UCCX Custom Reporting

Returning the Session ID.

By Tanner Ezell

See more at http://cisco.tannerezell.com

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Preface

Returning the SessionID from UCCX back to a database or web form for processing is not a difficult task, however, it requires some ingenuity. There is built in UCCX step to return the SessionID as it's decimal counterpart, however with some processing we can manipulate what UCCX does allow us to do, to get the values we want.

The process is as such:

1. Create an ECC Variable
2. In the UCCX script, add necessary steps to return Session ID
3. Add an Action item to the Workflow

This guide assumes UCCX version 7.

Step 1 – Creating the ECC Variable

This step can be entirely optional using one of the built in Call Variables, however, I prefer to add a new Variable for clarity.

Begin by logging into the Cisco Desktop Administrator web Interface
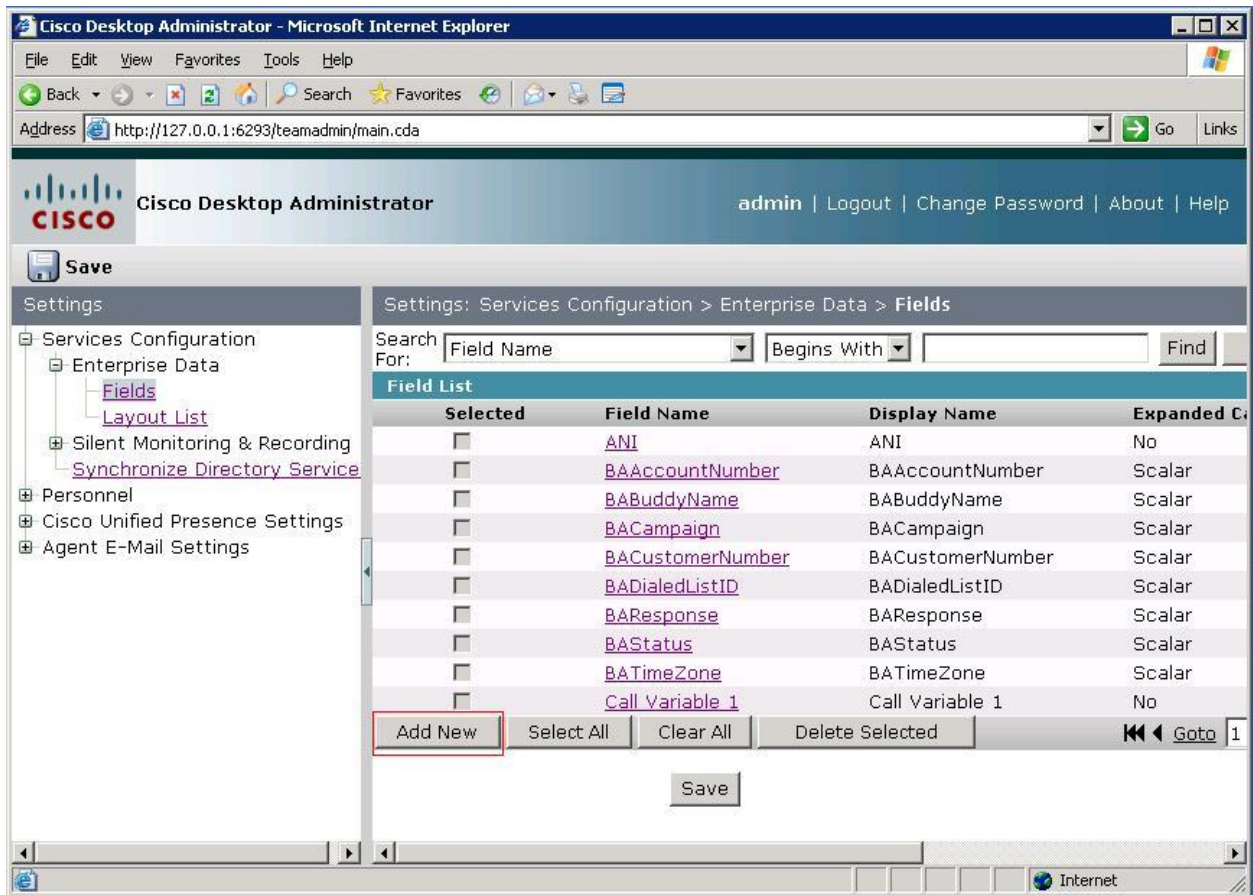
http://<uccx ip address>:6293/teamadmin/main.cda

