Configure UCCX Custom Call Variable Layouts for Finesse Desktop and FIPPA

Contents

Step 1. Define an Expanded Call Variable for the Layout.

Create a CCX script with call queuing capability and the **Get Call Contact Info** and **Set Enterprise Call Info** steps. As part of the script creation process, define the script variables.
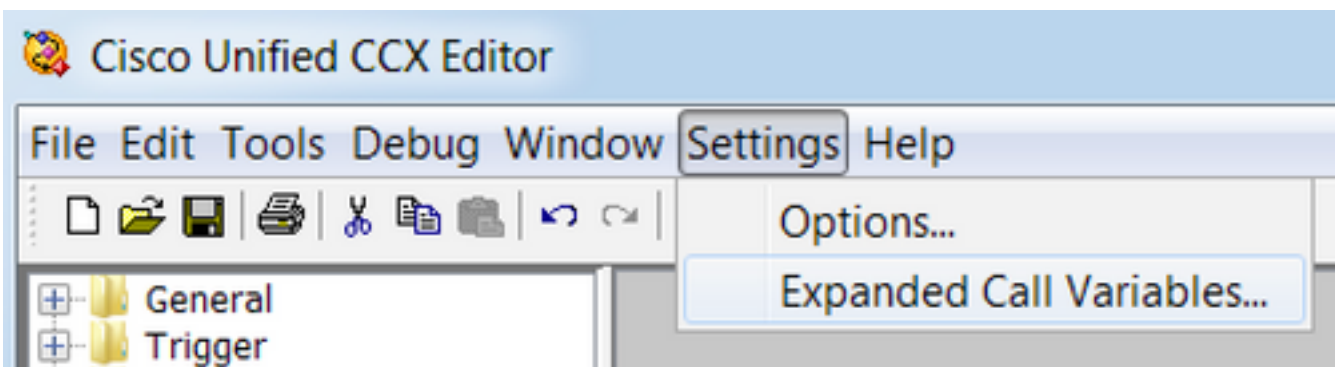

Example CCX script.

Example CCX script variables.

Navigate to **Settings** > **Expanded Call Variables** to create Expanded Call Context (ECC) variables. To distinguish between the multiple layouts created in Finesse, there must be an ECC variable called **user.layout**. The value for this variable is set with the **Set Enterprise Call Info** step and that defines which Finesse call variable layout will display the call variables. If no **user.layout** variable exists, the default layout will be used.

Additionally, any other ECC variables are specified here.

Example CCX script ECC variables.

> **Caution**: If the ECC **user.layout** variable is configured instead as **user.Layout** (capital letter **L**), the custom layout in the Finesse desktop will display on the agent desktop, but the FIPPA phone layout will revert to the default call variable layout.
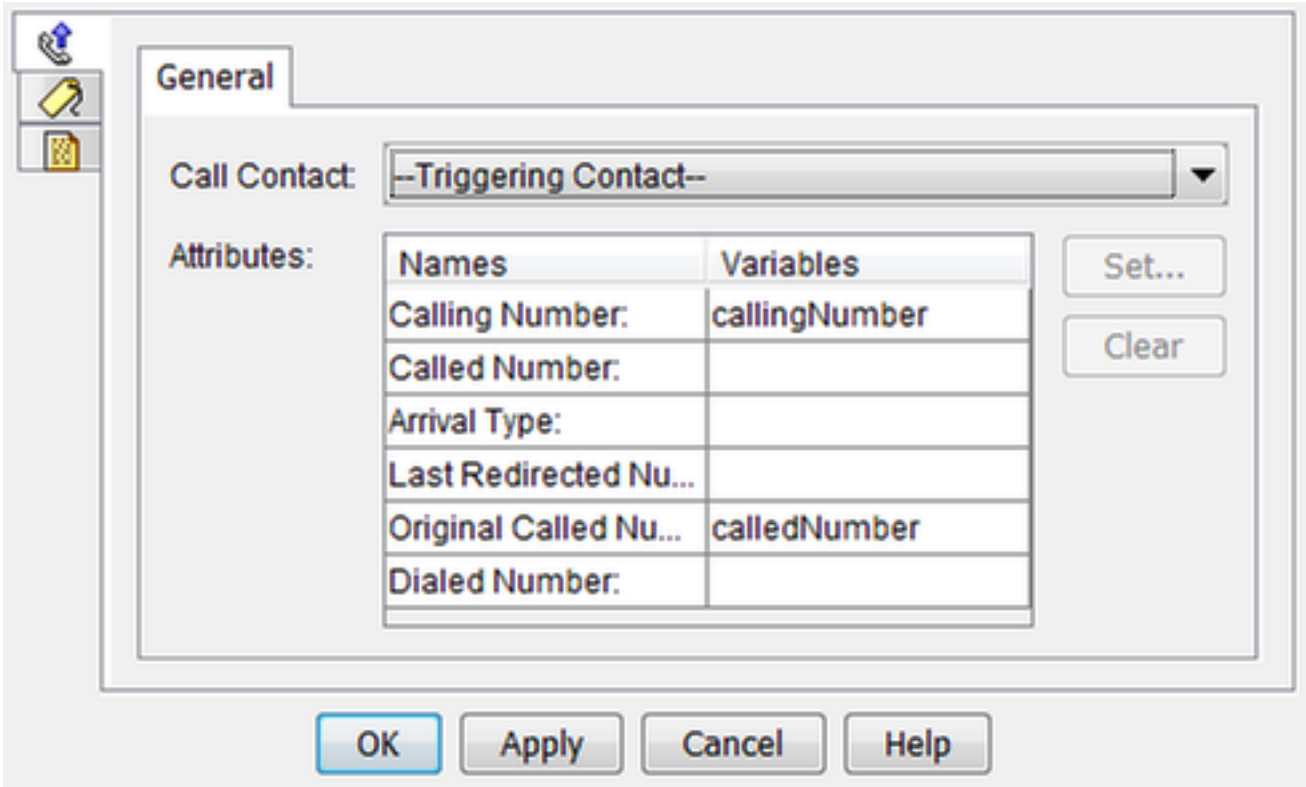
> **Caution**:If the ECC **user.layout**variable is not configured, only the default Finesse call variable layout will be used.

