

An Example to Use the Set Enterprise Call Info Step

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Introduction

This document demonstrates an example to use the Set Enterprise Call Info step when you configure the Expanded Call Context (ECC) variables and the Call Peripheral variables with the help of the Cisco Desktop Administrator and the Cisco Customer Response Solutions (CRS) Editor.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CRS Script

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 4.x
- Cisco CRS version 4.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Use the Set Enterprise Call Info step to send data from one part of your system to another. You can set these enterprise call variables:

- Call.CallerEnteredDigits
- Call.PeripheralVariable1 to Call.PeripheralVariable10
- Call.AccountNumber
- Expanded Call Context (ECC) Variables

How to Perform the Set Enterprise Call Info Step

List of Variables

This example demonstrates the addition of these ECC variables and Call Peripheral variables:

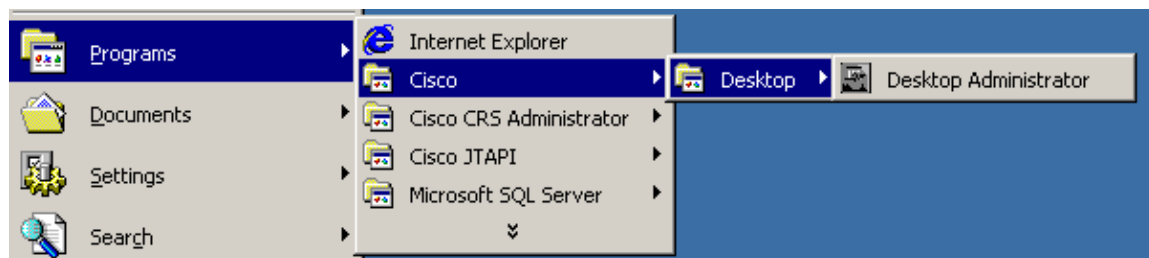
- User.ecc ECC Variable (Field)
- Newlayout ECC Variable (Layout)
- Call Variable 1
- Call Variable 2

Step-by-step Procedure

Complete these steps to set the four variables listed in the List of Variables section:

1. Use Cisco Desktop Administrator to create one ECC variable named **usr.ecc**. Complete these steps:
 - a. Select **Start > Programs > Cisco > Desktop > Desktop Administrator** (see Figure 1).

