

# UCCX Custom Reporting

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*Returning the Session ID.*

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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

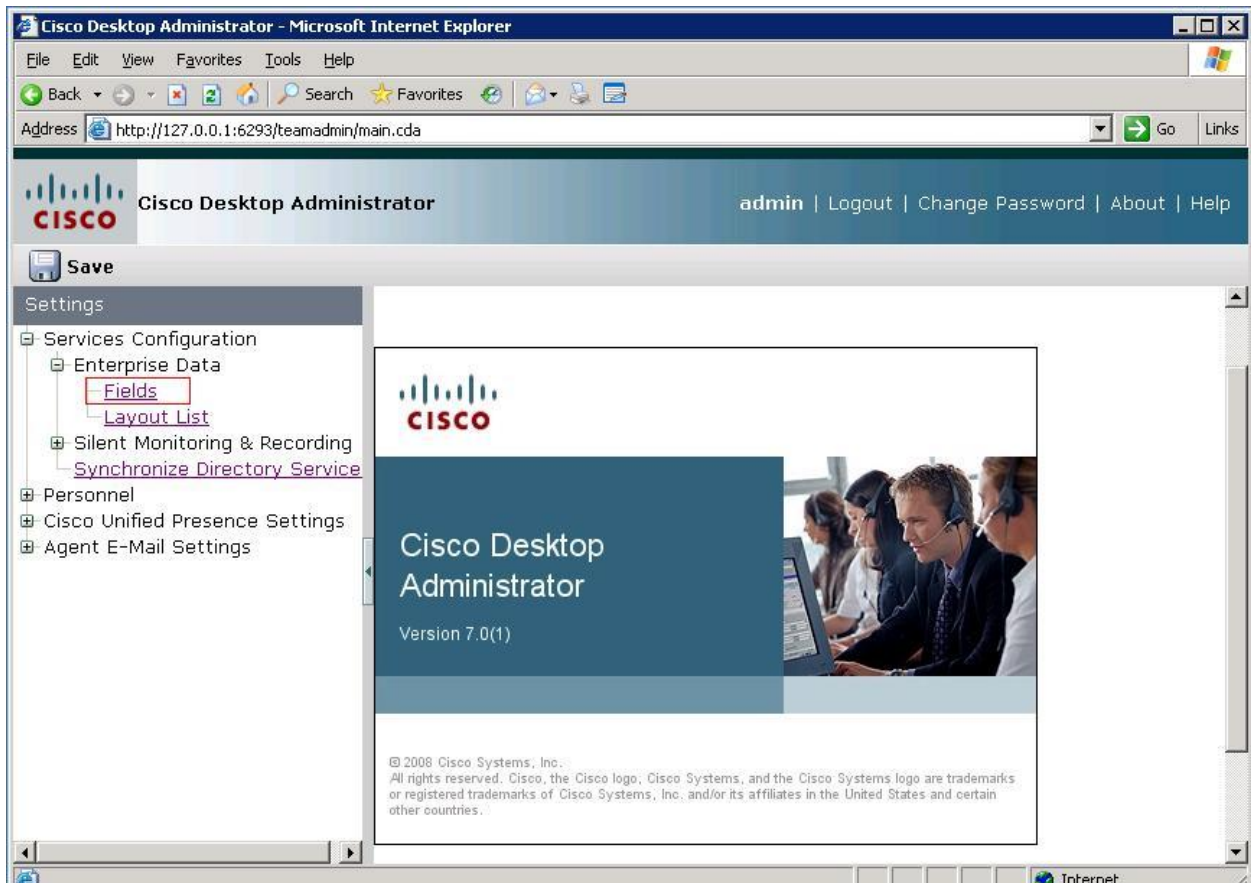
This step can be entirely optional using one of the built in Call Variables, however, I prefer to add a new Variable for clarity.

