How to Use the Get Session Info Step on UCCX to Collect the Account Number on an IVR Call

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Introduction

This article describes and explains the steps required to successfully collect Session Information (Session Info) from an Outbound Interactive Voice Response (IVR) call that hits the Unified Contact Center Express (UCCX) system and pass it onto the Agent desktop (Cisco Finesse) as an Enterprise Variable.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- UCCX
- Cisco Finesse

Components Used

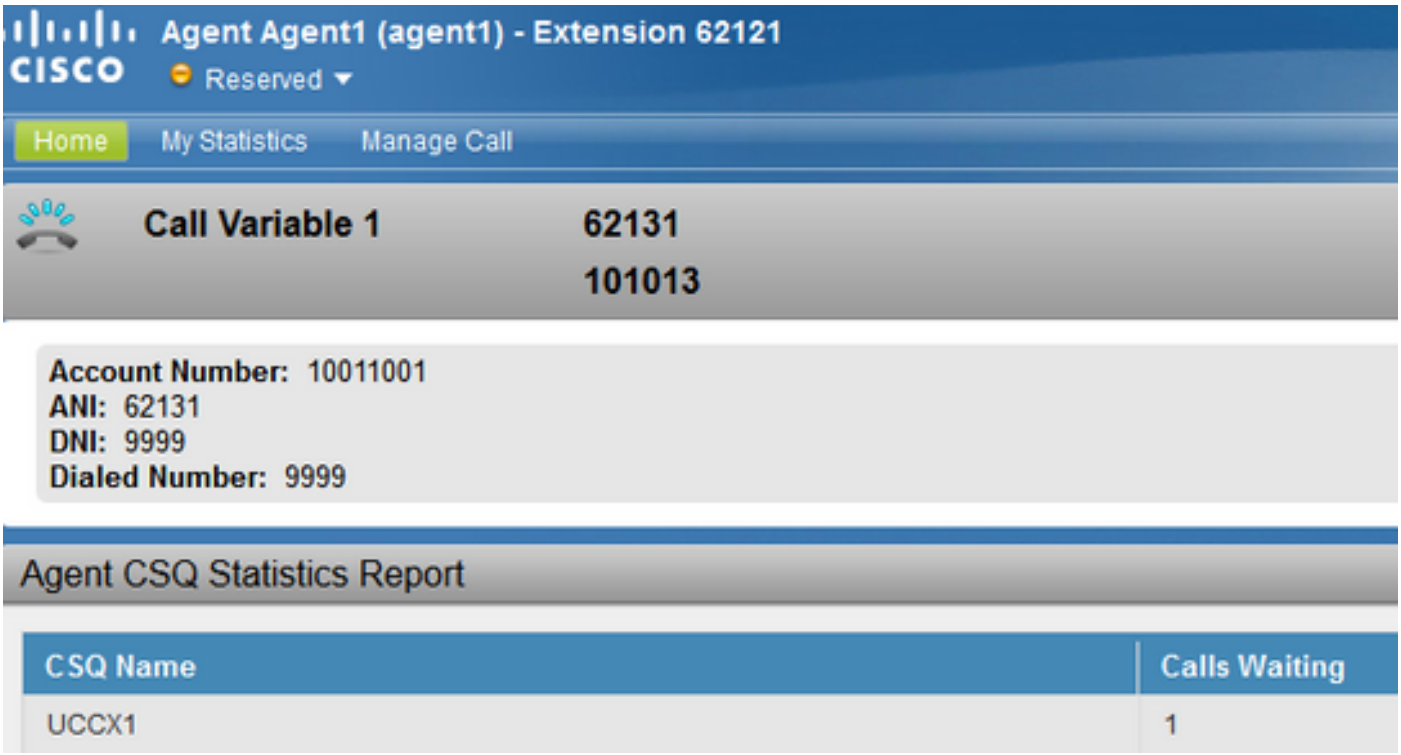
The information in this document is based on these software and hardware versions:

- UCCX 10.X
- Cisco Finesse 10.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, ensure that you understand the potential impact of any command.

Background Information

This information is tied to an Outbound Contact which uses the Dialing List (Customer contacts) uploaded, as shown in the image.



These are the conditions required to recreate this scenario:

- Unified Contact Center Express (UCCX) 10.X onwards.
- Outbound IVR campaign configured to script.
- Script has a simple queue template.

