

CCX Editor How to get event dropping...



[piyawat jinsang](#) 13 posts since Oct 11, 2013

CCX Editor How to get event dropping call in IVR Oct 7, 2014 11:48 PM

Hi everyone,

I have customize reports.the requiriement has duration on IVR.i get duration on IVR and insert to 3rd party database and reporting with CUIC.i have got datetime when IVR transfer to Agent.i call sql to insert the value.it is endIVR time. but incase the call is dropping before transfer to agent how to get datetime.

please help me to find the solution.

Tags: [application](#), [uccx](#), [cc_desktop](#)



[gcheria](#) 836 posts since Feb 20, 2009

Re: CCX Editor How to get event dropping call in IVR Oct 9, 2014 11:14 PM

Hi Piyawat,

I think interval function is not possible.

Reference - [UCCX CUIC Interval report on calls to an application | Contact Center | Cisco Support Community | 5926 | 12283906](#)

Thanks and Regards,

Geevarghese



Employee [kevmoore](#) 62 posts since Nov 11, 2009

Re: CCX Editor How to get event dropping call in IVR Oct 10, 2014 6:23 AM

Piyawat,

You will need to catch the contact inactive exception with the On Exception GoTo step and send the contact to a label in the script where you can then define the date/time and write out to the external DB.

Thanks.

Kevin



[piyawat jinsang](#) 13 posts since Oct 11, 2013

Re: CCX Editor How to get event dropping call in IVR Oct 19, 2014 8:03 PM

in response to [kevmoore](#)

Thanks for your suggest Kevin,