Step 2. Collect Call Information.

It is common to collect information about the call via the **Get Call Contact Info** step. In this example, the calling and original called number are collected.

After placing the **Get Call Contact Info** step, right click on **Get Call Contact Info** and select **Properties.**

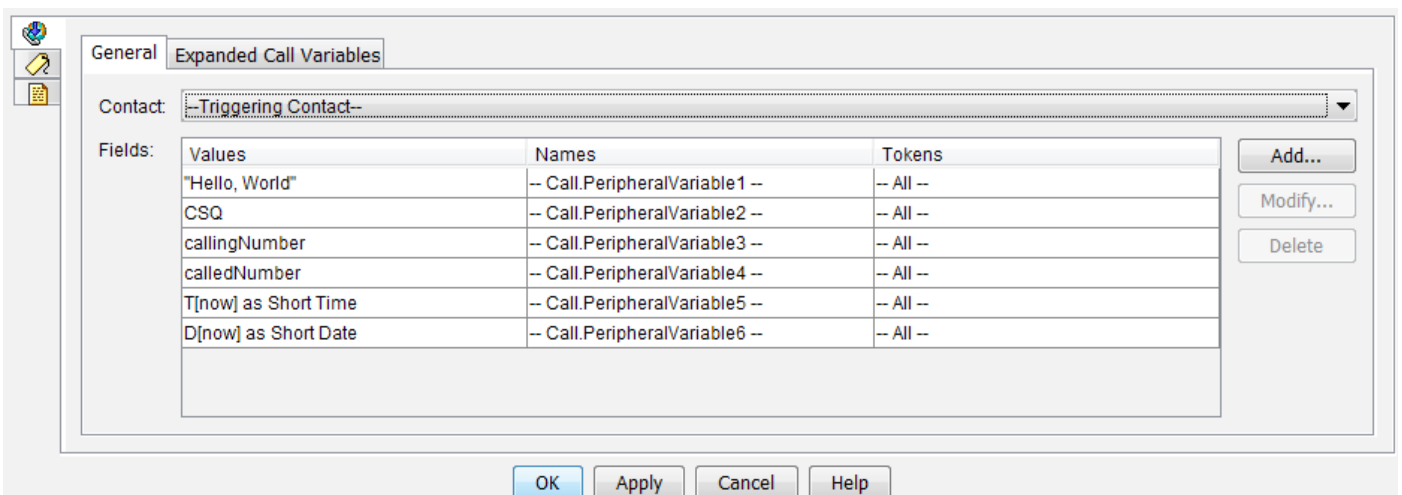Define the attributes to collect by mapping the attribute to a variable.

Step 3. Define Call Variables.

Set the variables in the **Set Enterprise Call Info** step. Right click on **Set Enterprise Call Info** and select **Properties**.

The following call variables can be set:

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

A peripheral variable can only contain 40 bytes, while an ECC variable can contain 210 bytes. An American Standard Code for Information Interchange (ASCII) character is 1 byte in length. Additionally, if more call variables than those predefined in the **General** tab are needed, use ECC variables.

Note: Call.PeripheralVariableX corresponds to the variable "callVariableX" in the Cisco Finesse Administration page, where X is an integer ranging from 1-10.

In the **Expanded Call Variables** tab, map values to the ECC variables.

ECC Variables:	Values	Names	Array Indexes	Tokens	
	"TestLayout"	-- user.layout --	-- Scalar --	-- All --	Add...
	"Example ECC variable text."	-- user.exampleECC --	-- Scalar --	-- All --	Modify...
					Delete

OK   Apply   Cancel   Help

Step 4. Create an Application That Uses the Script.

Navigate to the **Cisco Unified CCX Administration** page > **Applications** > **Script Management** and upload the script.

Navigate to the **Cisco Unified CCX Administration** page > **Applications** > **Application Management** and create an application that uses the script. Do not forget to define any necessary script parameters. In this example, the CSQ is a parameter that must be manually input on the application page.