After logging in, expand **Services Configuration**, **Enterprise Data** and select the **Fields** link as shown in *Figure 1*
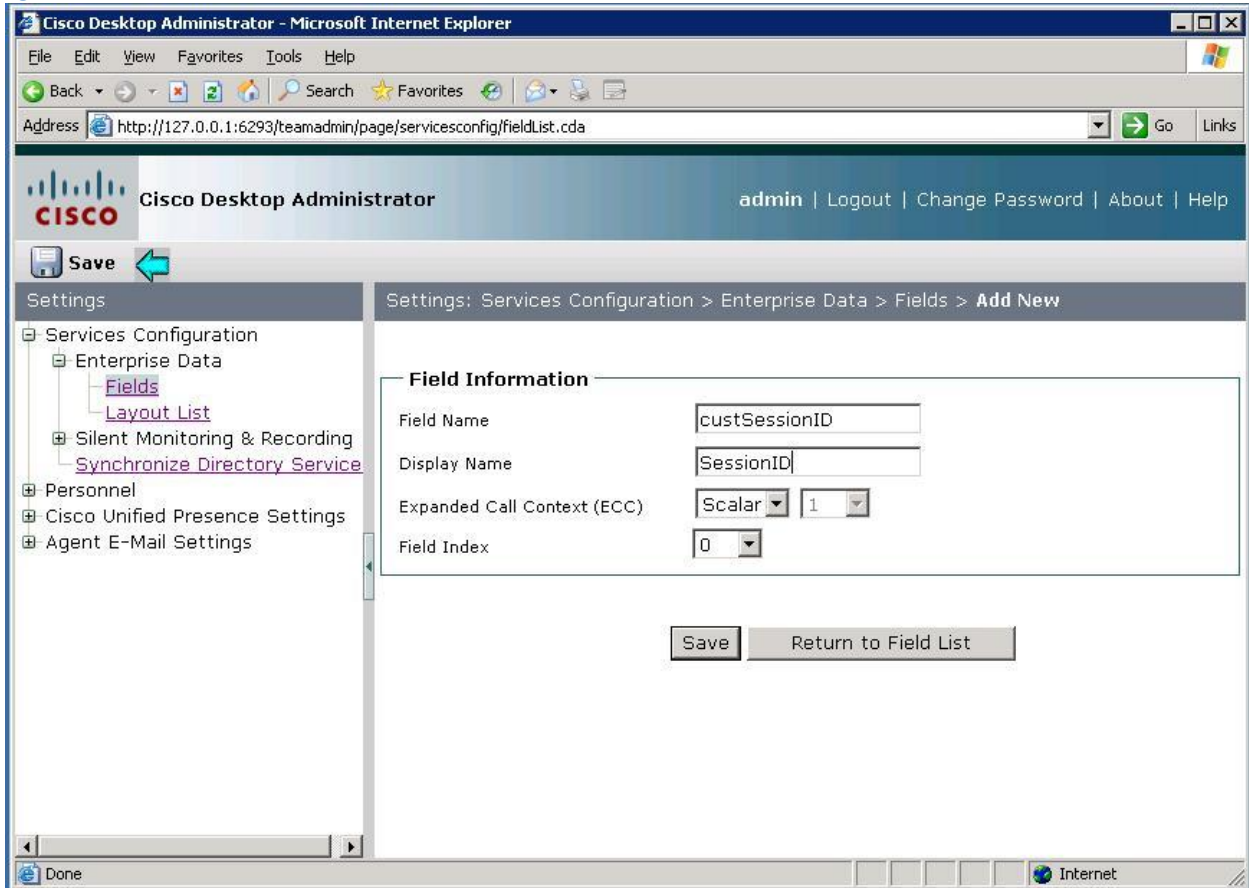
Figure 1 - Enterprise Data - Fields