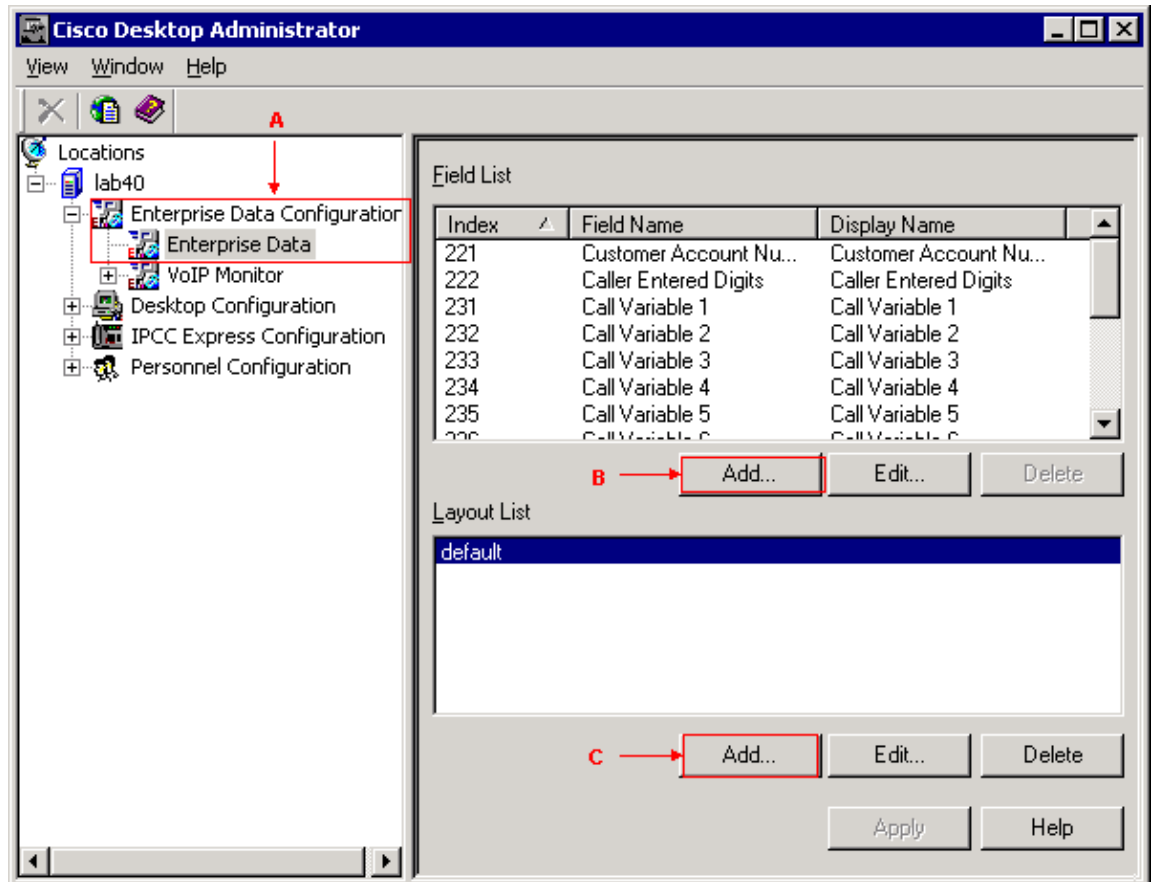
Figure 1 Sequence to Bring Up Cisco Desktop Administrator



The Cisco Desktop Administrator appears (see Figure 2).

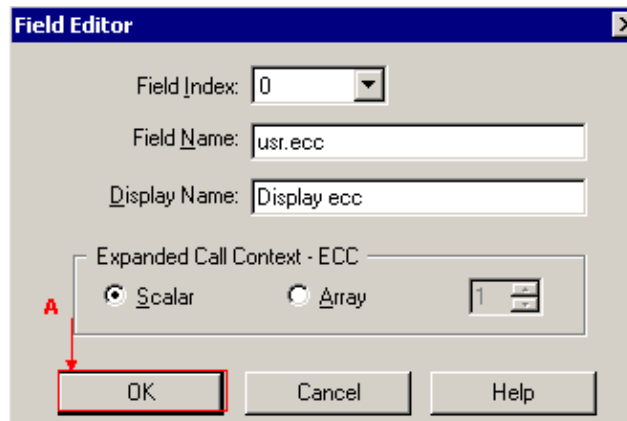
- b. Expand the left pane.
- c. Select **Enterprise Data Configuration > Enterprise Data** (see arrow A in Figure 2). The Field List and Layout List appear on the right pane.

Figure 2 Cisco Desktop Administrator



- d. Click **Add** in the Field List section (see arrow B in Figure 2). The Field Editor window appears (see Figure 3).