Get Session Info

UCCX allows the Get Session Info step to collect details from an Outbound Contact that comes into the IVR system. (Outbound IVR - Progressive or Predictive).
New variables are added to the Get Session Info step of Unified Contact Center Express (CCX) Editor for IVR-based and agent-based progressive and predictive outbound campaigns. These variables are included in the session for an outbound call that is transferred to IVR.

These are the new added variables:

BAAccountNumber - Account number of the caller.
BACampaignName - Of the outbound campaign.
BACallResult - Result of an outbound call.

For more information review this document on page 5:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/exp

ress_10_5/release/docs/UCCX_BK_UBDB029E_00_uccx-release-notes-105.pdf

> **Note**: Use the Get Contact Info step to instantiate an object of type session, before you use the Get Session Info step. This is to capture the Session information and only then the values get returned in the Get Session Info step.

Setup

Step 1. Here, an IVR Outbound campaign contains Account Number,First Name,Phone Number uploaded as parameters in the Dialing List (Contact_list.txt file for the campaign).

Step 2. The IVR outbound call is made to the outside number - Phone Number from the dialing list.

Step 3. The call is then connected to the IVR script after Call Progress Analysis (CPA) by the Session Initiation Protocol (SIP) Gateway.

Step 4. Once the call hits the script, the script collects the Session Info for the call with step Get Session Info.

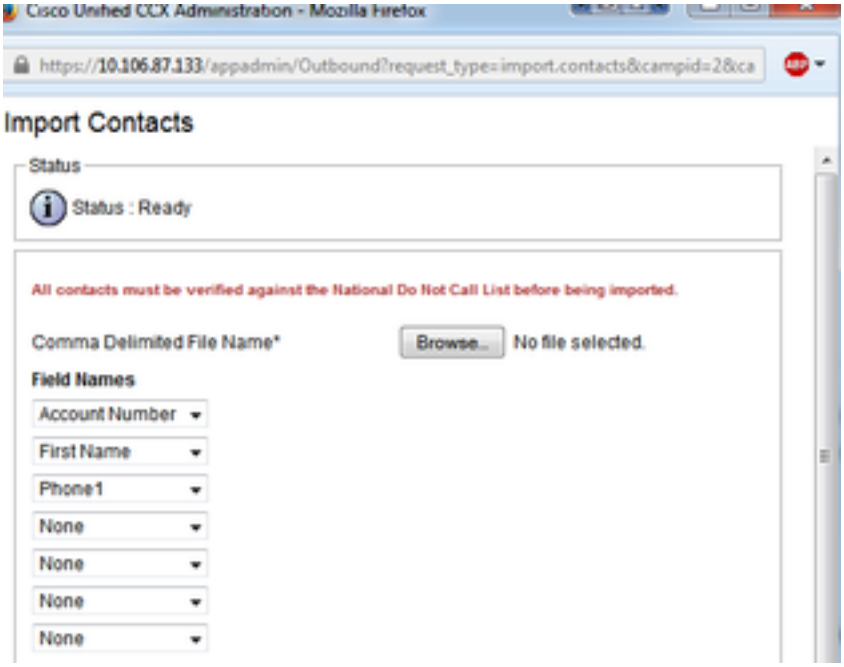
Step 5. This Session Info can capture these variables (including Account Info in this example) of the caller and be used for further steps in the script.

Step 6. In this case, this Session Info variable is set to a Call Variable 10 which is then the Enterprise Variable displayed onto Finesse desktop after the select resource step.

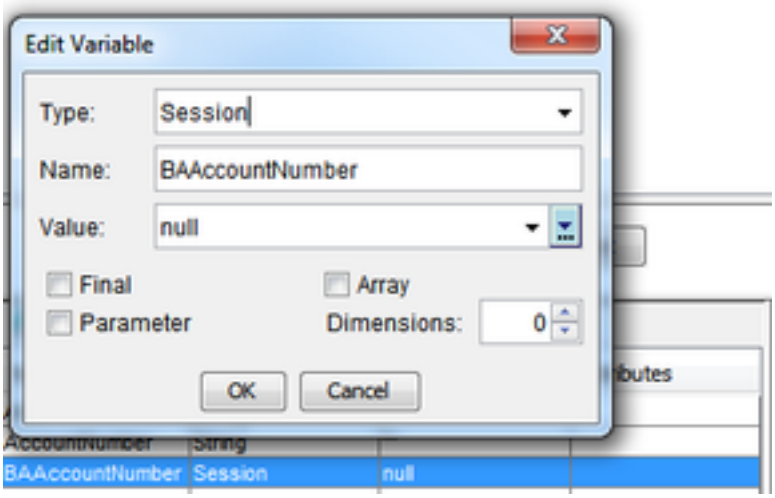
Configuration

Step 1. Ensure the dialing list has the Account Number set and the correct field selected to classify this as the customer account number.