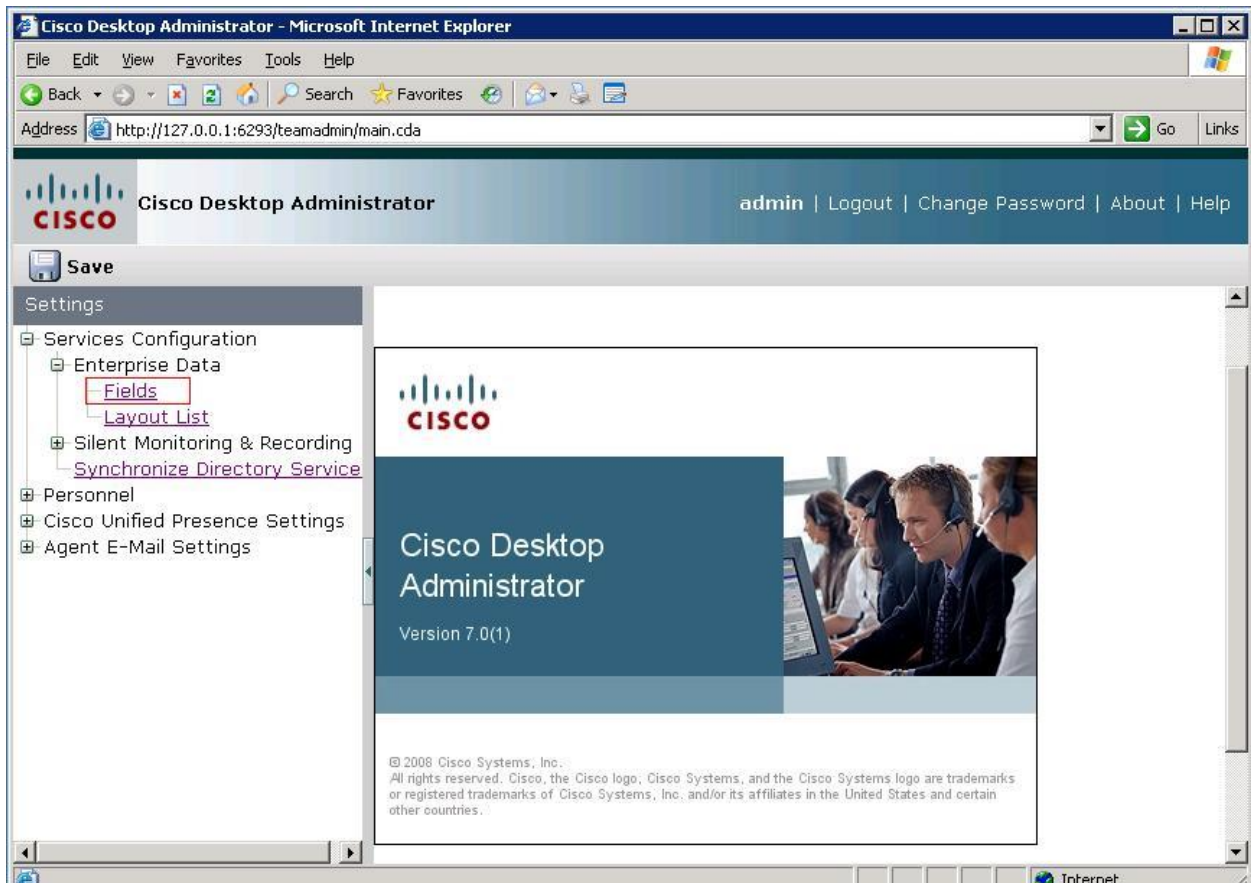
Select **Add New** as shown in *Figure 2*
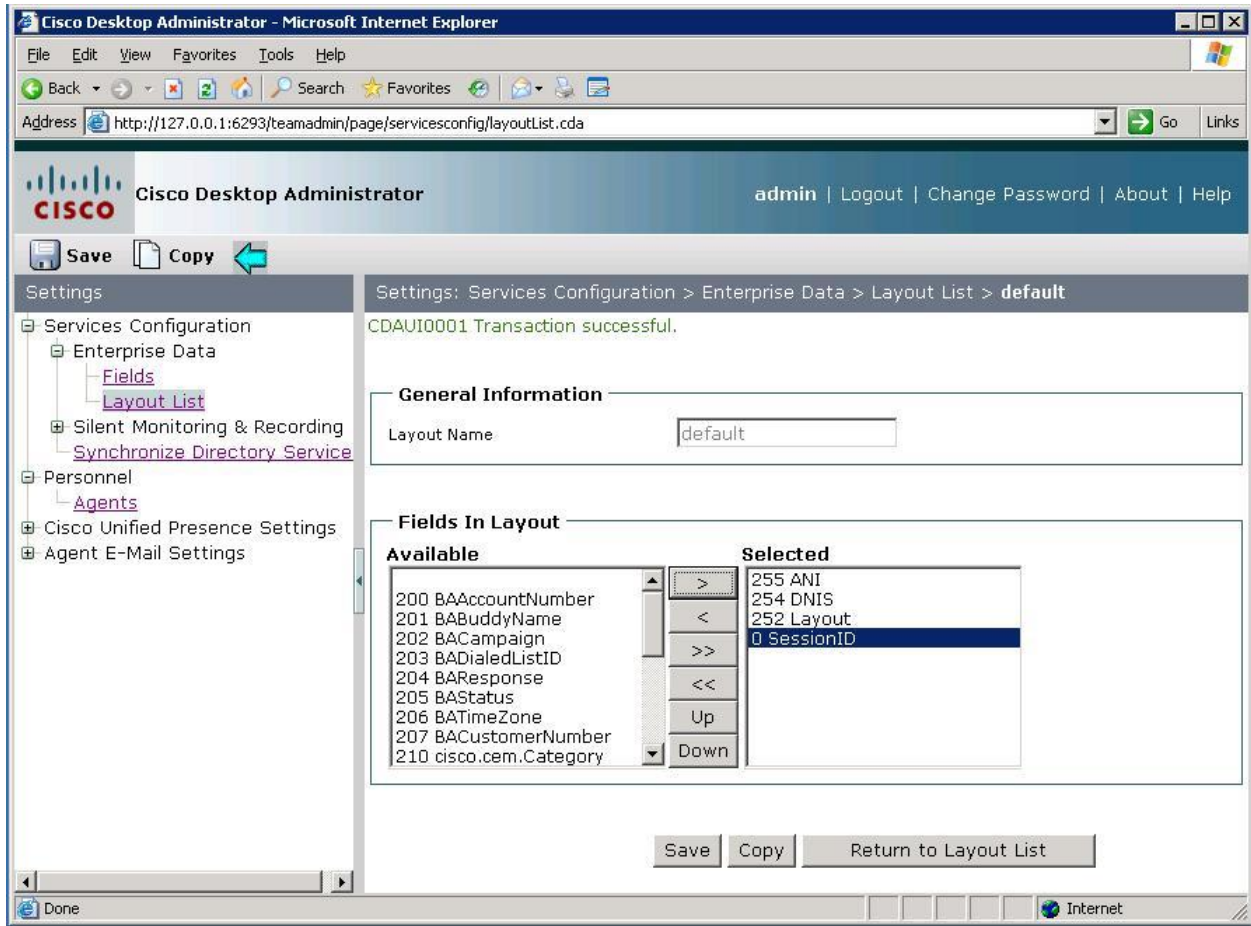
Fill out the fields to match as shown in *Figure 3*