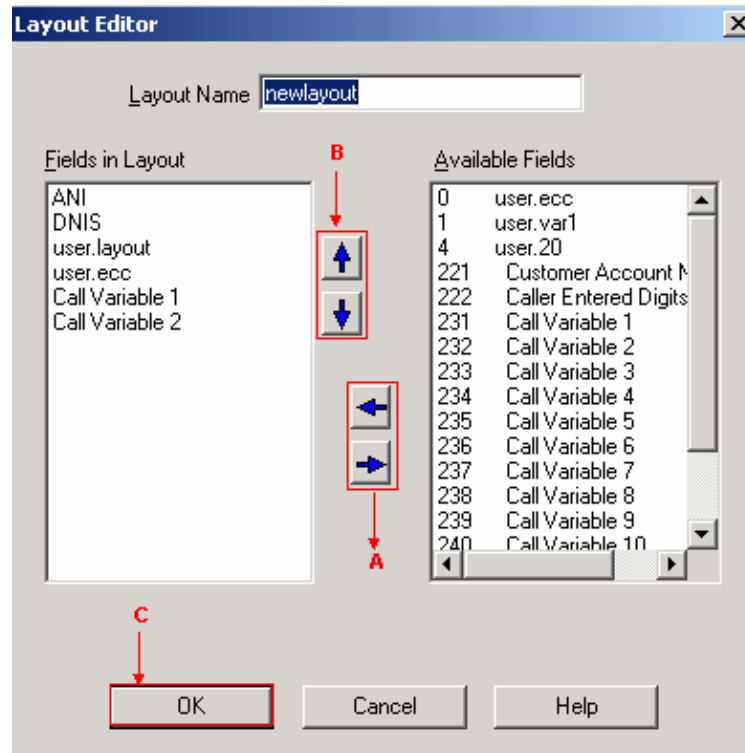
Figure 3 Field Editor



- e. Select the appropriate value from the Field Index list. The valid field index number is 0 through 199.
 - f. Type **usr.ecc** in the Field Name field.
 - g. Type **Display ecc** in the Display Name field.
 - h. Select the **Scalar** radio button in the Expanded Call Context – ECC section.
 - i. Click **OK** (see arrow A in Figure 3).
 - j. Click **Apply** in Cisco Desktop Administrator.
2. Use Cisco Desktop Administrator to create a new layout named **newlayout**. Complete these steps:
 - a. Select **Start > Programs > Cisco > Desktop > Desktop Administrator** (see Figure 1). The Cisco Desktop Administrator appears (see Figure 2).
 - b. Expand the left pane.

- c. Select **Enterprise Data Configuration > Enterprise Data** (see arrow A in Figure 2). The Field List and Layout List appear on the right pane.
- d. Click **Add** in the Layout List section (see arrow C in Figure 2). The Layout Editor window appears (see Figure 4).

Figure 4 Layout Editor



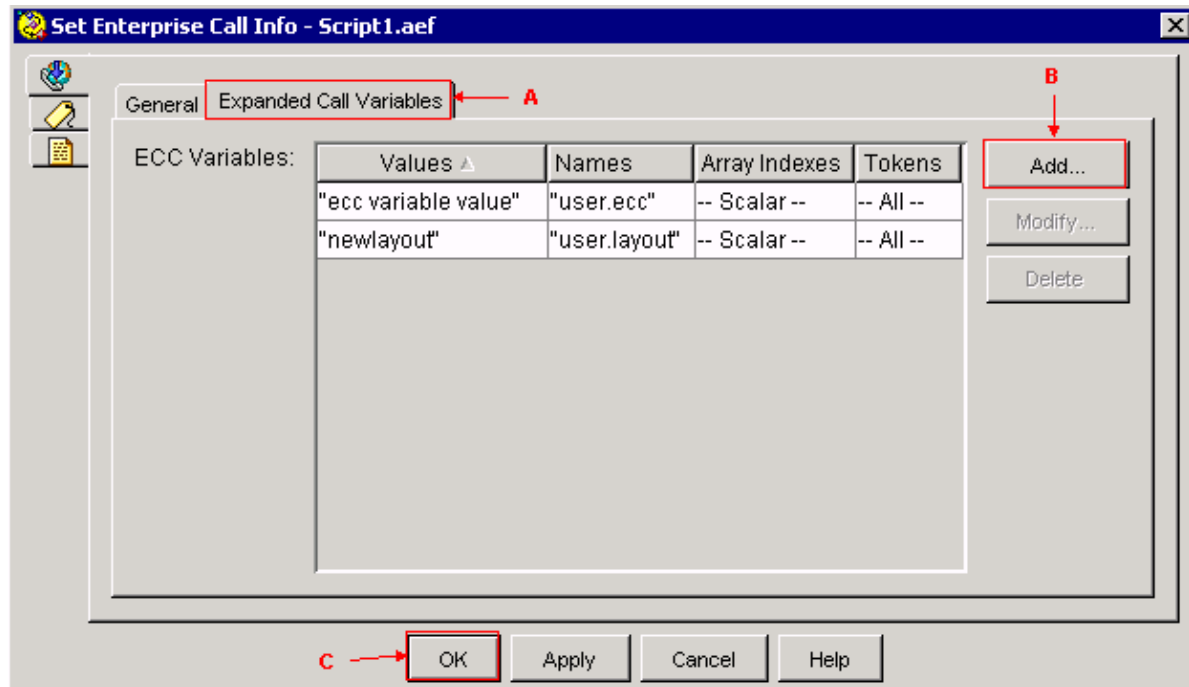
- e. Type **newlayout** in the Layout Name field.
- f. Move the necessary variables from the Available Fields list to the Fields in Layout section with the help of the left and right arrows (see arrow A in Figure 4).

