

## IVR Callbacks - Reason codes

### GENERAL INFORMATION

In the Contact Center Client you can view callbacks either through the Callback realtime monitor, or through the Interactive Visual Queue monitor. In both of these locations there will be a column to show the Reason Code currently associated to each callback.

The list below contains some reason codes that appear to have the same meaning as others in the list. This is due to some of them being renamed for clarity's sake during the 6.0.X.X stream. We have included both variants in these cases.

### REASON CODES

- **Abandon:** This is in when a customer hangs up before completing the incoming callback request.
- **Agent:** Outbound Service is on the phone with an agent.
- **Agent did not answer:** The agent did not answer the call, when offered.
- **Agent was busy:** The Agent was dialed, but we received a busy signal.
- **Callback was deleted by an agent:** The callback was manually deleted through the Contact Center Client.
- **Client's answering machine answered:** The Outbound service called the customer, but recognized an answering machine.
- **Client did not answer:** The Outbound service called the customer, but did not receive an answer.
- **Client was busy:** The customer was dialed, but we received a busy signal.
- **Conferencing Agent to Client Failed:** The Outbound service successfully connected to the Agent and customer, but was unable to connect them together.
- **Connecting to Client:** The Outbound service has the Agent on hold and is dialing the customer.
- **Data Service Connection was lost:** The enterprise server or Ivr Outbound server was restarted while callback was in progress.
- **Dialing Agent:** The Outbound service is currently dialing an Agent.
- **Dialing Client:** The Outbound service has an Agent on hold and is dialing the customer.
- **Establishing Connection to Client:** The connection is made to the customer, and the Outbound service is waiting to join the Agent into the call.
- **Evaluating Conditions:** Verifying conditions (Schedule and Queue Conditions if any).
- **Exceeded attempts to connect to client:** The value on the callback plan for attempts to client has exceeded. No further attempts will be made.
- **Invalid Agent Destination:** The dialable number for the agent is incorrect.
- **Invalid Client Destination:** Customers phone number is invalid.
- **No agents available:** This occurs when no agents are available in the queue (Abandon Callbacks).
- **No agents logged in:** This occurs when no agents are logged in the queue (Abandon Callbacks).
- **PBX Connection was lost:** The callback could not be completed because of a network error, or PBX failure.
- **Queue unavailable:** Queue could not be reached.

- **Queue conditions did not pass:** The programmed queue conditions failed, and the callback was not attempted at this time.
- **RecordingNotSyncd:** The recording for this callback did not Sync to the IVR server, and will not be attempted.
- **Rejected by an Agent:** The Agent rejected this callback.
- **Rejected by client:** The callback was rejected by the customer.
- **Requeued by an Agent:** The callback was requeued by an agent (did not answer the call).
- **Schedule conditions did not pass:** The programmed schedule conditions failed, and the callback was not attempted at this time.
- **Voice:** Voice callback request, not processed yet.
- **Waiting to processed:** This reason is an internal reason and should never be displayed, if for some reason it is displayed, then the callback will never be offered and must be manually requeued.
- **Web:** Web callback request, not processed yet.

## APPLIES TO

IVR 6.0.X.X and newer

**Keywords:** IVR callback callbacks reason code reasons

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