

# Cisco Voice Portal Courtesy Callbackステータス情報について

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## 概要

このドキュメントでは、Cisco Voice Portal(CVP)Courtesy Callback(CCB)導入に関連するさまざまなコールステータスについて説明します。

## 前提条件

### 要件

次の項目に関する知識があることが推奨されます。

- CVP
- CVP Call Studio
- CVP礼儀正しいコールバック

### 使用するコンポーネント

このドキュメントの情報は、次のソフトウェアとハードウェアのバージョンに基づいています。

- CVPバージョン 10
- Call Studioバージョン10

このドキュメントの情報は、特定のラボ環境にあるデバイスに基づいて作成されました。このドキュメント内で使用されているデバイスはすべて、クリアな設定（デフォルト）から作業を始めています。本稼働中のネットワークでは、各コマンドによって起こる可能性がある影響を十分確認してください。

## コールバックフローおよび関連アプリケーションの提供

Courtesy Callbackが実装されているシステムにコールを発信すると、コールバックを提供するためにいくつかのアプリケーションとプロセスが関与するため、エージェントが対応可能になるまで電話で待つ必要はありません。

1. 検証に合格するとCCBを提供できるように、最初にコールを検証する必要があります。

コールがメモリキューに追加され、コールバックを提供するために異なるパラメータが検証されます。たとえば、許可される最小推定待機時間(EWT)、必要な入力ゲートウェイの設定、現在のコールバック、コールバックに割り当てられる入力ゲートウェイランクの数などです。

この検証プロセスに関連するCVP Call StudioアプリケーションはCallbackEntryです。

2. 検証に合格すると、Courtesy Callbackが提供されます。発信者がCourtesy Callbackを受け入れると、CVP CCBソリューションが発信者情報を収集します。情報が収集されると、発信者に対してgood byeメッセージが再生されます。

このプロセスに関連するCall studioアプリケーションは、CallbackEntryおよびCallbackEngineです。この時点で、コールバックがデータベースに追加されているため、コールのステータスは次のようになります。**Callback Pending (21)**。

3. Courtesy Callbackソリューションは、コールバックを行うためにEWTが期限切れになるまで待ちます(**Callback in progress (22)**)。コールバックが発生し、コールが受け入れられます。この時点で、コールバックのステータスが**Completed/Connected (Status 24)**に変わります。

このプロセスに関連するアプリケーションはCallbackWaitです。コールのステータスは次のとおりです。**コールバックが完了しません(24)**。

4. エージェントが対応可能になるまで、発信者はキューで待機します。エージェントが対応可能になると、コールがエージェントに送信され、コールバックがメモリキューから削除されます。このプロセスに関連するアプリケーションはCallbackQueueです。

## アクティビティログ、レポートログ、データベース出力の分析

### コールバックエントリ

CallbackEntryアクティビティログ：コールの開始

```
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アクティビティログ：メモリキューに追加されたコール：

```
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 Reporting Serverのログには、コールがメモリに追加されたことが示されます。

```
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アクティビティログ：EWTは分単位で計算されます。

```
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アクティビティログ：コールを検証して、コールバックを提供できるかどうかを確認します

```
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 Reporting Serverのログに検証更新が表示されます。**

```
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アクティビティログ：SetQueueDefault値を使用して、コールを検証します。**

```
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 Reporting ServerのログにSetQueueが表示されます。**

```
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アクティビティログ：前回の結果が更新されてから再度検証します。**

```
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 Reporting Serverログに検証が表示されます。**

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アクティビティログ：発信者の電話番号と名前を確認する：

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アクティビティログ：レコード名:

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アクティビティログ：コールが検証に合格しました。発信者がCCBオファーを受け  
入れ、情報が収集されました。次に、このコールがデータベーステーブルのコールバックに追加  
されます。**

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 Reporting Serverのログは、コールがデータベースに追加されたときに表示されます。**

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=064CD88000010000000025308C6C90A  
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: '064CD88000010000000025308C6C90A' 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'はコールバックを保留中です。

注：イベントの種類情報は、EventTypeRefテーブルに表示されます。

次のクエリ出力は、コールバックテーブルに格納されている情報を示しています。サロゲートIDは、さまざまなコールバックテーブルのコールを識別するのに役立つ主なキーです。

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

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

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

コールバックイベントテーブルに追加された情報（図を参照）。

