

## IVR Routing - Rejected callbacks requeued

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### PROBLEM

Callbacks that have been rejected by an agent have been requeued and are being delivered again to agents.

### SYMPTOMS

The callbacks in question have been rejected by an agent. Since that time the site has restored its configuration from a backup.

### CAUSE

The table that controls what is being done with a callback is stored in SQL along with the rest of the configuration. By restoring a previous backup, any callbacks in the system at that time revert their state as well. This would only occur once per callback unless the configuration is restored repeatedly.

In the **BackupRestore** log file found in **[install path]\CCM\Logs\** you will see the service run recently at the bottom of the log, if this is the case.

### WORKAROUND

This is correct behavior when restoring from a backup. The best course of action is to simply reject the callbacks a second time, and to be aware that this may occur when restoring your configuration.

### APPLIES TO

IVR 6.0

**Keywords:** callback callbacks reject rejected requeue requeued

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