Finally, add the new variable to the layout. In this example we are using the default layout. However that is not recommended, as an update to UCCX via Patch or SR could wipe out and reset the default layout.
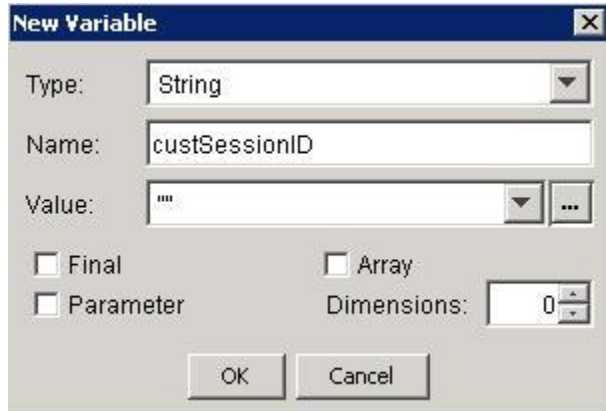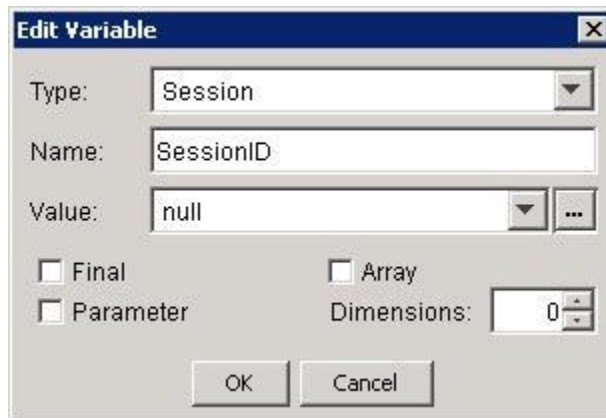
Step 2 – The UCCX Script