Cisco Script Application

Update   Delete   Cancel   Back to Application List

Status
Status : Ready

Unified CM Telephony Trigger: 7898
Add new trigger

Name	Science
ID*	0
Maximum Number of Sessions*	4
Script*	SCRIPT[SetEnterpriseCallInfoWithCustomLayoutv2.aef] Edit
☑ CSQ	"ScienceCSQ"
☐ DelayWhileQueued	30
☐ WelcomePrompt	ICD\ICDWelcome.wav Show Prompts
Description	Science
Enabled	● Yes ○ No
Default Script	- System Default - Edit

Update   Delete   Cancel   Back to Application List

Example CCX application with script.

Note: Full configuration of the application, trigger, call control groups, agents, skills, other Finesse configuration, FIPPA, etc is outside the scope of this document. For details on this, refer to the UCCX Administration guides.
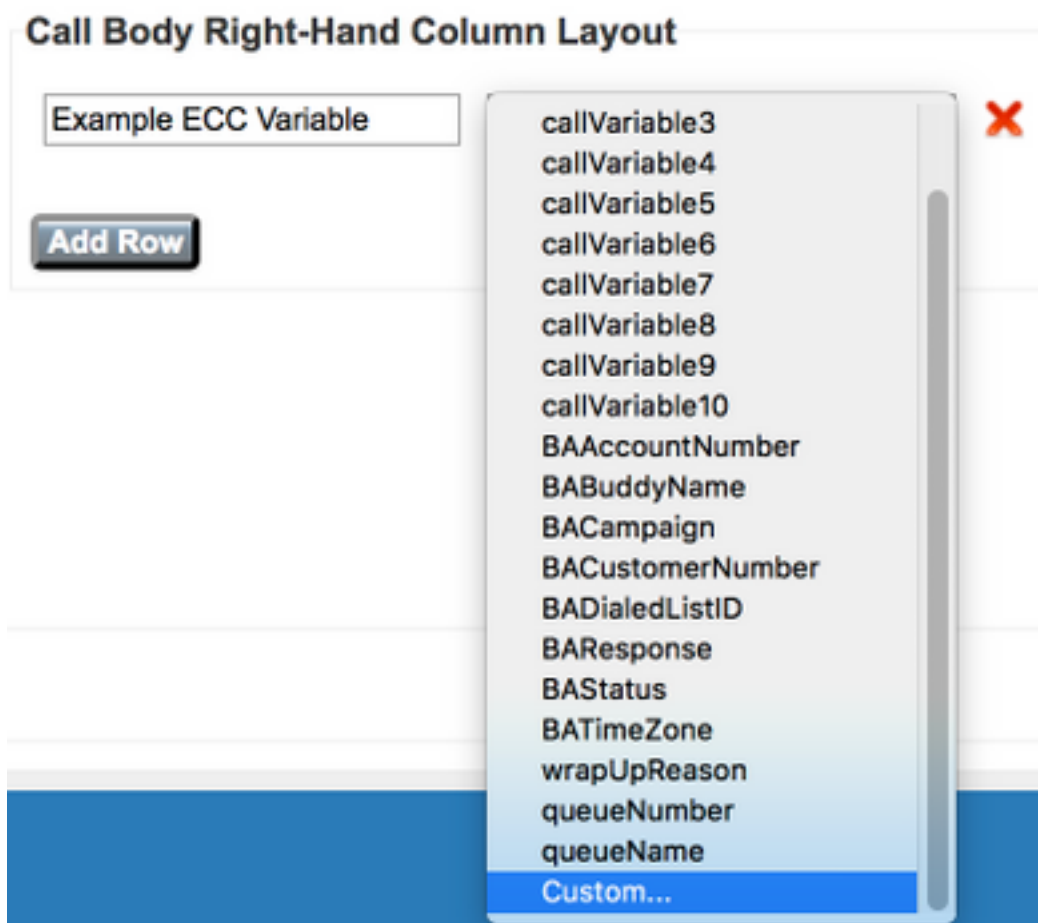
Step 5. Configure Finesse Layout.

Create a custom layout in the Finesse page by clicking **New**.

Specify the number of variables and name the variables on the left and right columns.

Specify which variables are passed from the script to be displayed on Finesse. The variable dropdowns contain all variable options that can be passed to Finesse.

To specify ECC variables, select **Custom...** from the dropdown option:

All user-defined ECC variable names created in any UCCX script must start with **user.** (read: user<dot>),so the Finesse ECC variable configuration will always have **user** as the first part of the variable name.