Figure 4 displays six selected variables or fields, namely, ANI, DNIS, user.layout, user.ecc, Call Variable 1 and Call Variable 2.

- g. Specify the correct order for these variables in the Fields in Layout section with the help of the up and down arrows (see arrow B in Figure 4).
 - h. Click **OK** (see arrow C in Figure 4).
 - i. Click **Apply** in Cisco Desktop Administrator.
3. Configure ECC variables for the Set Enterprise Call Info step. In this example, the two ECC variables are user.ecc and newlayout. Complete these steps:

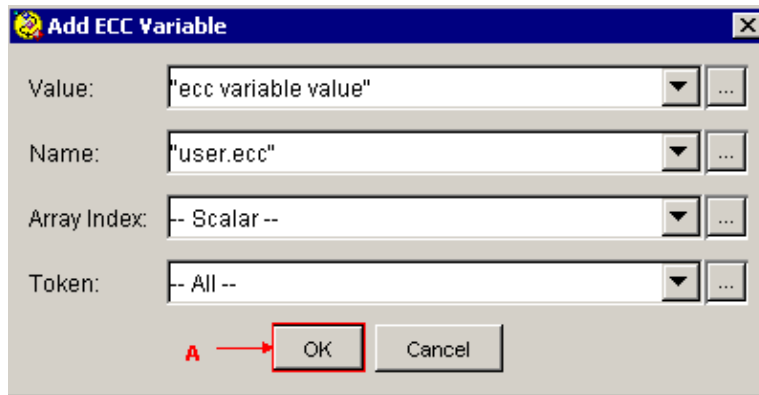
- a. Run the Cisco CRS Editor to edit the specific script with the Set Enterprise Call Info step.
- b. Right-click the Set Enterprise Call Info step, and select **Properties**. The Set Enterprise Call Info window appears (see Figure 5).

Figure 5 Set Enterprise Call Info: Expanded Call Variable



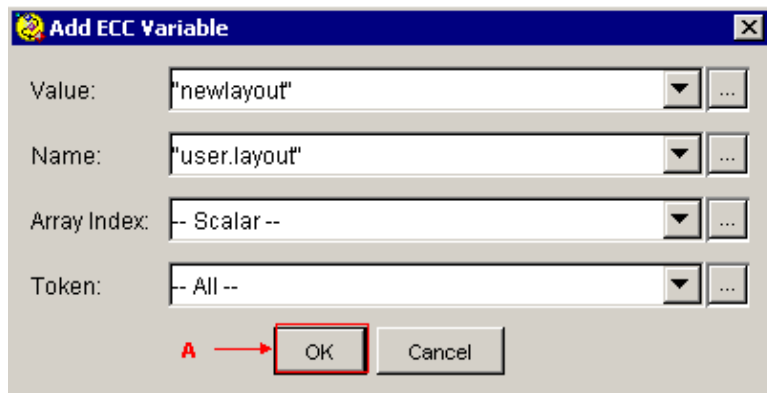
- c. Select the **Expanded Call Variables** tab (see arrow A in Figure 5).
- d. Click **Add** (see arrow B in Figure 5). The Add ECC Variable window appears (see Figure 6).

