

Talking - Cisco Agent Desktop

State	Calling#	Called#	Alerting#	Original Calling#	Original Called#	Duration
C...	x8105	x8651	8651	8105	8651	00:00:29

  

Field	Data	Device	Type	Description	Duration
ANI	8105	86...	Rout...	Route Point: 86521	00:00:12
Layout	default	90	CSQ	CSQ_CS_CALL_BACK_REQUESTED	00:00:00
IwasInQueue	CSQ_CS_CALL_BACK_REQUESTED	8651	Agen...	Buswell Peter	00:00:29
CallMeBackAt	858047069			Total	00:00:41

Peter Buswell | x8651 | pbuswell | Talking | 00:00:27 | In Service | 14:44

### Fields In Layout

#### Available

0 Callers Waiting  
 1 QueueName  
 10 CS\_CallersWaiting\_InQ  
 200 BAAccountNumber  
 201 BABuddyName  
 202 BACampaign  
 203 BADialedListID  
 204 BAResponse  
 205 BASTatus  
 206 BATimeZone

#### Selected

255 ANI  
 252 Layout  
 231 IwasInQueue  
 232 CallMeBackAt

Save

Copy

Return to Layout List

Help

Set Enterprise Call Info - C:\Documents and Settings\pbuswell\My Documents\UCCX\_Scripts\_Debug\DrVoIPCallBackR3.aef

General | Expanded Call Variables

ECC Variables:

Values	Names	Array Indexes	Tokens
"CS"	"user.layout"	-- Scalar --	-- All --

Add...  
 Modify...  
 Delete

OK | Apply | Cancel | Help

Set Enterprise Call Info - C:\Documents and Settings\pbuswell\My Documents\UCCX\_Scripts\_Debug\DrVoIPCallBackR3.aef

General | Expanded Call Variables

Contact: --Triggering Contact--

Fields:

Values	Names	Tokens
sQueueName	-- Call.PeripheralVariable1 --	-- All --
sCallbackNumber	-- Call.PeripheralVariable2 --	-- All --

Add...  
 Modify...  
 Delete

OK | Apply | Cancel | Help