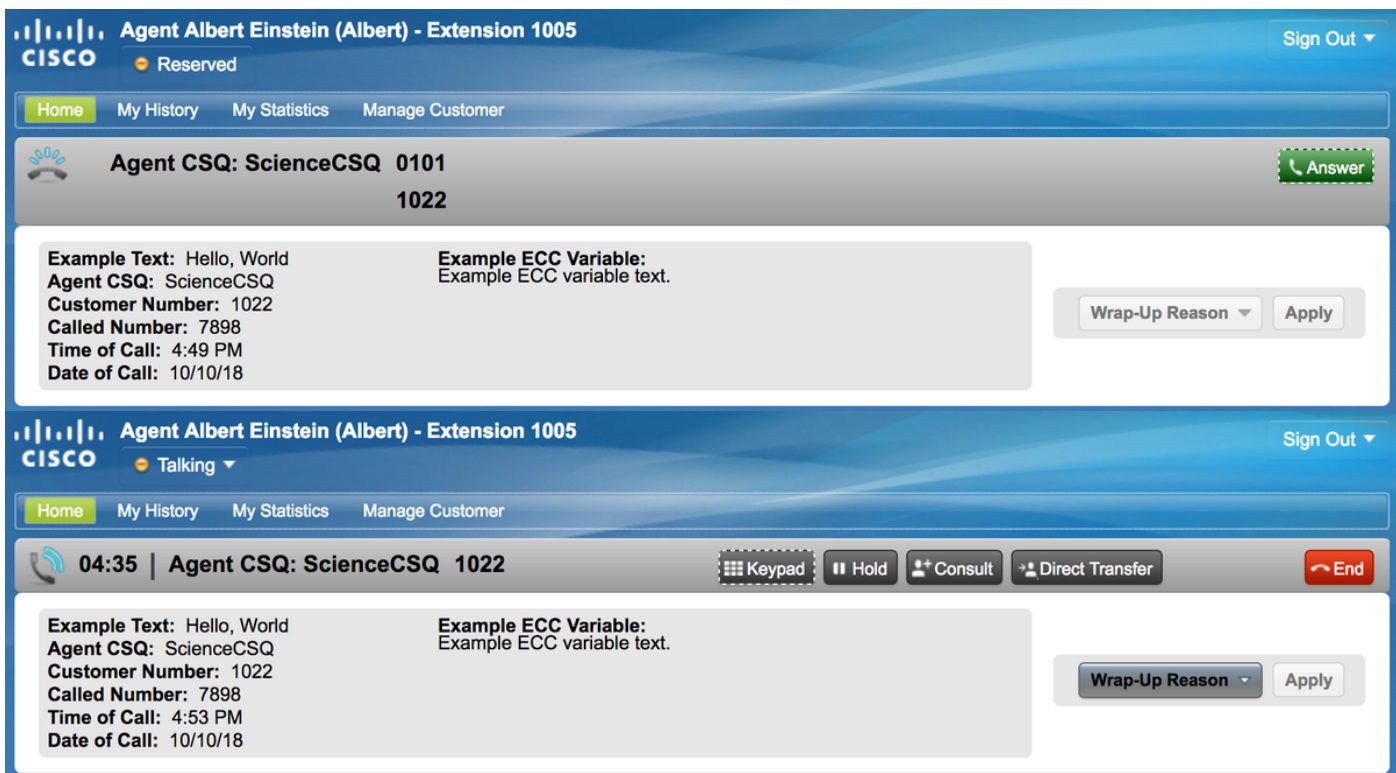# Custom/ECC Variable Entry

user [   ]

[Cancel] [Set]

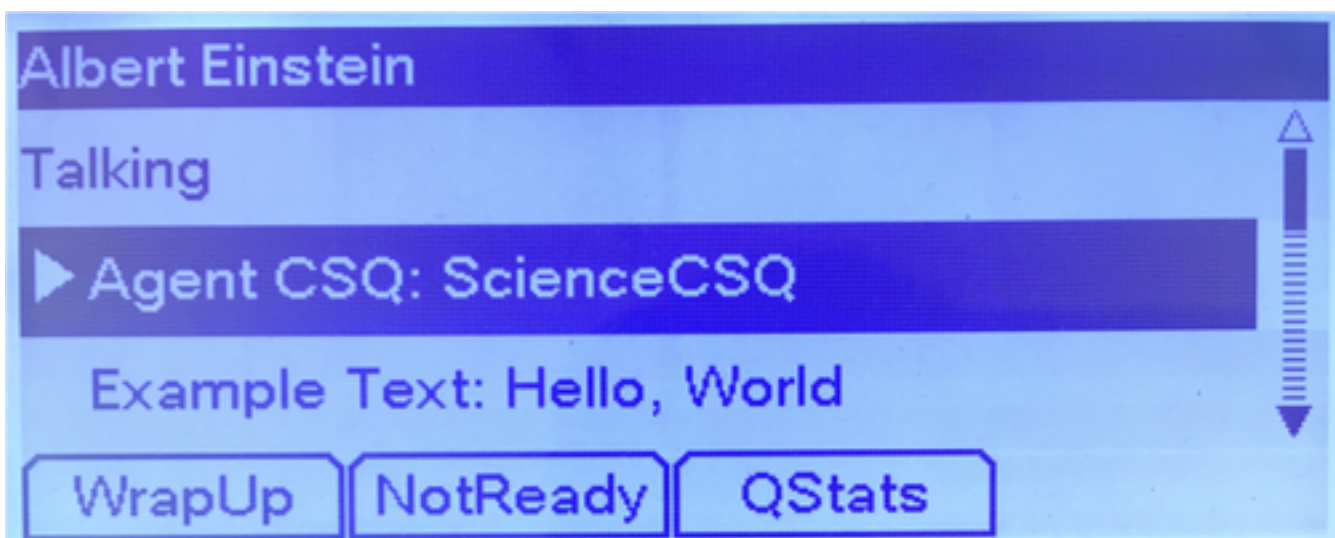The final configured example layout.