In our UCCX Script we need to create 2 variables, in this example they are named *"custSessionID"* as type **String** and *"SessionID"* as type **Session** as shown in *Figure 5* and *Figure 6*

Figure 5 - custSessionID as type String
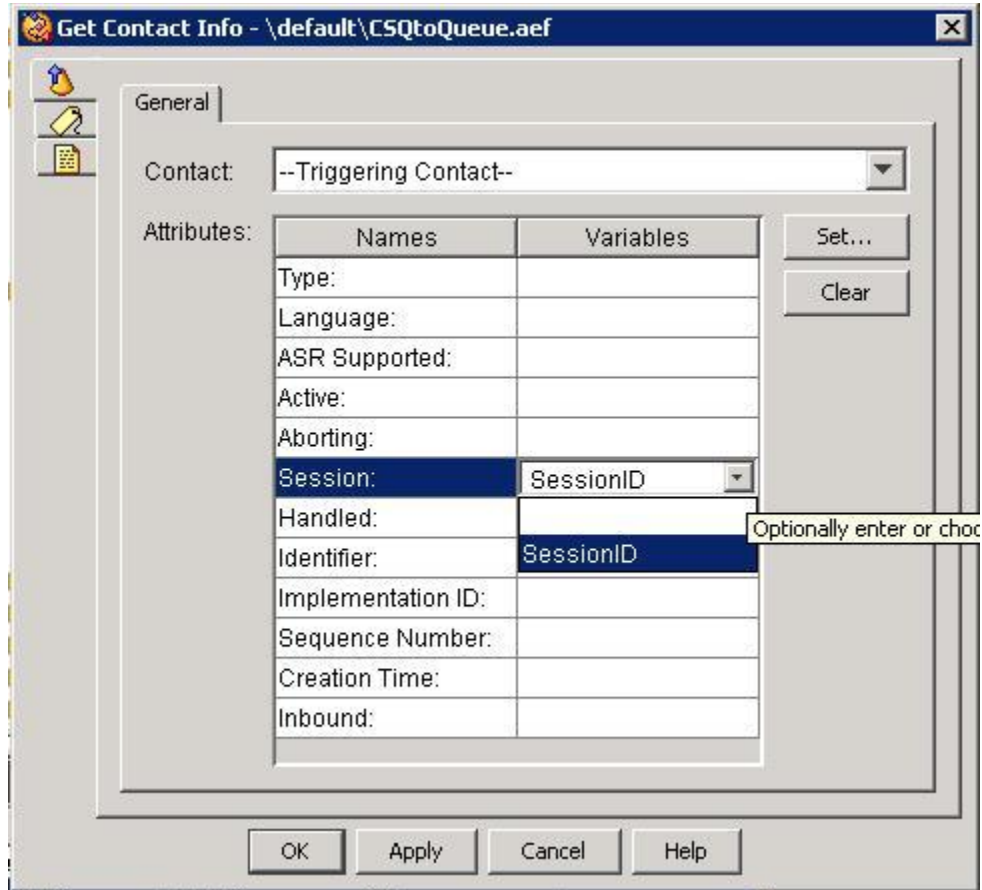

Figure 6 - SessionID as type Session

In order to get our SessionID, and pass it along as an ECC variable we will be using 3 steps.

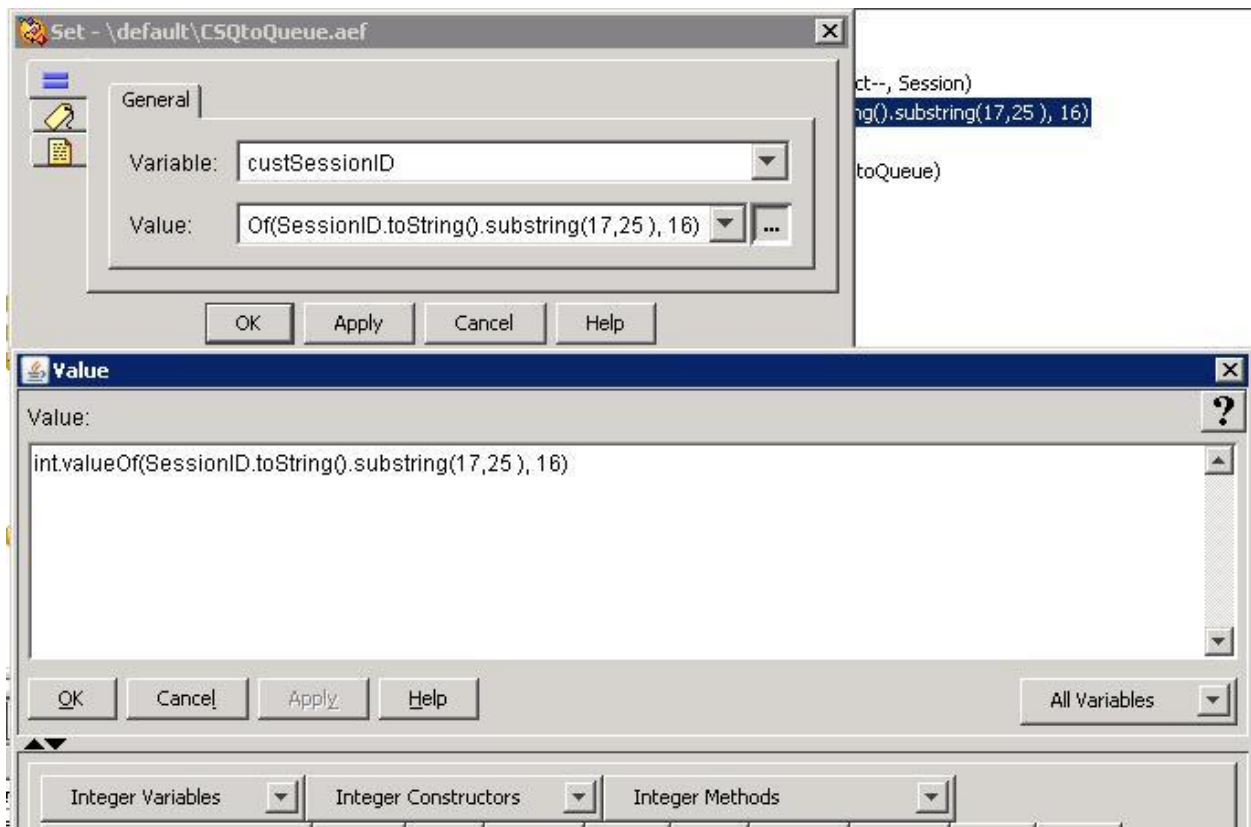- Get Contact Info
- Set
- Set Enterprise Call Info

Begin by adding the Get Contact Info Step and select it's properties. In the window that appears, set the Session field to our variable, **SessionID** as shown in *Figure 7*

Next, drag the **Set** step to follow the **Get Contact Info** step, modify it to be as shown in *Figure 8*

To get the gist of what's going on, we'll break this down to it's core functions

SessionID.toString().subString(17,25)

int.valueOf(**string**, **int**)

Essentially, what we're doing is getting the Session information from the Get Contact Info step, however, it returns more information than we are concerned about, in specific, we only care about the Session ID, which is returned as id=nnn-<hex>. However, the id is in Hex format, which is of little use as the session id in the database is stored as a decimal number, to do this we use the valueOf function.