Begin by logging into the Cisco Desktop Administrator web Interface

*http://<uccx ip address>:6293/teamadmin/main.cda*

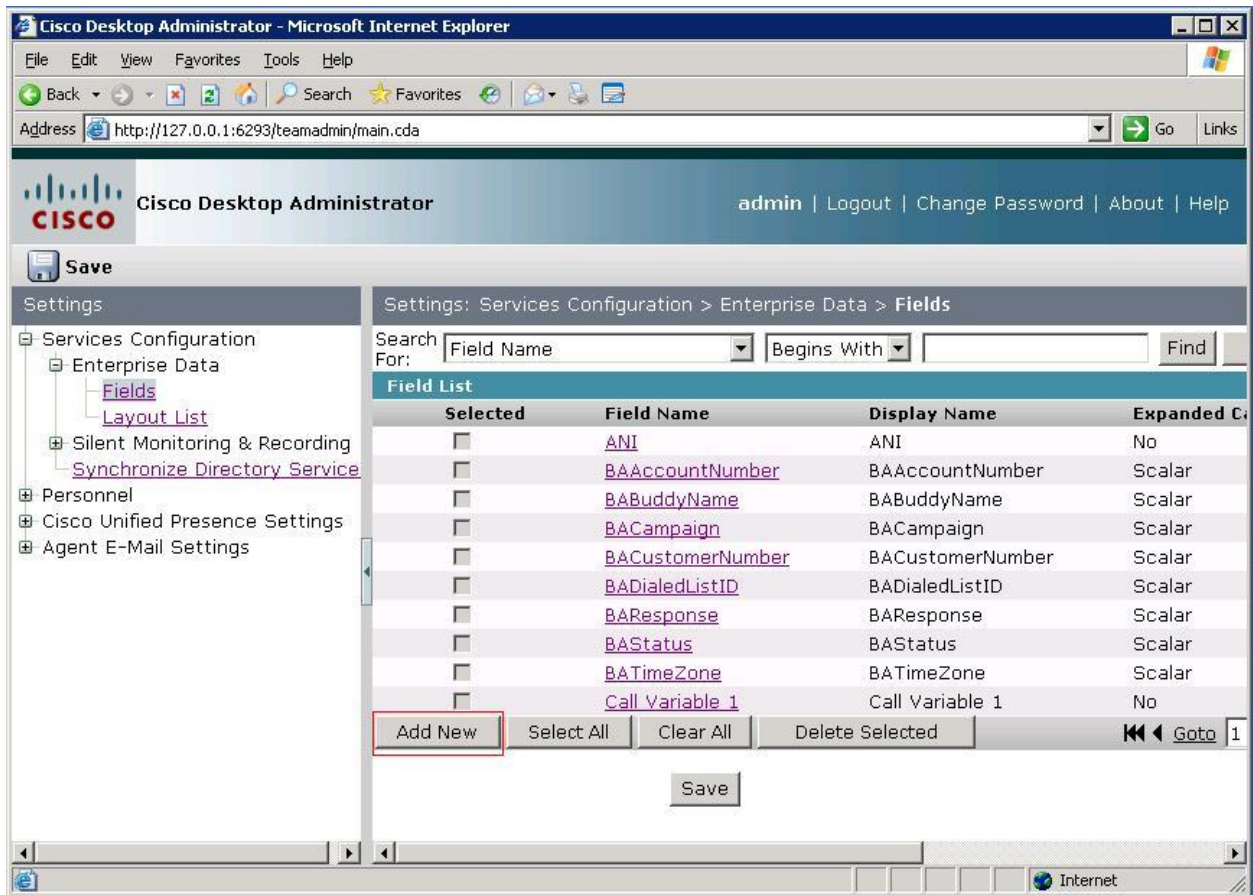
After logging in, expand **Services Configuration, Enterprise Data** and select the **Fields** link as shown in **Figure 1**