Verify

Use this section in order to confirm that your configuration works properly.

Make a test call and validate the Finesse desktop looks as desired.

If FIPPA is used, make a test call and validate the FIPPA phone application looks as desired.

Troubleshoot

There is currently no special troubleshooting information available for this configuration.

Related Information

- CSCvb21357 - ENH: Finesse Should Have Call.CallerEnteredDigits and Call.AccountNumber
- CSCus04310 - Browser pop workflow fails for Custom ECC variables.
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lass="lia-message-template-summary-zone">

Introduction

This document describes how to configure custom call variable layouts for Finesse and the Finesse IP Phone Agent (FIPPA) for UCCX.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Contact Center Express (UCCX)
- Finesse

Components Used

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

- UCCX version 11.0(1) and above. The images come from UCCX 11.6(1).

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.
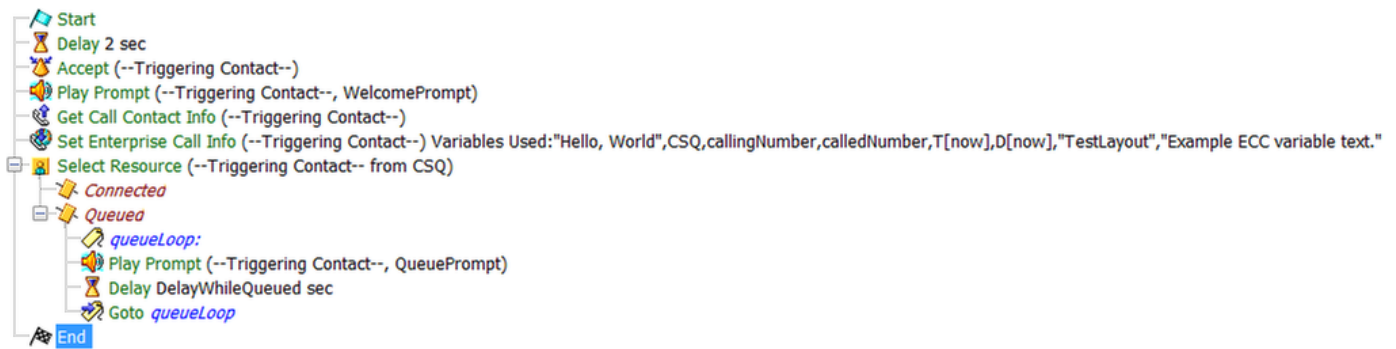
Background Information

Most of the configuration is done in the script used to route the call to the Finesse agent. Multiple call variable layouts can be created in Finesse starting with UCCX 11.0. Prior to 11.0 (10.0, 10.5, and 10.6), only one call variable layout could be created in Finesse. FIPPA was introduced in UCCX 11.0.

