

Abandoned call on queue



[Kandy Otero](#) 27 posts since Jan 29, 2014

Abandoned call on queue Mar 25, 2014 2:07 AM

Hi

I need to control the calls received on a CRM when the caller abandone the call, because the agent must call him later (is an emergencies system).

With Finesse api I can do it when I have Agents logged on the queue because finesse send me an event:

```
<actions>
  <action>UPDATE_CALL_DATA</action>
  <action>DROP</action>
</actions>
```

Then I can to control this missed/abandoned call.

But my problem is how get the abandoned call if this call is on a queue waiting for a free Agent, The finesse experts says me that is no possible by finesse.

Is possible get the caller information abandoned on the queue on any option or api into UCCX?.

Best Regards Kandy



[dlender](#) 374 posts since Feb 23, 2010

Re: Abandoned call on queue Mar 25, 2014 9:49 AM

The UCCX CTI protocol does not provide information about a call that is in Queue. Like Finesse, you can only access a call that has been routed to an agent.



[Kandy Otero](#) 27 posts since Jan 29, 2014

Re: Abandoned call on queue Mar 26, 2014 5:01 AM

in response to [dlender](#)

Thanks dlender

Abandoned call on queue


is very important to us know the id to a missed call, this is an medical emergencies system. Is possible get the caller Id reading any table on db?

Best Regards



[dlender](#) 374 posts since Feb 23, 2010

Re: Abandoned call on queue Mar 26, 2014 8:15 AM

 in response to [Kandy Otero](#)

It may be possible to get a UCCX report of abandoned calls. You may wish to post your question in the Contact Center Reporting forum here (although that forum is not moderated by Cisco).

<https://cisco-marketing.hosted.jivesoftware.com/community/developer/collaboration/contact-center/reporting>