The value for the id, resides between characters 17, and 25 of the SessionID string, the substring method extracts only those characters and returns them as a string.

This string (as derived from substring) is passed to an integer function, 'valueOf', along with the number 16, which represents the **base** which the string is currently in. This function, returns the decimal value of the string which was passed to it, in this case, the Session ID

Finally, we need to pass along our Session ID variable to our ECC custSessionID variable, to do so we use the **Set Enterprise Call Info.** Add the step after the previously created **Set** step and configure as shown in *Figure 9*.
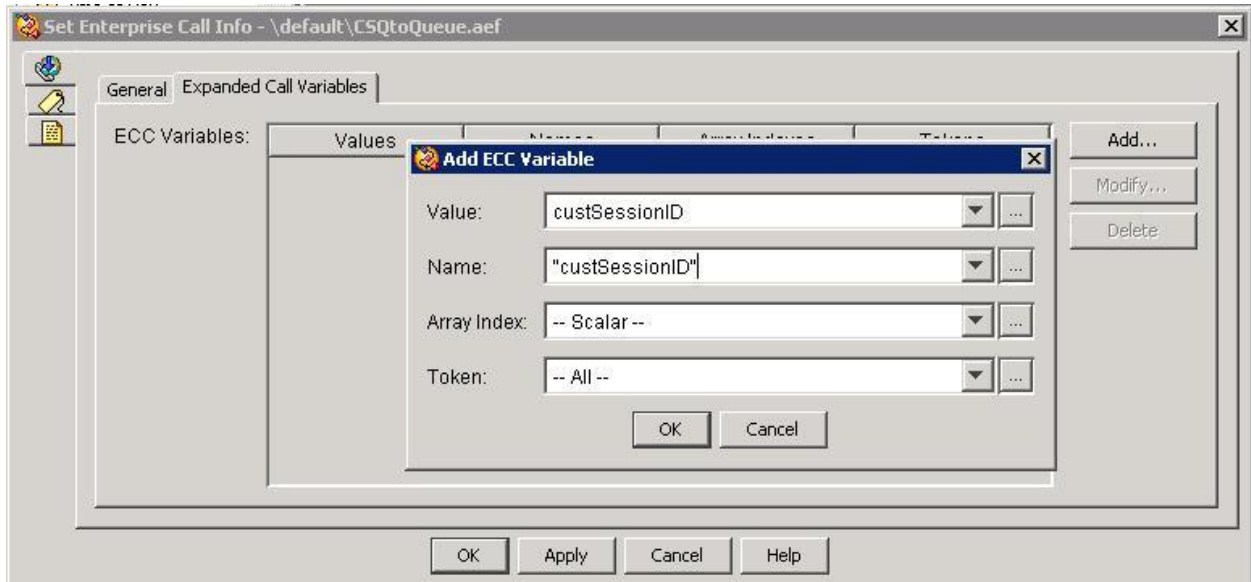
Finally, save the script, reload it and refresh the application.

Step 3 – Add the ECC Variable to the Voice Contact Work flow

Using the Cisco Desktop Administrator **application**, browse to the work flow group you wish to modify, in our example we are using the default work flow.

Begin by browsing to the work flow group, select your work flow, under **CAD Agent** select **Voice Contact Work Flow**, select **Edit** and you will be prompted with a screen similar to *Figure 10.*