Configure

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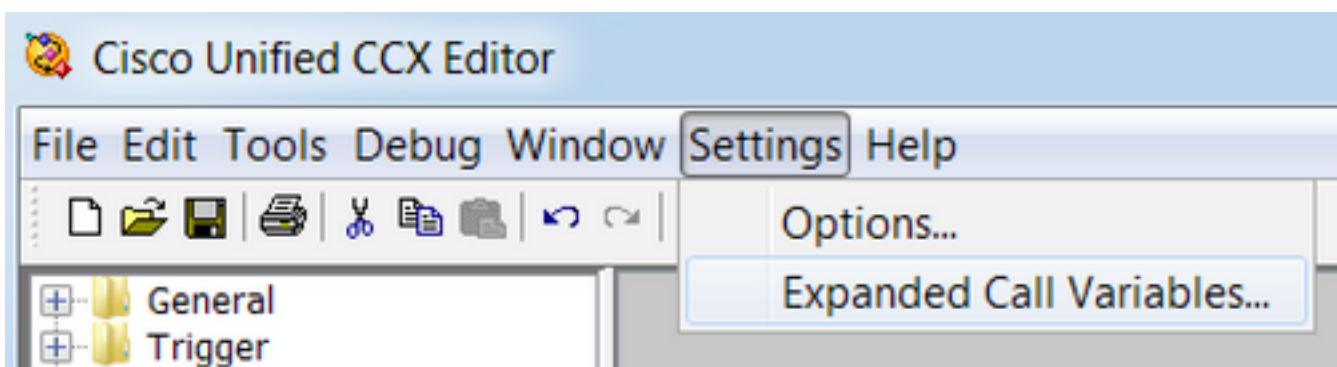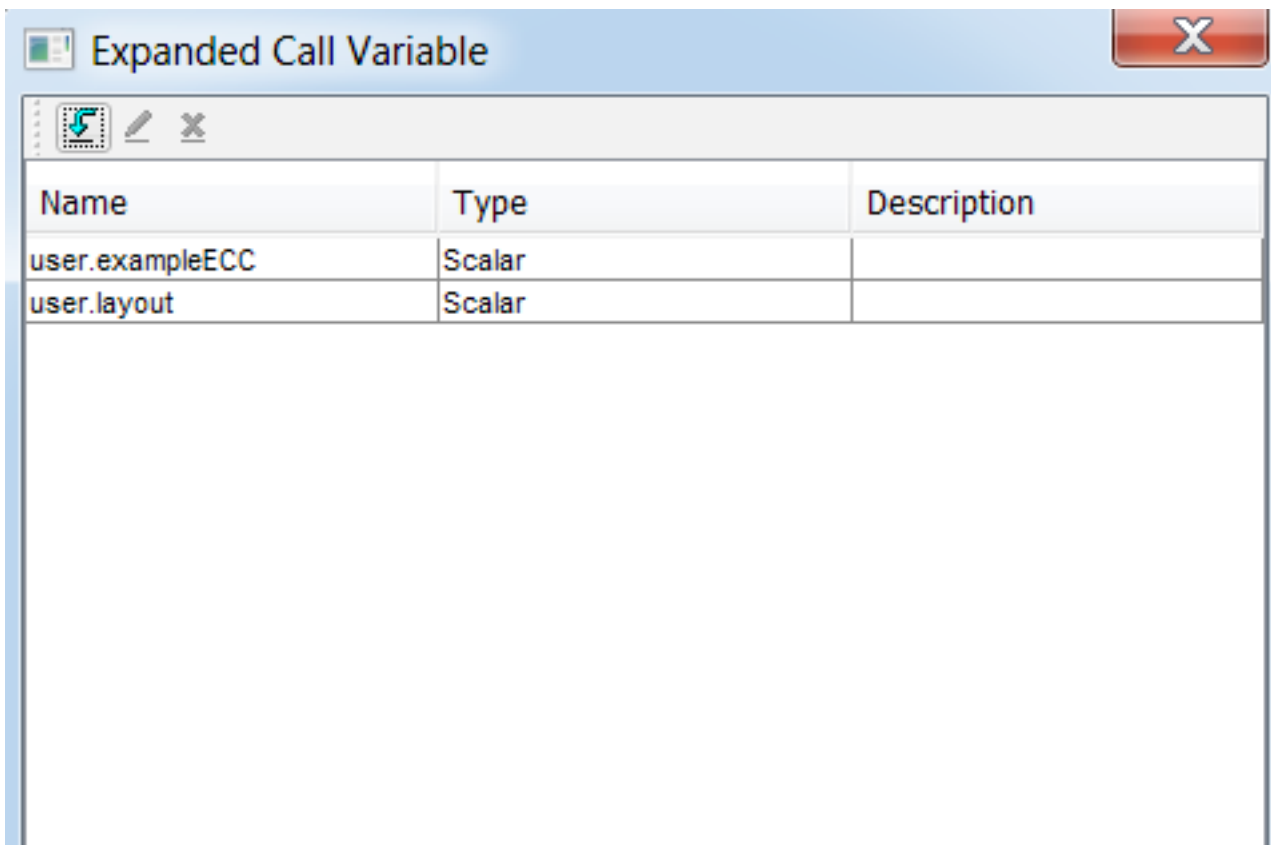
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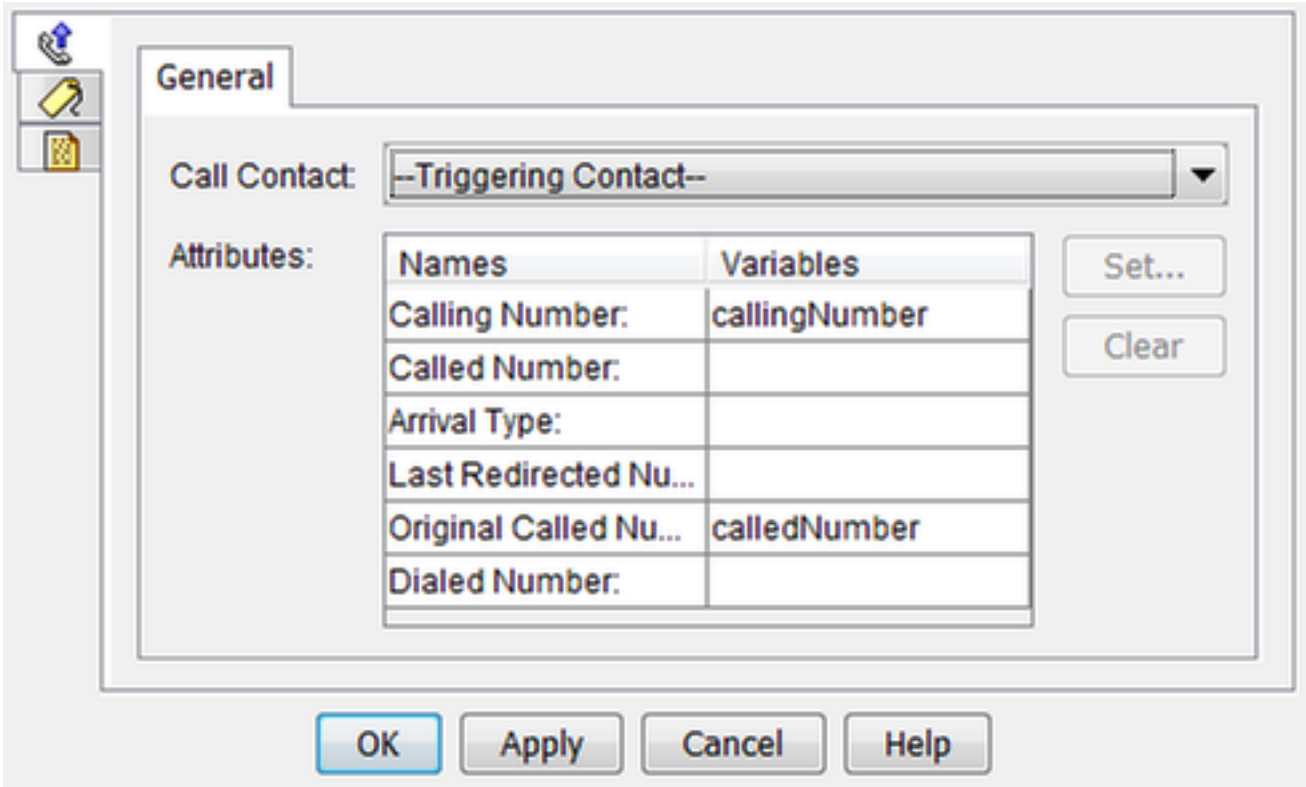
