

# 了解Cisco语音门户礼貌回拨状态信息

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## 简介

本文描述在Cisco语音门户(CVP)礼貌回拨(CCB)配置涉及的另外催缴状态。

## Prerequisites

## Requirements

Cisco 建议您了解以下主题：

- CVP
- CVP呼叫工作室
- CVP礼貌回拨

## Components Used

本文档中的信息基于以下软件和硬件版本：

- CVP版本10
- 呼叫工作室版本10

The information in this document was created from the devices in a specific lab environment.用于本文的所有设备从原始启动了。如果您的网络实际，请保证您了解所有命令的潜在影响。

## 礼貌介入的回拨呼叫流和应用程序

当您发出呼叫对礼貌回拨是被实施的系统时，几个应用程序和进程是包含的为了提供您回拨，因此您在电话不必须等待，当代理程序变得可用时。

1. 可以提供呼叫需要首先是如此被验证的CCB，如果验证通行证。

呼叫被添加到内存队列，并且不同的参数被验证为了提供回拨。例如，最小数量估计允许的等待时间(EWT)，入口网关配置需要的，当前为回拨分配的入口网关Trunk的回拨、编号等等。

CVP呼叫工作室应用程序与此验证过程有关是**CallbackEntry**。

2. 如果验证通过，礼貌回拨是提供。如果礼貌回拨由呼叫人接受，CVP CCB解决方案收集主叫信息。在信息收集后，再见消息被播放给呼叫人。

呼叫工作室应用程序与此进程有关是**CallbackEntry**和**CallbackEngine**。现在，因为回拨被添加了到数据库呼叫的状况是：**等待(21)的回拨**。

3. 礼貌回拨解决方案等待EWT到期为了发出呼叫(**回拨进展中(22)**)。回拨发生，并且呼叫接受。现在回拨的状况更改到**完成/连接(状态24)**。

应用程序与此进程有关是**CallbackWait**。呼叫的状况是：**回拨完成(24)**。

4. 当代理程序变得可用时，呼叫人在队列等待。当代理程序变得可用呼叫被发送到代理程序，并且回拨从内存队列被取消。应用程序与此进程有关是**CallbackQueue**。

## 分析活动日志，报告日志和数据库输出

### CallbackEntry

CallbackEntry活动日志：呼叫开始

```
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=064CD88000010000000025308C6C90A
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
```

CallbackEntry活动日志：呼叫被添加到内存队列：

```
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
```

报告的CVP服务器日志显示呼叫被添加了到内存：

```
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
```

CallbackEntry活动日志：EWT在分钟缩放被计算：

```
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
```

CallbackEntry活动日志：验证呼叫发现是否可以提供回拨

```
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
```

报告的CVP服务器日志显示验证刷新：

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

**CallbackEntry活动日志：请使用SetQueueDefault值验证呼叫：**

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

**报告的CVP服务器日志显示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

**CallbackEntry活动日志：因为早先结果是刷新，再请验证：**

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

**报告的CVP服务器日志显示验证：**

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: 9999999  
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

### CallbackEntry活动日志：及时主叫电话编号和名字：

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

### CallbackEntry活动日志：记录名：

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

**CallbackEntry活动日志：呼叫通过了验证。呼叫人接受了CCB提供，并且信息收集了。现在，此呼叫被添加到数据库表回拨：**

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,

**当呼叫被添加到了到数据库，报告的CVP服务器日志显示：**

```
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
```

**EventTypeId : '21' CauseId : '0'是待定的回拨。**

**Note:**事件类型信息可以在EventTypeDef表找到。

下个查询输出显示在回拨表里存储的信息。代理人ID是帮助识别呼叫用不同的回拨表的一个主密钥：

```

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

----- callback@cuv ----- 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/CUP/audio/recordings/audio1450114
                    906328288.wav
scheduledcallback+
scheduledcallback+
location           doclab
nbrattempts        0
eventtypeid        21
causeid            0
surrogateid        33

```

信息被添加到回拨事件表，如镜像所显示。

```

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

```

### CallbackEntry活动日志：应用程序完成和结果返回到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：作用再见消息和呼叫是断开的。调用CallbackWait应用程序。

```

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=064CD88000010000000025308C6C90A  
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 : 应用程序开始

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 : 呼叫的状况和EWT验证 :

```
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,custom,Callback\_Wait,ELEMENT\_EXIT  
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
```

## 报告的CVP呼叫验证的服务器日志show status。

```
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 : 验证系统是否准备放置回拨和更新数据库

```
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

```

报告的CVP服务器日志显示呼叫进展中状态：

```

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