We're creating an action for when the call is Answered. Select **Answered** and click **Add** under *Actions* as shown in *Figure 10*.
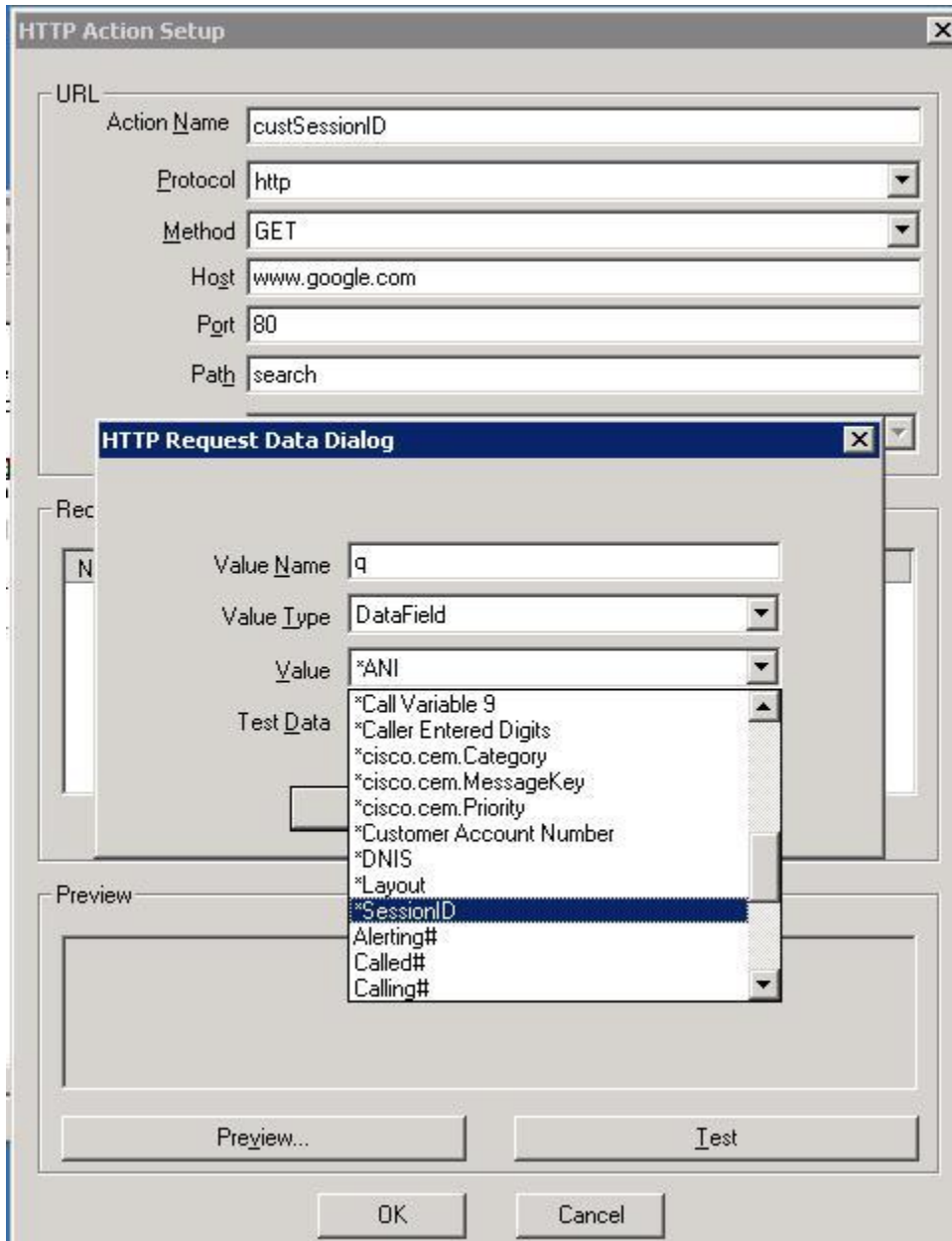
Figure 10 - CDA Voice Contact Work flow
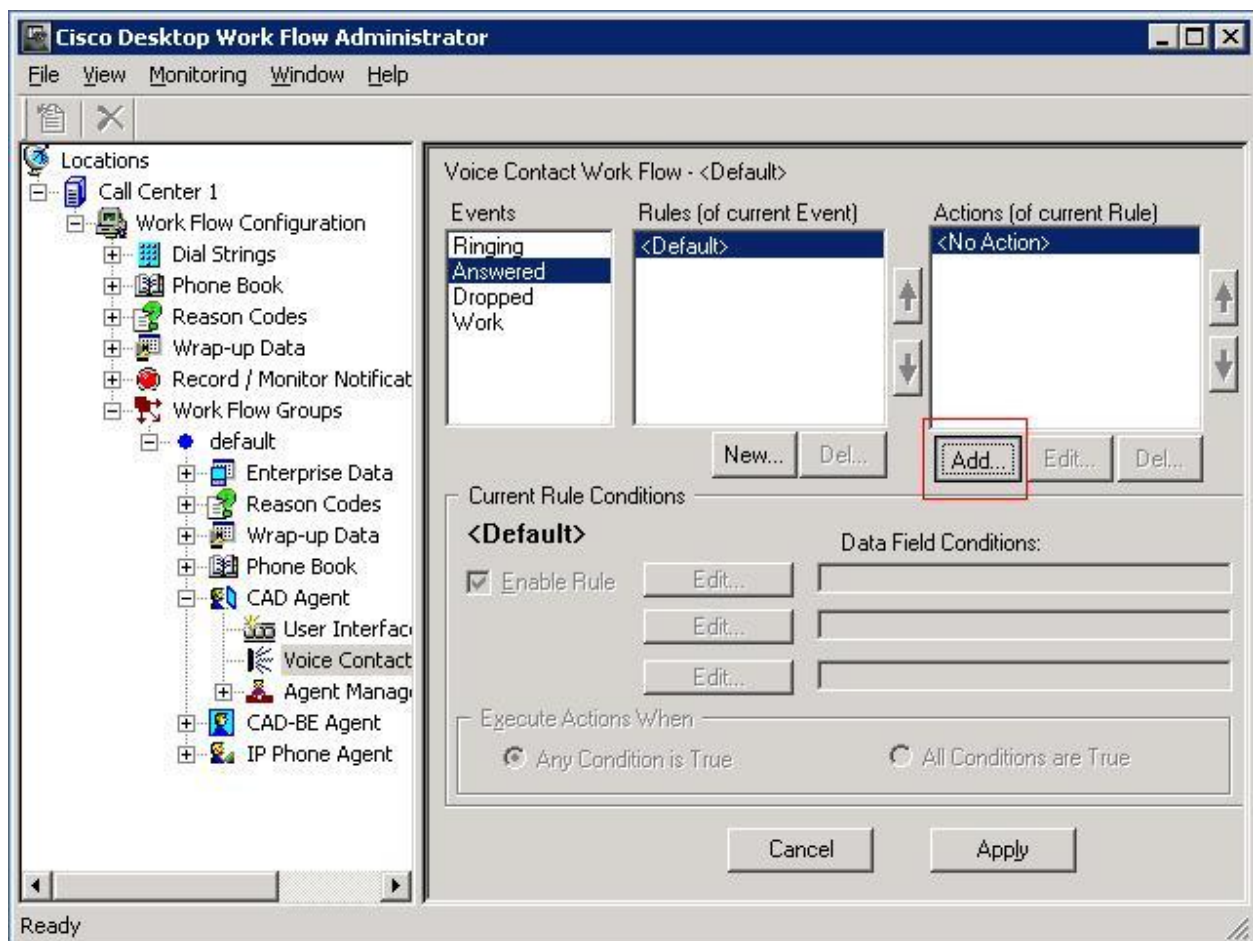
Since we are creating an HTTP Action, browse to the **HTTP Action** tab and select **Add**