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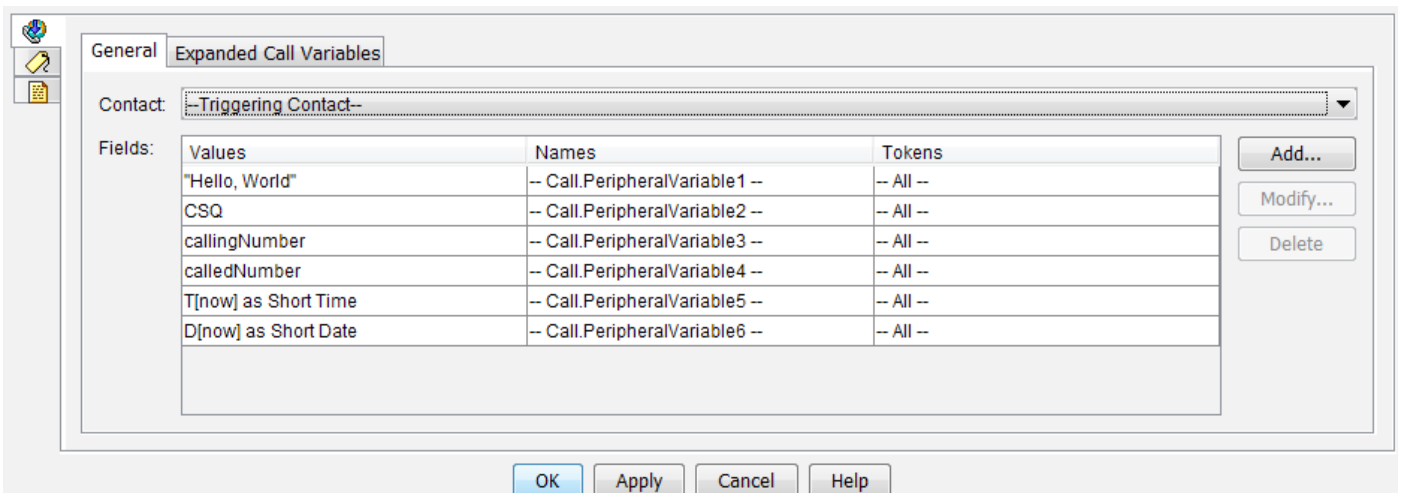
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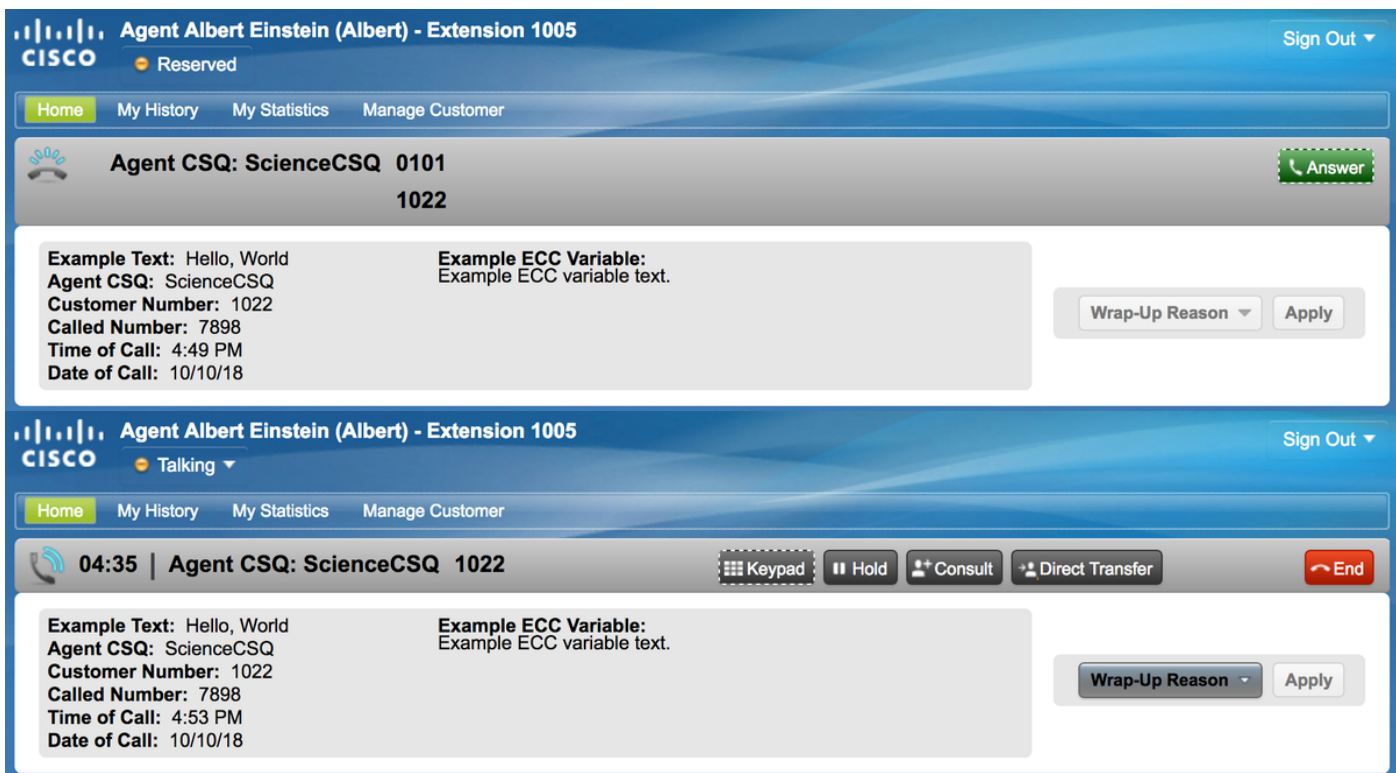## Custom/ECC Variable Entry