```

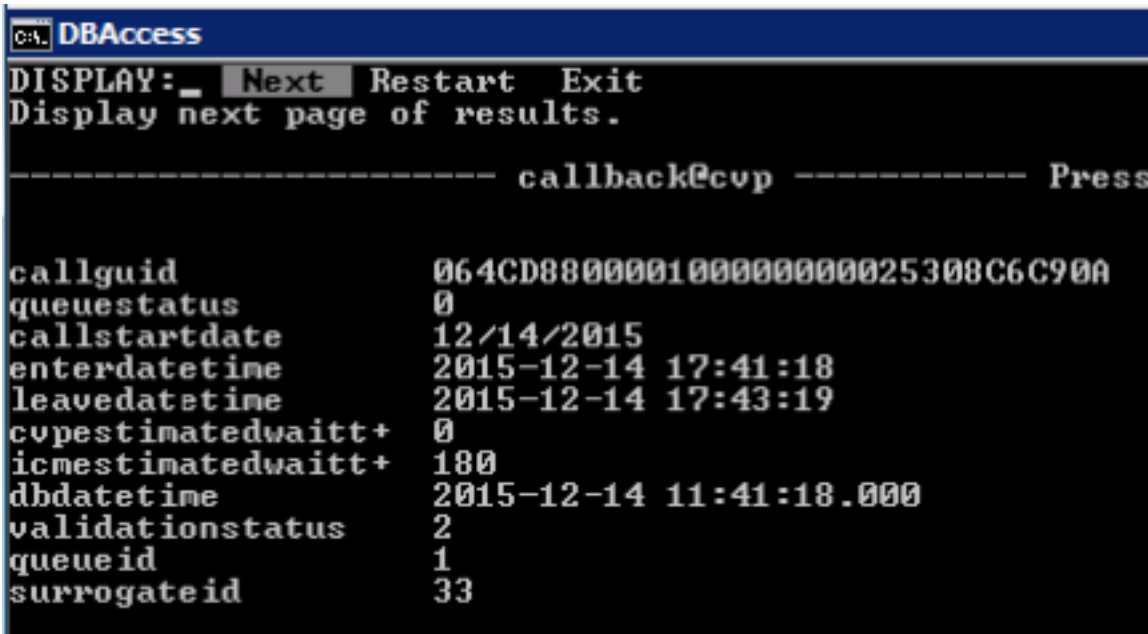
更新Callbackqueue以呼叫和时间的状况：

**Note:queueStatus=0**是作为新的呼叫根据在EventTyperef找到的信息的相同的。

```

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

```

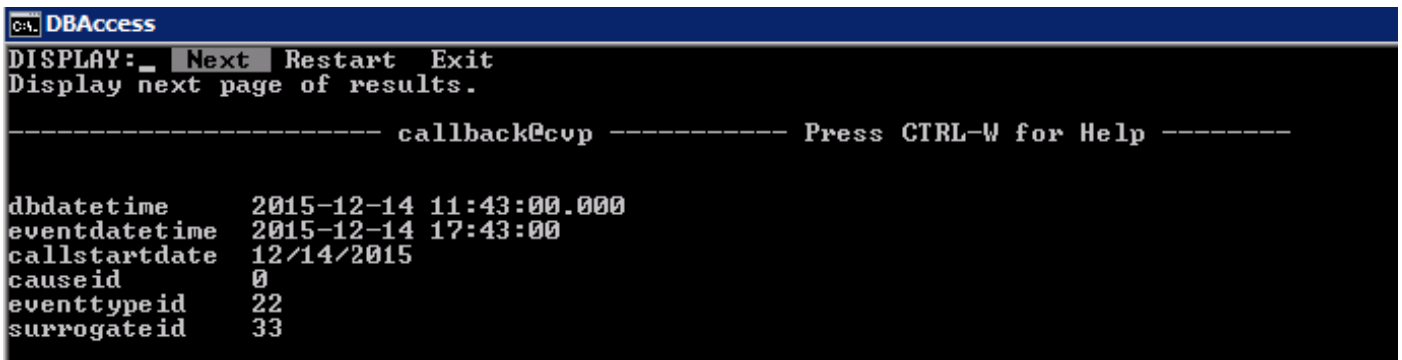


更新回拨事件表：

**status=22 reason=0**是进展中的回拨。

**Note:**状态信息是相同的象事件类型，并且可以在EventTypeRef表找到。

```
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
CALLGUID=064CD880000100000000025308C6C90A updateEvent status=22 returns=1 Callback Event table:
```



```
C:\> DBAccess
DISPLAY: _ Next Restart Exit
Display next page of results.

----- callback@cvp ----- 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 : 通过入口网关请求CVP放置回拨对原始呼叫人。

```
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 : 呼叫人接受了回拨 , 并且呼叫当前完成。数据库更新 :**

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

**报告的CVP服务器日志显示数据库更新 : 与queuestatus=0的更新callbackqueue。**

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

与status=24和原因status=27的更新回拨事件。

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=064CD880000100000000025308C6C90A returning status=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 : 应用程序完成 , 并且结果被发送到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 : 应用程序开始

```
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** : 排队的呼叫更新状态。代理程序不准备接纳呼叫 , :

```
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,
```

**报告的CVP日志信息** : 状态28意味着回拨被添加排队。

```
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=064CD880000100000000025308C6C90A returning status=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(SeCS)=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(SeCS)=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** : 呼叫输入并且留下队列为了维护在系统的活动呼叫和防止作为鬼魂或僵死呼叫将分类的呼叫。

```
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/audio1450114906328288.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,

## 报告的CVP日志显示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=064CD880000100000000025308C6C90A

**CallbackQueue** : 呼叫输入并且留下队列为了维护在系统的活动呼叫和防止作为鬼魂或僵死呼叫将分类的呼叫。

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 : 呼叫被发送到代理程序 , 并且呼叫离开队列 :**

```
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
```

**报告的CVP服务器日志显示离开队列的呼叫 :**

```
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
```

状态和礼貌回拨进程流提供呼叫人有用的参考点为功能实施并且排除故障以及产生细致的说明功能如何运行和与呼叫人呼应。