UCCX has an internal mechanism that converts this account number and sets it in a session variable call BAAccountNumber, as shown in the image.

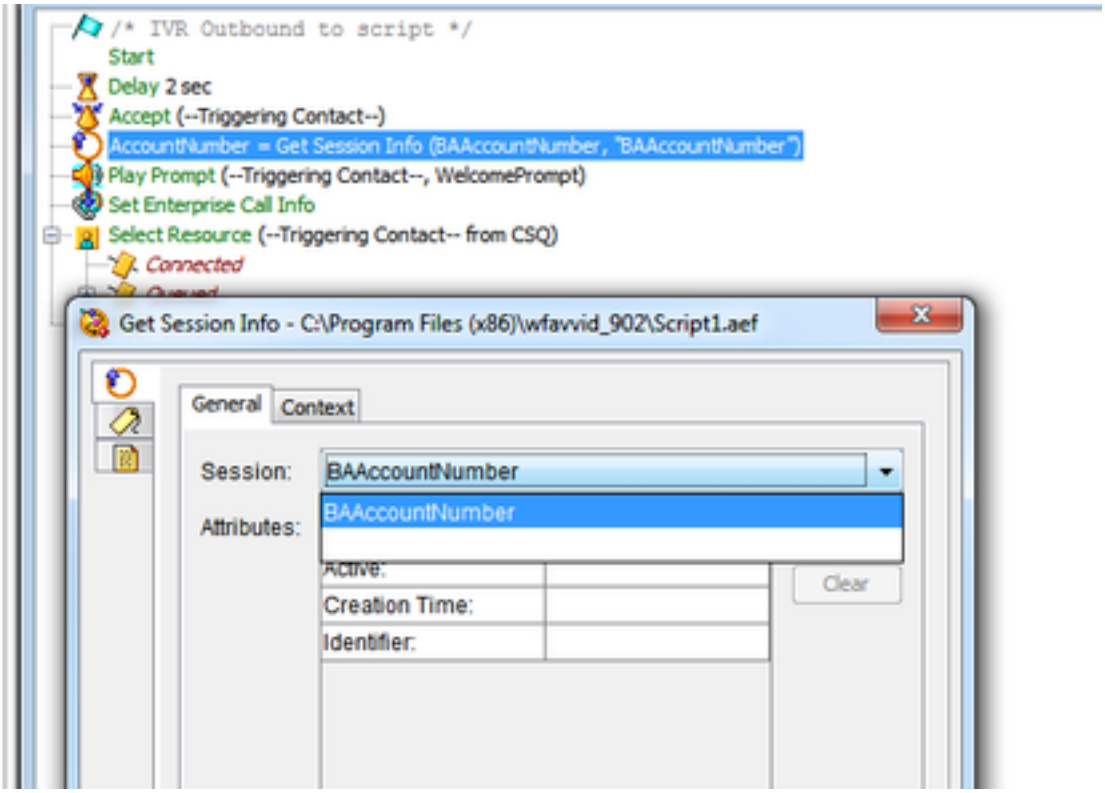


Step 2. Define the steps in the script. The script must have an accept step, welcome prompt and collect the Session Info for Account Number. Define a Session variable called BAAccountNumber, as shown in the image.