In our example, we are simply going to run a google search with the Session ID as a search string, modify this to suit your needs as appropriate.

Figure 11 - HTTP Action

After configuring your HTTP Action, select the **Preview** button to see the URL that will be issued, make sure it is in line with your requirements.

Figure 12 - HTTP Action Preview

Finally, have your agent Log in and perform a test call. If you've followed the steps you should have something similar to *Figure 13*.
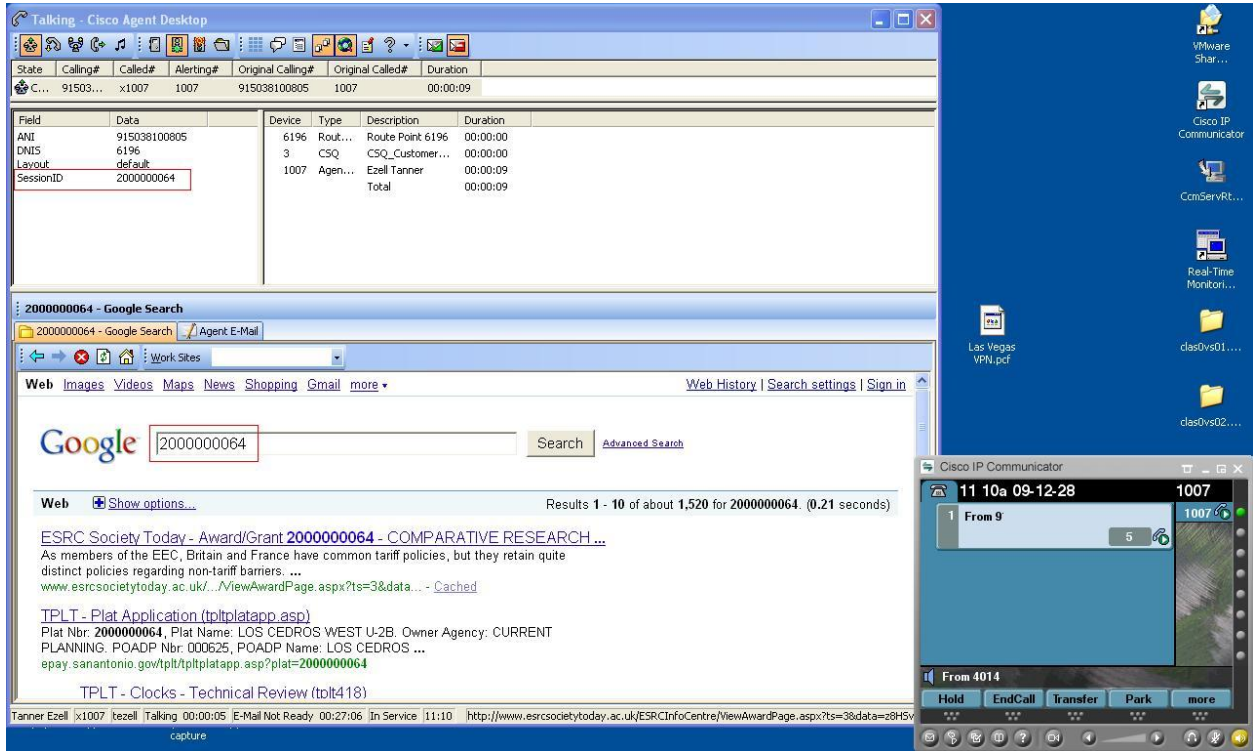
You may now use this session id to locate the call from the UCCX Database as shown in *Figure 14*

Figure 14 - Query Analyzer

For more information, see http://cisco.tannerezell.com.

Comments? Questions? Suggestions? Please contact Tanner Ezell tanner.ezell _at_ gmail.com