

# Call End API in UCCX

---



[Malik Ehtasham](#) 31 posts since Jun 19, 2013

**Call End API in UCCX** Jun 30, 2015 2:12 AM

I am working on UCCX scripting for IP IVR, till now i am very much successful, like having back office integration stuff. In my application i have to get a response from the user and then store in to the database.

Actually i have number of questions which user need to respond, once he respond all the questions after that i insert these object into the database, so for normal call flow every thing goes good.

But the problem occur when user give answer for one question and then drop(hang the call), my call flow didn't reach to the end so, his feedback didn't update into the database.

I am VXML developer too, In VXML we have one "CALL END" API, which always called each and every case , either call hang up and go normal so we can do this type of work in call end API.

So how can we do this in CCX, do we have any CALL END API, or something like that, to achieve this task.

Tags: [call](#), [uccx](#), [end](#), [api](#), [scripting](#)



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

**Re: Call End API in UCCX** Jun 30, 2015 3:59 AM

Malik,

Use an On Exception GoTo step before any caller input to catch the Contact Inactive Exception and send the contact to a label further on within the script. Following the label, clear the Contact Inactive Exception and then write out what you have to the external DB.

Hope this helps.

Kevin



[Malik Ehtasham](#) 31 posts since Jun 19, 2013

**Re: Call End API in UCCX** Jun 30, 2015 4:53 AM

in response to [kevmoore](#)

Thanks Kevin for your reply.

If i got you right , you are saying that, after every response from the customer i store that response into the database and then go to the next question. Am i right?

I don't want to interact with my database again and again, I just want to call a function at the end of the call. and that function must be called, either the call hang up, or call end normal , or got some exception , i mean in each and every case that function must run.

Call End API in UCCX

We have similar functionality in UCCE (VXML ).

[Programming Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio 9.0\(1\) - Call End Action \[Cisco Unifie...](#)

Do we have any think like that in CCX .

Looking forward for any help.



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

**Re: Call End API in UCCX** Jun 30, 2015 5:10 AM

in response to [Malik Ehtasham](#)

Malik,

No, just a single DB Write and DB Release following the Label you send the contact to when it abandons.

The responses from the caller would be saved in local variables within the script as normal. Then, if the caller abandons before completing, the Contact Inactive Exception would be caught and the triggering contact sent to a label where you can then write out whatever you have at that point. This would be functionally similar to an End Call Action in CVP.

Kevin



[Malik Ehtasham](#) 31 posts since Jun 19, 2013

**Re: Call End API in UCCX** Jun 30, 2015 5:17 AM

in response to [kevmoore](#)

Thanks a lot Kevin, now i have got your idea. let me implement this,

You save my life

cheers