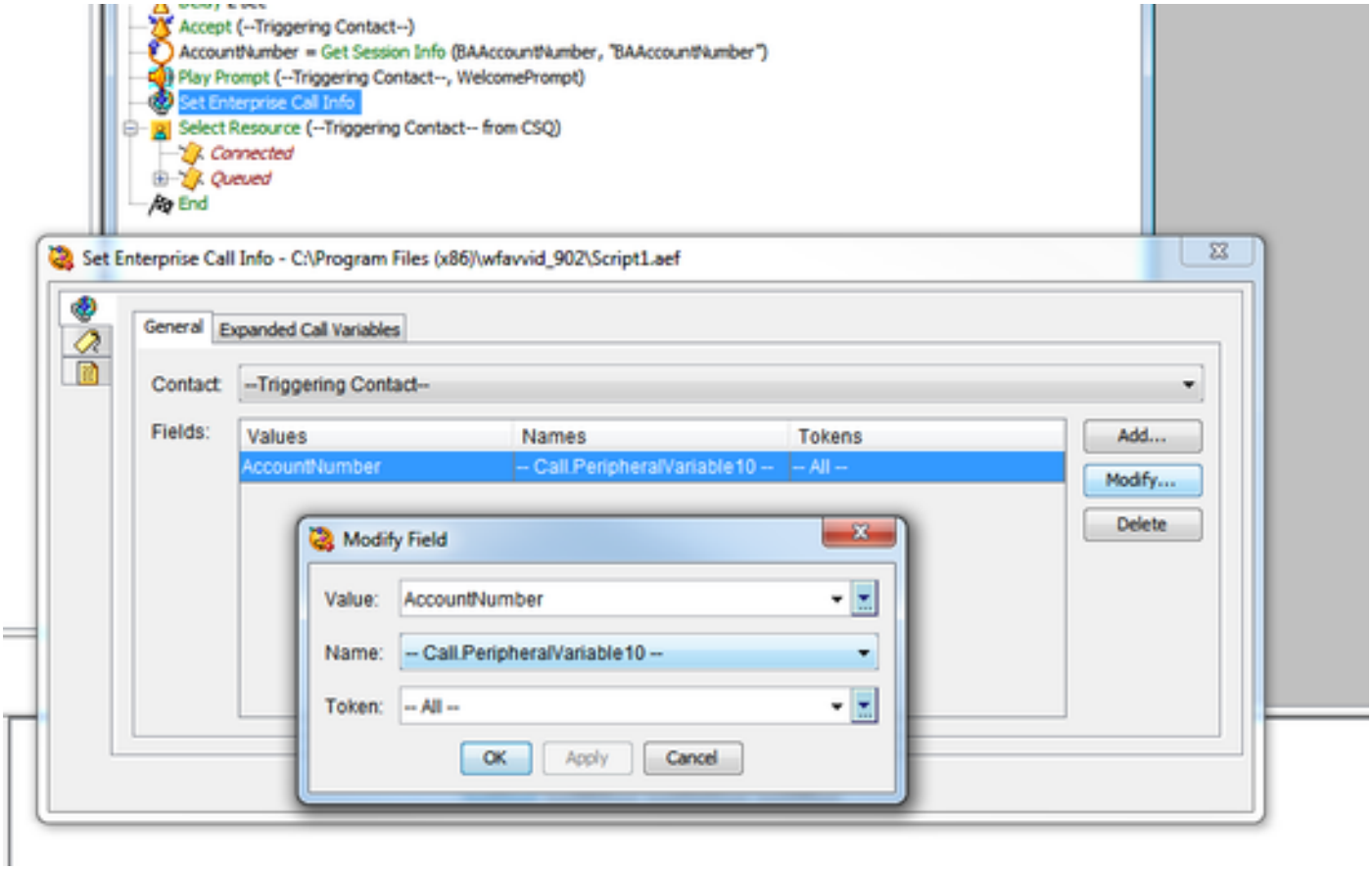


step 3. Use Get Session Info step, with Session variable BAAccountNumber, context - BAAccountNumber and Variable AccountNumber. Set variable AccountNumber to capture this information, as shown in these images.