Figure 1 - Enterprise Data - Fields



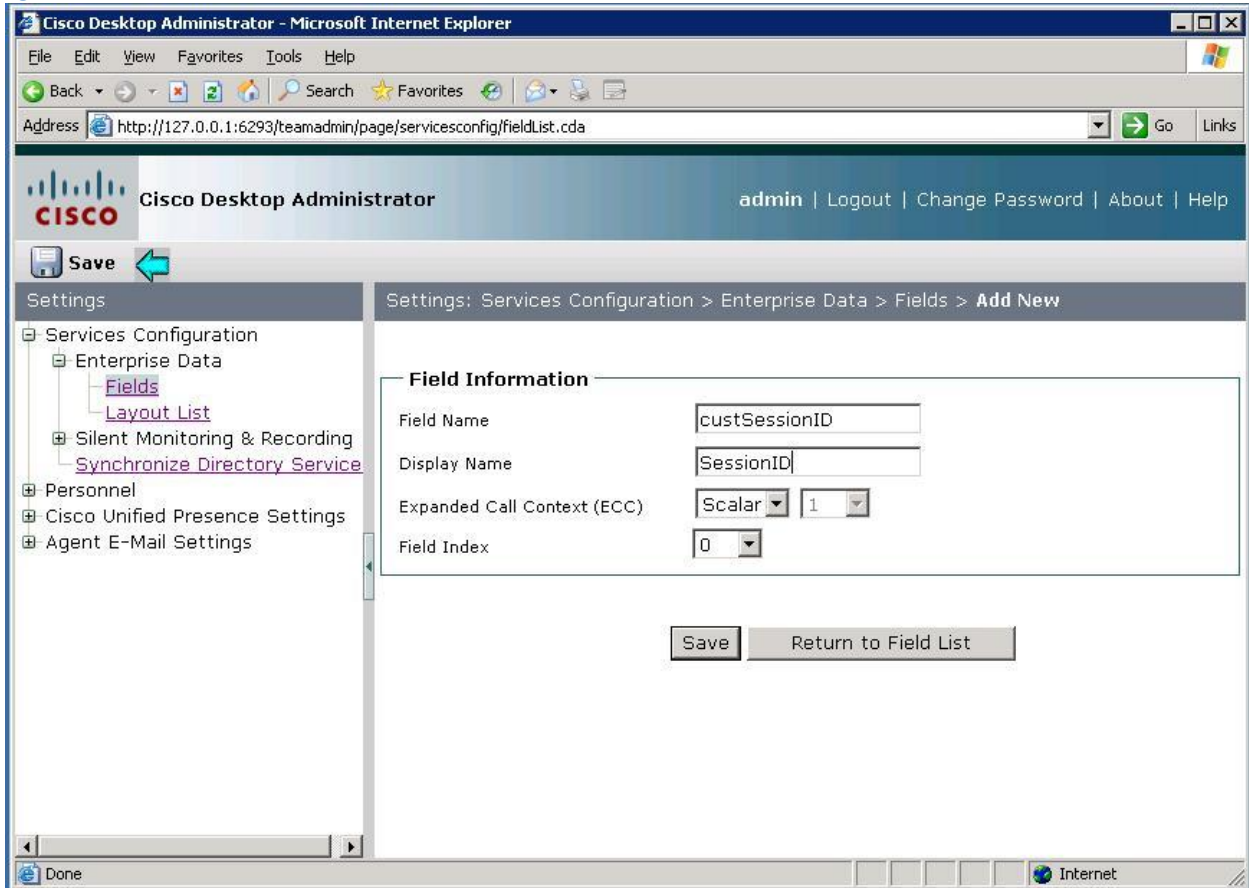
Select **Add New** as shown in *Figure 2*

