

瞭解思科語音門戶禮貌回叫狀態資訊

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簡介

本文檔介紹思科語音門戶(CVP)禮貌回叫(CCB)部署中涉及的不同呼叫狀態。

必要條件

需求

思科建議您瞭解以下主題：

- CVP
- CVP Call Studio
- CVP禮貌回撥

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- CVP版本10
- Call Studio版本10

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

禮貌回叫呼叫流程和涉及的應用程式

當您呼叫實施了「禮貌回叫」的系統時，為了向您提供回叫，會涉及多個應用程式和進程，因此您不必在座席可用時等待電話。

1. 首先需要驗證呼叫，以便在驗證通過時提供CCB。

該呼叫將新增到記憶體隊列中，並且驗證不同的引數以提供回撥。例如，允許的最短估計等待時間 (EWT)、所需的入口網關配置、當前回撥、為回撥分配的入口網關中繼數等。

與此驗證過程相關的CVP Call Studio應用程式是**CallbackEntry**。

2.如果驗證通過，則提供Coursight Callback。如果來電者接受禮貌回撥，CVP CCB解決方案將收集來電者資訊。在收集資訊之後，向呼叫者播放一則再見消息。

與此進程相關的Call studio應用程式是**CallbackEntry**和**CallbackEngine**。此時，由於回叫已新增到資料庫，呼叫的狀態為：**等待回撥(21)**。

3.禮貌回叫解決方案等待EWT過期以便發出回叫(正在回叫(22))。回叫發生並且呼叫被接受。此時回叫的狀態會更改為**Completed/Connected(Status 24)**。

與此進程相關的應用程式是**CallbackWait**。呼叫的狀態為：**回叫完成(24)**。

4.當座席可用時，呼叫方等待隊列。一旦座席可用，呼叫就會傳送到座席，並且回叫將從記憶體隊列中刪除。與此進程相關的應用程式是**CallbackQueue**。

分析活動日誌、報告日誌和資料庫輸出

CallbackEntry

CallbackEntry活動日誌：呼叫開始

```
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=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
```

CallbackEntry活動日誌：呼叫已新增到記憶體隊列：

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

CVP報告伺服器日誌顯示呼叫已新增到記憶體：

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活動日誌：EWT以分鐘為單位計算：

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活動日誌：驗證呼叫以檢視是否可以提供回叫

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

CVP報告伺服器日誌顯示驗證刷新：

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活動日誌：使用SetQueueDefault值驗證呼叫：

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

CVP報告伺服器日誌顯示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活動日誌：上次刷新結果後再次驗證：

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

CVP報告伺服器日誌顯示驗證：

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活動日誌：提示來電者電話號碼和姓名：

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活動日誌：記錄名稱：

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活動日誌：呼叫已通過驗證。來電者接受CCB的優惠並收集資訊。現在，此呼叫將新增到資料庫表回撥：

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,

CVP報告伺服器日誌顯示何時將呼叫新增到資料庫：

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'原因Id:「0」正在等待回撥。

附註：可在EventTypeRef表中找到事件型別的資訊。

下一個查詢輸出顯示儲存在回撥表中的資訊。代理ID是幫助識別不同回叫表中的呼叫的主鍵：

```

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

```

新增到回撥事件表的資訊，如圖所示。

```

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活動日誌：應用程式完成並返回到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:播放再見消息，呼叫已斷開。呼叫CallbackWait應用程式。

```

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: 應用程式啟動

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:呼叫狀態和EWT驗證：

```
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
```

CVP報告伺服器日誌顯示呼叫驗證的狀態。

```
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:驗證系統是否已準備好回撥並更新資料庫

```
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報告伺服器日誌顯示通話進行中狀態：

```

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