```
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アクティビティログ：アプリケーションの終了と結果がCVPに返される

```
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:別のメッセージを再生すると、コールが切断されます。CallbackWaitアプリケー

シヨンを起動します。

```
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,newcall,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,ani,5008
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,areacode,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,exchange,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,dnis,8013
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,uui,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,iidigits,NA
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,CallbackType=preemptive
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_userCourtesyCallbackEnabled=1
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,qname=billing
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,callid=064CD880000100000000025308C6C90A
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,queueapp=BillingQueue
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_dnis=8013
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,qtime=1450114878747
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_ccbServlet=http://10.201.198.11:8000/cvp/CallbackServlet
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,,start,parameter,_ani=5008
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.719,,start,parameter,_ccbServletReqTimeout=10
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.719,Intercept caller
hangup,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Intercept caller
hangup,custom,result,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Intercept caller
hangup,data,result,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Intercept caller
hangup,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.907,Goodbye,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:41:55.907,Goodbye,interaction,audio_group,initial_audio_group
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.938,Goodbye,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:41:55.938,Disconnect
Caller_01,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Disconnect
Caller_01,custom,result,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Disconnect
Caller_01,data,result,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Disconnect
Caller_01,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Do not leave queue,enter,
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,Do not leave
queue,exit,done
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:42:00.399,,custom,Callback_Leave_Queue,ELEMENT_ENTRY
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:42:00.399,,custom,Callback_Leave_Queue,Skipping the rest of Callback_Leave_Queue
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015
11:42:00.399,,end,how,application_transfer:CallbackWait
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,,end,result,normal
10.201.198.11.1450114915719.82.CallbackEngine,12/14/2015 11:42:00.399,,end,duration,5
```

**CallbackWait**



## CallbackWait: アプリケーションの起動

```
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: コールのステータスとEWT検証:

```
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/audiol1450114906328288.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 Reporting Serverログには、コール検証のステータスが表示されます。

```
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(Secc)=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} Queuetats:recalculateRemainingWaitTimes:
recalculateRemainingWaitTimes CALLGUID=064CD880000100000000025308C6C90A queuePos=0 dqRateA=180
timeInFirstPlace(Secc)=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:システムがコールバックを行い、データベースを更新する準備ができていることを確認します**

```
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 Reporting Serverのログにコール進行中のステータスが表示されます。**

```
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
```

**コールのステータスと時間でCallbackqueueを更新します。**

**注 : queueStatus=0は、EventTyperefで見つかった情報に基づくNew呼び出しと同じです。**

```
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
```

```

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

----- callback@cvp ----- Press

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

```

コールバックイベントテーブルの更新：

status=22 reason=0 is Callback in progress.

注：ステータスの情報はイベントタイプと同じで、EventTypeRefテーブルにあります。

```

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:Ingress Gateway経由でCVPにコールバックを要求し、元の発信者にコールバックします。

```

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:発信者がコールバックを受け入れ、コールが完了しました。データベースが更新されました :**

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 Reporting Serverのログには、データベースの更新が表示されます。 queue status=0で callbackqueueを更新します。

```
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
status=24およびreason status=27でコールバックイベントを更新します。
```

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

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

## CallbackWait:アプリケーションが完了し、結果がCVPに送信されます

```
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
```

## コールバックキュー

### コールバックキュー：アプリケーションの起動

```
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=064CD88000010000000025308C6C90A
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
```

コールバックキュー：キュー内のコールのステータスを更新します。エージェントはまだコールを受ける準備ができていません。

```
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 Reporting Serverのログ情報：ステータス28は、コールバックがキューに追加されたことを意味します。**

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
```

コールバックキュー：コールは、システム内でアクティブなコールを維持し、そのコールがゴーストコールまたはゾンビコールとして分類されないようにするために、キューに出入りします。

```
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,
```

CVPLレポーティングログにGetStatusが表示されます。

```
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
```

コールバックキュー：コールは、システム内でアクティブなコールを維持し、そのコールがゴーストコールまたはゾンビコールとして分類されないようにするために、キューに出入りします。

```
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,
```

**コールバックキュー：コールがエージェントに送信され、コールがキューから出されます。**

```
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 Reporting Serverのログには、キューからのコールが表示されます。**

```
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
```

**Courtesy Callbackのステータスとプロセスフローは、機能の実装とトラブルシューティングに役**

立つリファレンスポイントを発信者に提供し、機能がどのように動作し、発信者とどのように対話するかを詳細に説明します。