Figure 2 - Add New ECC Variable



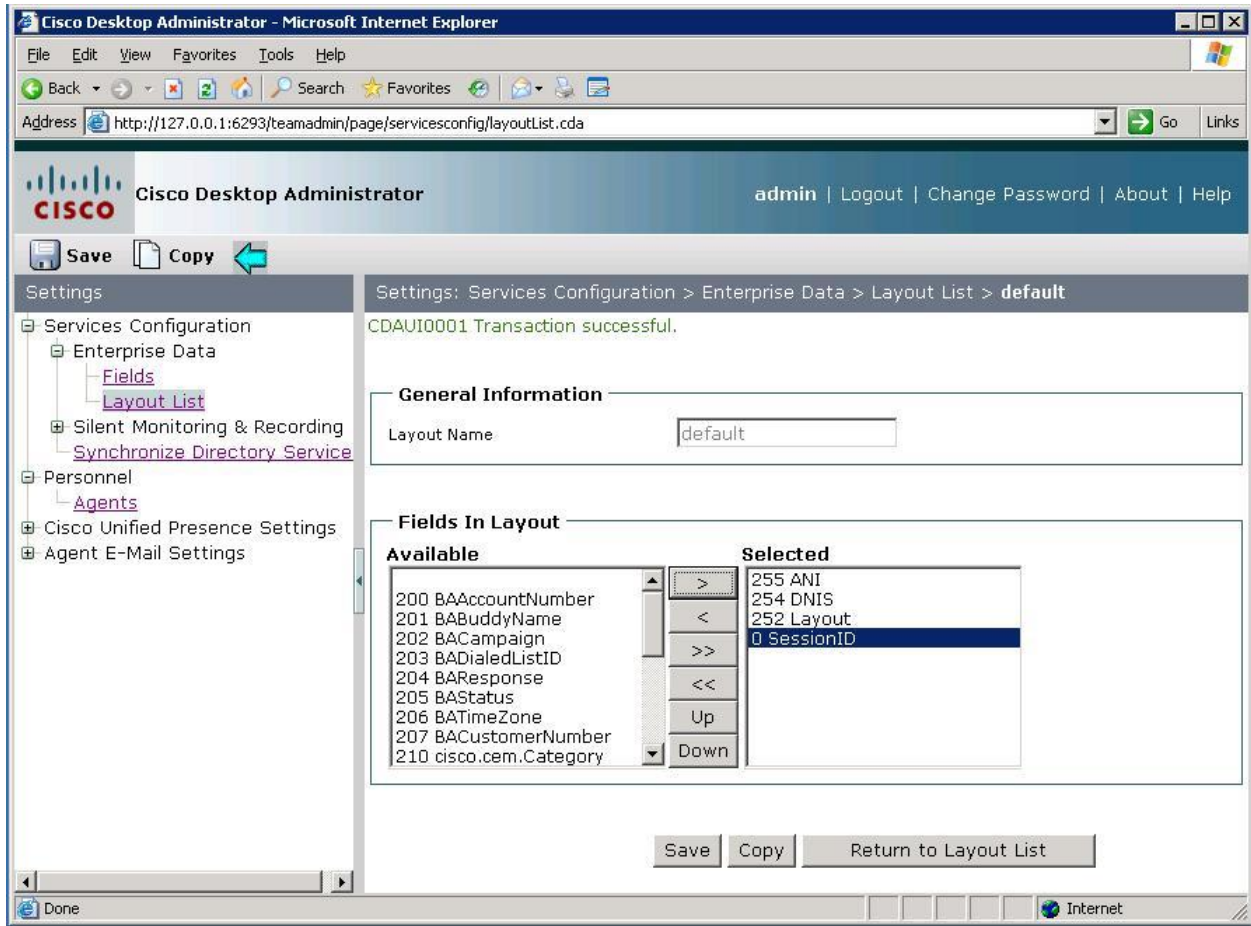
Fill out the fields to match as shown in **Figure 3**

Figure 3 - custSessionID



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.

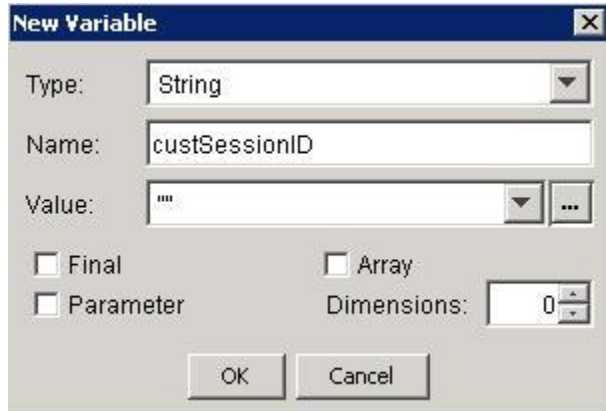
Figure 4 - Add custSessionID to layout



## Step 2 – The UCCX Script

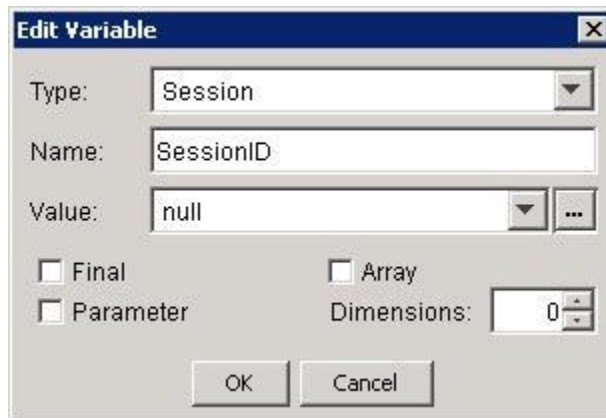
In our UCCX Script we need to create 2 variables, in this example they are named “*custSessionID*” as type **String** and “*SessionID*” as type **Session** as shown in **Figure 5** and **Figure 6**