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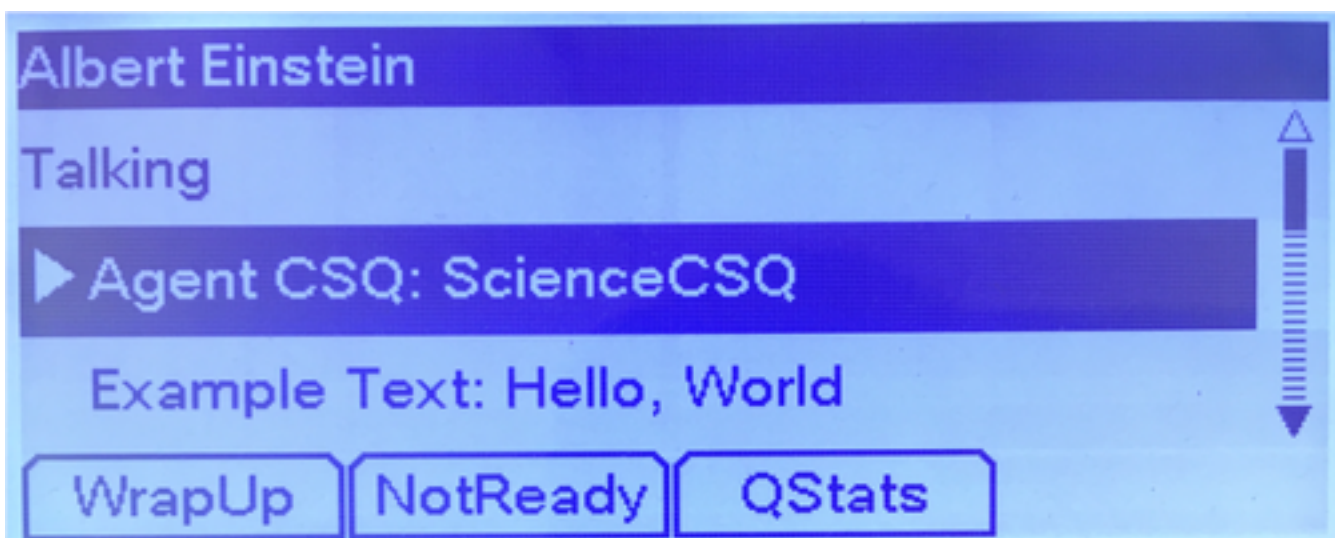The final configured example layout.

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