


Oct 21, 2020 19:45

## How to check whether missed call has been called back

 The Article explains how to check if a missed call has been called back from CDR-View.

Created: March 2020

Permalink: <https://confluence.wildix.com/x/0oAJB>

- [Introduction](#)
- [Incoming calls configuration](#)
- [Outgoing calls configuration](#)
- [CDR Report Example](#)

## Introduction

### Issue:

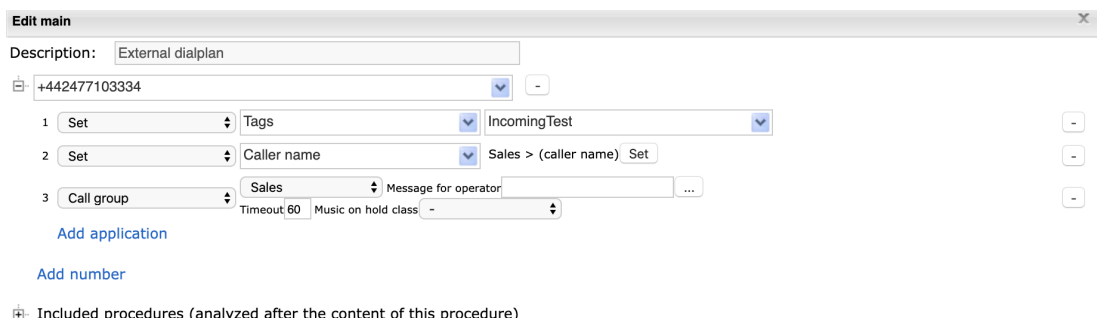
Someone has called in and the call was missed, but we don't know if anyone has called them back.

### Resolution:

Check CDR-View data on all outgoing calls to see if the called number has called in previously and not been answered, then set a tag to say it's been called back.

## Incoming calls configuration

Edit the Dialplan procedure used for managing incoming calls ("main" in our example) by adding the following applications:



**Edit main**

Description: External dialplan

+442477103334

- 1 Set Tags IncomingTest
- 2 Set Caller name Sales > (caller name) Set
- 3 Call group Sales Message for operator

Add application

Add number

Included procedures (analyzed after the content of this procedure)

- **Set -> Tags** - select the tags that you would like to set for this type of calls
- **Set -> Caller name** -
- **Call group** - routes the call to the selected Call Group

 Detailed description of Dialplan applications is in the [Guide](#) .

## Outgoing calls configuration

- Create a separate Dialplan procedure ("users callback" in our example):

Edit users callback x

Description:

0. : 0 followed by any digit (external) -

1	Set	FOO	+44\${EXTEN:1}	-
2	Custom application	NoOp(ToNumber is +44\${EXTEN:1})		-
3	Custom application	Set(CallCount=\${SHELL(value=`sqlite3 /mnt/cdr/cdrdb "select count() from cdr where c_from = '+44\${EXTEN:1}' and answer = " and start > Datetime('now', 'localtime', '-60 minutes');" && echo \$value`)):		-
4	Custom application	Set>LastTag=\${SHELL(value=`sqlite3 /mnt/cdr/cdrdb "select lastdata from cdr where c_from = '+44\${EXTEN:1}' and answer = " and start > Datetime('now', 'localtime', '-60 minutes');" && echo \$value`)):		-
5	Custom application	NoOp(CallCount is \${CallCount})		-
6	Custom application	NoOp>LastTag is \${LastTag:5}		-
7	Jump to if	Condition: \${CallCount} > 0	Procedure: users callback	-
8	Dial the trunk	Voiceflex-T1 - Voice	Number (called number) Set Class: Auto	-

[Add application](#)

callback -

1	Set	Tags	\${LastTag:5}, Callback	-
2	Dial the trunk	Voiceflex-T1 - Voice	Number \${FOO} Set Class: Auto	-

[Add application](#)

[Add number](#)

Included procedures (analyzed after the content of this procedure)

Add 0. : 0 followed by any digit (external) as a called number and add the following applications:

- **Set -> FOO -> +44\${EXTEN:1}** - sets the variable FOO to the called number which the Dialplan references later on when dialling the trunk
- **Custom application -> NoOp(ToNumber is +44\${EXTEN:1})** - describes what number has been dialled in connocial with + format
- **Custom application -> Set(CallCount=\${SHELL(value=`sqlite3 /mnt/cdr/cdrdb "select count() from cdr where c\_from = '+44\${EXTEN:1}' and answer = " and start > Datetime('now', 'localtime', '-60 minutes');" && echo \$value`)):** - queries CDR to find out if the number called has called in previously within the last 60 minutes and has not been answered
- **Custom application -> Set>LastTag=\${SHELL(value=`sqlite3 /mnt/cdr/cdrdb "select lastdata from cdr where c\_from = '+44\${EXTEN:1}' and answer = " and start > Datetime('now', 'localtime', '-60 minutes');" && echo \$value`)):** - checks what the last tag was against the missed call within the last 60 minutes
- **Custom application -> NoOp(CallCount is \${CallCount})** - describes the result if the called number had called in within the last 60 minutes and not been answered
- **Custom application -> NoOp>LastTag is \${LastTag:5}** - describes what the last tag against that missed call was
- **Jump to if -> \${CallCount} > 0** - checks to see if the outbound called number has called in previously and the call was missed then jumping to set a tag and dial the trunk

- **Dial the trunk** - if the called number is not being returned from a missed call carry on calling without setting tag

Add *callback* as a called number and add the following applications:

- **Set -> Tags -> \${LastTag:5},Callback** - sets a tag against the outbound leg of the call with the initial tag appended from the original missed call
- **Dial the trunk -> \${FOO}** - uses the initial variable set which to dial the trunk with the initial called number

## CDR Report Example

Predefined Filters Save Export

Filter Period: Today, Tags: incomingtest, callback.

Data grid Line Chart Area Chart Pie Chart Bar Chart Column Chart Chart Labels

Grouping by

Date	From	Group	To	Group	Country	Call Class	Cost	Direction	Status	Talk time (s.)	Ring Time (s.)	PBX	Trunk	Tag	Service	
1	05/03/2020 11:33	Graham Dixon (200)	Managers	+447917014507 (+44791...	Other	United King...	Mobile	0.00	Out.	Answer	2	10	dixon.wildix.com (2...	Voiceflex-T	callback	Call
2	05/03/2020 11:18	+447917014507 (+44791...	Other	Graham Dixon (200)	Managers	United King...	Mobile	0.00	inc.	Unansw.	0	7	dixon.wildix.com (2...	Voiceflex-T	incomingtest	Call