Figure 6 Add ECC Variable: user.ecc



- e. Specify **"ecc variable value"** in the Value field.
- f. Specify **"user.ecc"** in the Name field.
- g. Select **Scalar** from the Array Index list.
- h. Select **All** in the Token list.
- i. Click **OK** (see arrow A in Figure 6).
- j. Click **OK** (see arrow C in Figure 5).
- k. Click **Add** (see arrow B in Figure 5). The Add ECC Variable window appears (see Figure 7).

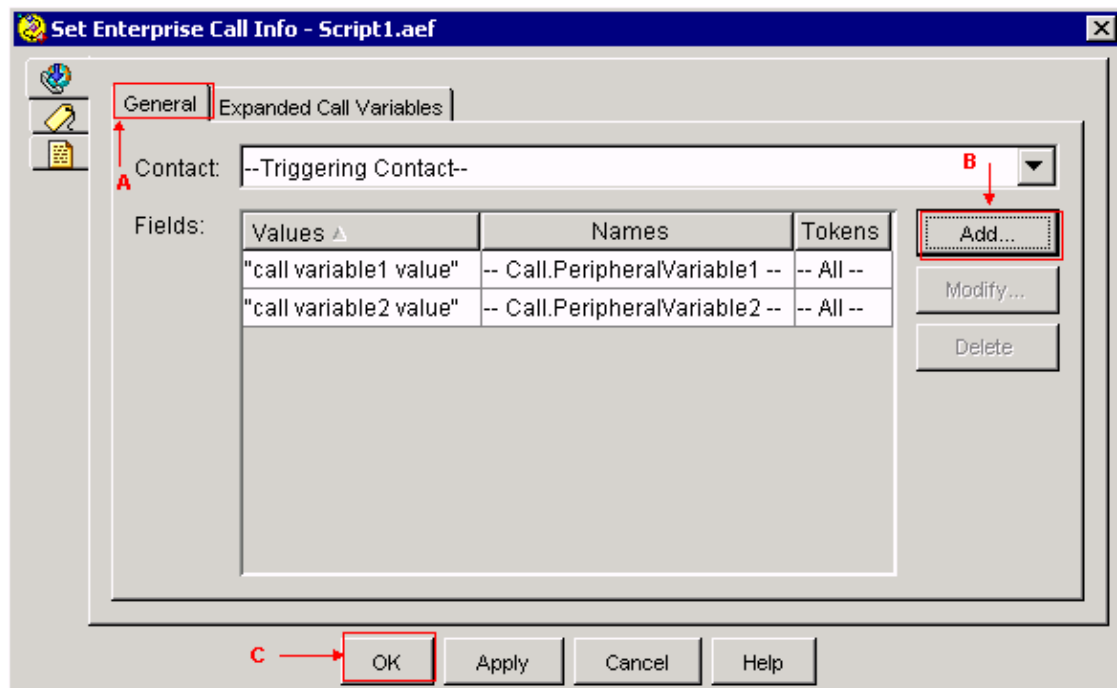
Figure 7 Add ECC Variable: newlayout



- l. Specify **"newlayout"** in the Value field.
 - m. Specify **"user.layout"** in the Name field.
 - n. Select **Scalar** from the Array Index list.
 - o. Select **All** in the Token list.
 - p. Click **OK** (see arrow A in Figure 7).
 - q. Click **OK** (see arrow C in Figure 5).
4. Configure the Set Enterprise Call Info step through the Cisco CRS Editor to set values for the pre-defined Call Peripheral variables. In this example, the two variables are Call.PeripheralVariable1 and CallPeripheralVariable 2. Complete these steps:

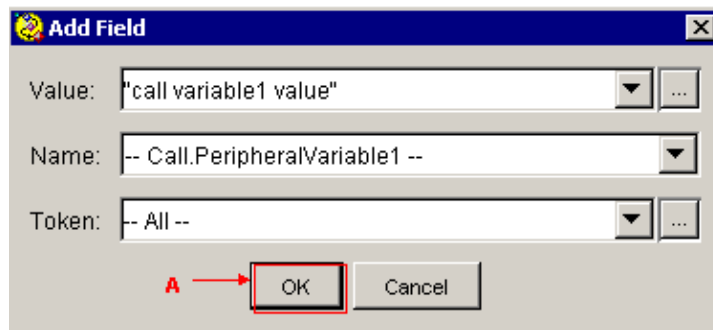
- a. Run the Cisco CRS Editor to edit the specific script with the Set Enterprise Call Info step.
- b. Right-click the Set Enterprise Call Info step, and select **Properties** . The Set Enterprise Call Info window appears (see Figure 8).

Figure 8 Set Enterprise Call Info: General



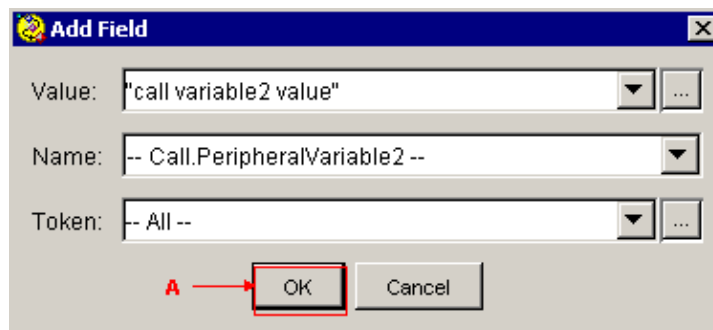
- c. Select the **General** tab (see arrow A in Figure 8).
- d. Click **Add** (see arrow B in Figure 8). The Add Field window appears (see Figure 9).

Figure 9 Add Field: Call.PeripheralVariable1



- e. Specify **"call variable1 value"** in the Value field.
- f. Select **Call.PeripheralVariable1** in the Name list.
- g. Select **All** in the Token list.
- h. Click **OK** (see arrow A in Figure 9).
- i. Click **Add** (see arrow B in Figure 8). The Add Field window appears (see Figure 10).

Figure 10 Add Field: Call.PeripheralVariable2



- j. Specify **"call variable2 value"** in the Value field.
- k. Select **Call.PeripheralVariable2** from the Name list.
- l. Select **All** in the Token list.
- m. Click **OK** (see arrow A in Figure 10).
- n. Click **OK** (see arrow C in Figure 8)

Figure 5 displays the list of ECC variables that you configured through the Set Enterprise Call Info step.

Figure 8 displays the list of Call Peripheral variables that you configured through the Set Enterprise Call Info step.

You can view the values that you set through the Set Enterprise Call Info step on the Cisco Agent Desktop (see Figure 11).

Figure 11 Cisco Agent Desktop

State	Called#	Alertin...	Original ...	Original Called#	Calling#	Duration
Co...	x2141	2141	2006	2141	x2006	00:00:10
Field	Data	Dev...	Type	Description	Duration	
ANI	2006	60...	Rou...	Route Point ...	00:00:00	
DNIS	6013	31...	CTI ...	CTI Port 3153	00:00:02	
Layout	newlayout	1	CSQ	CSQ_skill1	00:00:00	
Display ecc	ecc variable value	21...	Agent		00:00:10	
Call Variable 1	call variable1 value			Total	00:00:12	
Call Variable 2	call peripheral variable 2 value					

Troubleshoot

Error: Could Not Get Field Data from Enterprise Data Configuration

When you try to access the Enterprise Data Configuration link, you receive this error message: Could not get field data from Enterprise Data Configuration. Enterprise error returned :CORBA error.

Solution

In order to resolve this, perform these steps:

1. Make sure that the JTAPI and RmCm services are operative.
2. Restart the CRS Engine.

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