Voice Callback and URS

VCB Related Logging in URS

4/21/2025

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While going through a queue of calls in search of the first VCB notifiable one for which a notification can be sent, URS logs a short disposition code in the log about every checked VCB notifiable call. The corresponding logging message has the following format:

```
_M_I_connid [10:21] call VCB states N (d1:d2) (d3:d4) text (d5 d6)
```

For example:

```
_M_I_036f02849e162002 [10:21] call vcb states 1(0:0) (0:0) (1376 0)
```

- The **d1**, **d2**, **d3**, and **d4** parameters are specific to the major VCB status (**N**) and used for its clarification.
- The text message parameter is usually empty and used to report specific circumstances like over-dialing.
- The **d5** parameter denotes the duration that the VCB call is in processing.
- The **d6** parameter denotes the number of notification attempts for this call so far.

A message is printed for every checked VCB call (that is, every call in **DoNotSelect** mode and having `notifyurl` defined).

- N = **0**, if for this call the VCB notification was already sent recently, within n2 seconds (**d1** - how much time remains until n2(+n17) expires, **d2** - 0, **d3** - dial out success for the call, **d4** - accumulative dial out success rate). See VCB Configuration for information on the n2 parameter.
- N = **1**, if call cannot be routed right now (even if there was no **DoNotSelect** mode) due to call status (**d1** and **d2** - 0, **d3** - dial out success for the call, **d4** - accumulative dial out success rate).
- N = **2**, if the VCB notification was already done on behalf of the currently processed target (agent) recently, within n3 seconds (**d1** - how much time remains until n3 expires, **d2**, **d3**, and **d4** - 0). See VCB Configuration for information on the n3 parameter.
- N = **3**, if the call is good for a VCB notification (**d1** - disposition about one more VCB, **d2** - aqt if `vcb:n15` is on, **d3** - dial out success for the call, **d4** - accumulative dial out success rate).
- N = **5**, if the call has already been scheduled (but a VCB notification has not been sent yet) and it is not first among such calls (**d1**, **d2**, **d3**, and **d4** - 0).
- N = **6**, if the first call that has already been scheduled (but a VCB notification has not been sent yet) is used as an extra/alternative VCB call, (**d1**, **d2**, **d3**, and **d4** - 0).
- N = **7**, if the n7 parameter is set to 0 and URS checks for the VCB call extra condition and if it will fail due to *threshold/ready* conditions (**d1** and **d2** - 0, **d3** - dial out success for the call, **d4** - accumulative dial out success rate). See VCB Configuration for information on the n7 parameter.
- N = **8**, if the n7 parameter is set to 0 and URS checks for the VCB call extra condition and if it will fail due to *target/agent validness* verification (**d1** and **d2** - 0, **d3** - dial out success for the call, **d4** - accumulative dial out success rate). See VCB Configuration for information on the n7 parameter.

- N = **9**, if the n7 parameter is set to 0 and URS checks for the VCB call extra condition and if it will fail due to *target/agent DN validness* verification, (**d1** and **d2** - 0, **d3** - dial out success for the call, **d4** - accumulative dial out success rate). See VCB Configuration for information on the n7 parameter.

- N = **10**, if the next good VCB call after the one that is already selected is used as an extra/alternative VCB call (**d1** - 0, **d2** - aqt if vcb:n15 is on, **d3** - dial out success for the call, **d4** - accumulative dial out success rate).

As an exception, when URS goes through a queue of calls after a routable call is found, this message might also be printed for calls that are routable (and as a result not in the **DoNotSelect** mode).

- N = **-1**, if the call is not a VCB call at all; URS should not try to look further for a VCB call after this (**d1**, **d2**, **d3**, and **d4** - 0). See Step 3 (Use Case A) in VCB Implementation.

- N = **4**, if the call is a former VCB call; URS should continue to look further a VCB call after this (**d1** - time live customer waits, **d2** - number of former VCB calls so far, **d3** - vcb:n12, **d4** - vcb:n13). See Step 3 (Use Case A) in VCB Implementation.

When URS selects a VCB call for notification and starts the notification process, it logs a message similar to the following:

If the notification is actually sent (here n2 is the expected AHT if it is counted, n3 – timestamp (UTC) when VCB notification for this call can be repeated, n4 – number of seconds left to this moment of time, n5 – counter of *failed* dial notifications for this call, pvq – points to internal queue containing the agent):

```
16:31:12.006_A_I_036f02849e162002 [0E:22] web notification <http://10.179.117.52:8080/genesys/
1/ors/scxml/... > sent (hints: 0 n2 n3 n4 n5 pvq)
```

If the notification is delayed due to high AHT or necessity to send reserving request (here n1 is 1 if current notification is delayed due to high EWT (here, n2 = 1 if reserving request is sent, n3 – timestamp when the VCB notification for this call can be repeated, n4 – in case of high EWT – for how long notification is delayed, pvq – points to internal queue containing the agent):

```
16:31:12.006_A_I_036f02849e162002 [0E:22] web notification <http://10.179.117.52:8080/genesys/
1/ors/scxml/... > delayed (hints: n1 n2 n3 n4 0 pvq)
```

If it is an attempt to send one more notification for the call which already has a delayed notification, then the notification will not be sent and URS records this message in the log (here, n1 is 1 if current notification is delayed due to high EWT, n2 = 1 if current notification is delayed due to agent reserving request, n3 – timestamp when the VCB notification for this call can be repeated, n4 – number of seconds left to this moment of time, pvq – points to internal queue containing the agent):

```
16:31:12.006_A_E_036f02849e162002 [0E:22] web notification failed (hints: n1, n2, n3, n4, 0,
pvq)
```

If the notification was sent but resulted in no response and URS is going to send another notification, the following will be printed in relation to the *expired* notification (n3 – timestamp when VCB notification for this call can be repeated, n4 – number of seconds left to this moment of time, timed out is used if provided timestamp is actually expired, cleared if doing it before the timestamp expired):

```
16:31:12.006_A_I_036f02849e162002 [0E:22] web notification cleared|timed out (hints: 0, 0,
n3, n4, 0, 0)
```

If any notifications sent for this call is aborted (due to a high number of previously sent unanswered

notifications (in hints URS places the number of unanswered notifications):

```
<tt>16:31:12.006_A_E_036f02849e162002 [0E:22] web notification terminated (hints: 0 0 0 0 n
0)</tt>
```

When URS sends a VCB notification because of update of some target (agent) this target is blocked for some time to prevent/provoke sending multiple notifications (see n3 in VCB Configuration). The appropriate logging message looks like:

```
16:31:12.006_M_I_036f02849e162002 [0E:25] SO(2ac076be44e8 13 2) ten=Resources
name=1805@STAT01.A: vcb notification timeout set: 1464877932 (+60)
```

URS can also clear such target blocking of VCB notifications if needed with an appropriate message as follows:

```
16:30:21.745_M_I_0000000000000000 [0E:25] SO(2ac076be44e8 13 2) ten=Resources
name=1805@STAT01.A: vcb notification timeout clear: 0 (+0)
```