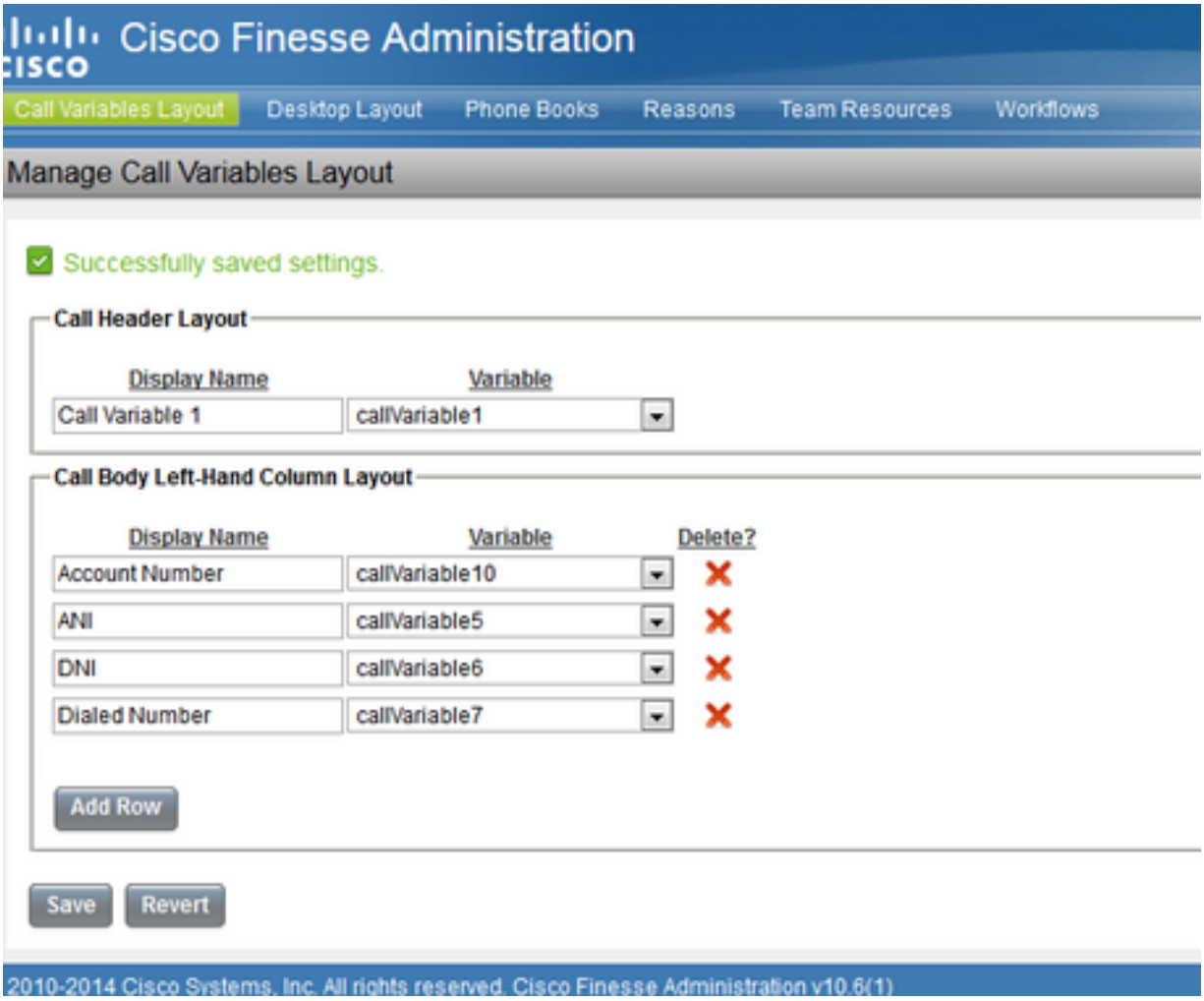
Note:Syntax is described in this guid**e** on page 2-29: **http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_8_5/user/guide/uccx851_step_ref.pdf**



Step 4. Set the Enterprise call variable 10 to this variable (called AccountNumber). Call Peripheral Variable 10 in this example, as shown in the image.



Step 5 Ensure that the desktop layout has the correct display for the Account Number with this Call Peripheral Variable 10. This is done on Cisco Finesse Administration, as shown in the image.



Step 6. Put a select resource step as usual. The Agent must be able to see this info on Finesse, as shown in this image.



Verification

- Configure the IVR Outbound campaign.

- Upload the Dialing list with the Account number field and the Phone number and First name.
- Start the campaign and point it to the script. Ensure the Agent is part of the correct Contact Service Queue (CSQ).
- Keep the agent in Ready, you will see the Outbound call hit the Customer's phone.
- When the customer answers the call, the call will be redirected to the script, then to the Agent and the Account number displayed correctly.

Note:Alternatively, once can use this AccountNumber variable and use a Database dip steps - DB-READ (Database Read) or **DB-GET** (Database get) to query an external database to check the customer's details which uses his unique Account Number collected from the Get Session Info step.

