llamador con el punto de referencia útil para la implementación de la característica y Troubleshooting así como un donante una descripción fina de cómo la característica actúa y obra recíprocamente con el llamador.