```

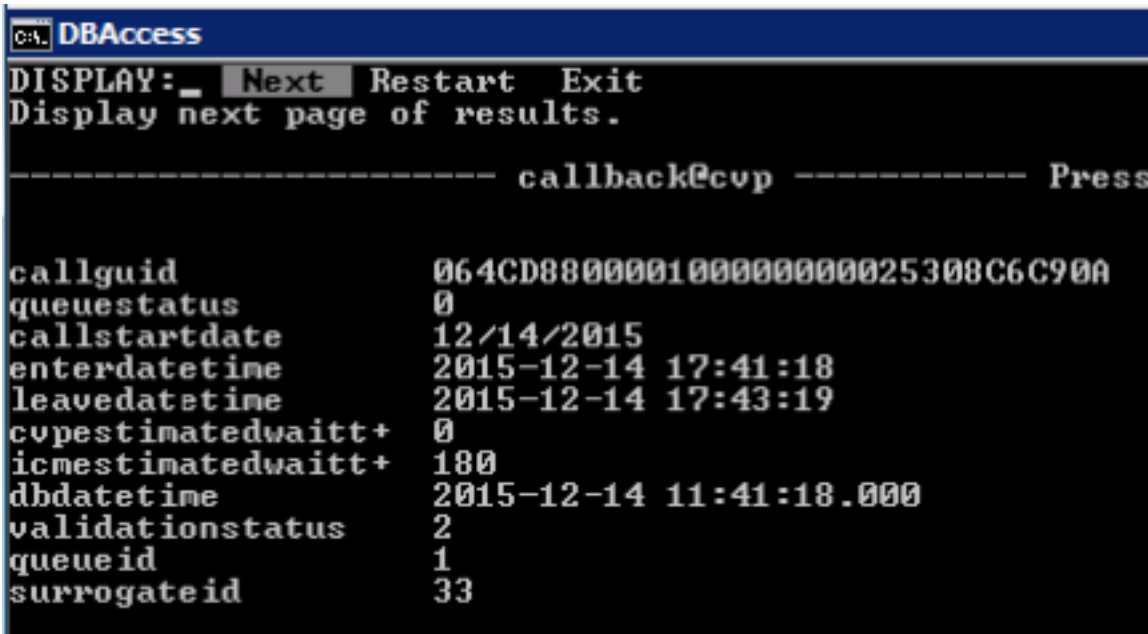
使用呼叫狀態和時間更新Callbackqueue:

附註：根據EventTyperef中找到的資訊，QueueStatus=0與新呼叫相同。

```

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

```

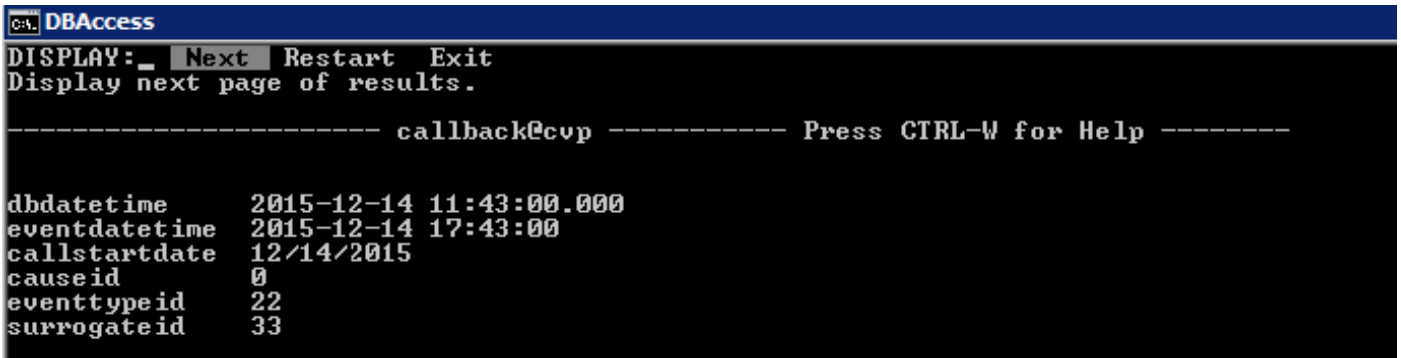


更新回撥事件表：

status=22 reason=0 is Callback in progress.

附註：狀態資訊與事件型別相同，可在EventTypeRef表中找到。

```
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:通過入口網關請求CVP將回叫置於原始呼叫方。

```
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:呼叫方接受了回叫，現在呼叫已完成。資料庫已更新：

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

CVP報告伺服器日誌顯示資料庫更新： 更新queuestatus=0的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
更新狀態為24且原因狀態為27的回叫事件。

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:應用程式完成並將結果傳送到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

回撥隊列

回撥隊列：應用程式啟動

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

回撥隊列：更新隊列中呼叫的狀態。座席尚未準備好接聽呼叫：

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,

CVP報告伺服器日誌資訊：狀態28表示回叫已新增到隊列。

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

回撥隊列：呼叫進入並離開隊列，以保持呼叫在系統中處於活動狀態並防止呼叫被歸類為虛構呼叫或殭屍呼叫。

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/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,

CVP報告日誌顯示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

回撥隊列：呼叫進入並離開隊列，以保持呼叫在系統中處於活動狀態並防止呼叫被歸類為虛構呼叫或殭屍呼叫。

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,

回撥隊列：呼叫被傳送到座席，呼叫離開隊列：

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

CVP報告伺服器日誌顯示離開隊列的呼叫：

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

禮貌回叫的狀態和流程為呼叫方提供了功能實施和故障排除的有用參考點，並提供了功能如何運行以及與呼叫方進行互動的詳細說明。