Figure 5 - custSessionID as type String



The screenshot shows a dialog box titled "New Variable". It has a "Type:" dropdown menu with "String" selected. Below it is a "Name:" text field containing "custSessionID". Underneath is a "Value:" dropdown menu with "" selected. There are three checkboxes: "Final", "Array", and "Parameter", all of which are unchecked. To the right of these checkboxes is a "Dimensions:" field with a spinner set to "0". At the bottom of the dialog are "OK" and "Cancel" buttons.

Figure 6 - SessionID as type Session



The screenshot shows a dialog box titled "Edit Variable". It has a "Type:" dropdown menu with "Session" selected. Below it is a "Name:" text field containing "SessionID". Underneath is a "Value:" dropdown menu with "null" selected. There are three checkboxes: "Final", "Array", and "Parameter", all of which are unchecked. To the right of these checkboxes is a "Dimensions:" field with a spinner set to "0". At the bottom of the dialog are "OK" and "Cancel" buttons.

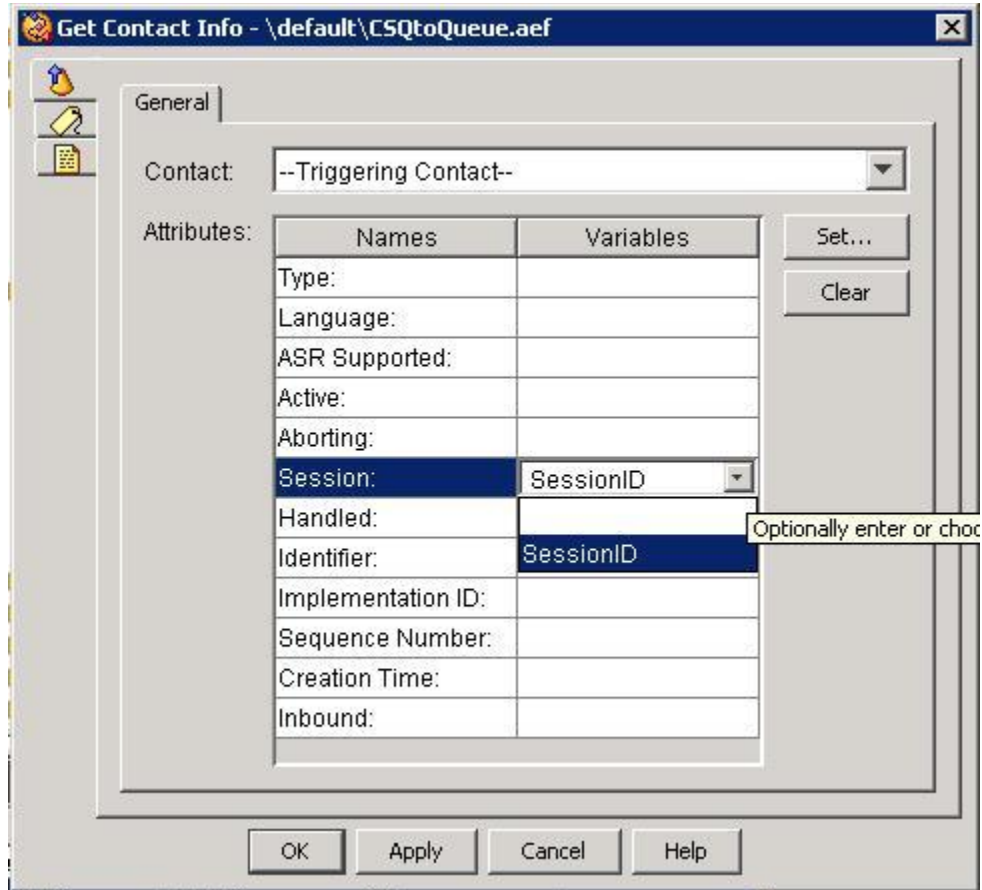
In order to get our SessionID, and pass it along as an ECC variable we will be using 3 steps.

- Get Contact Info
- Set
- Set Enterprise Call Info



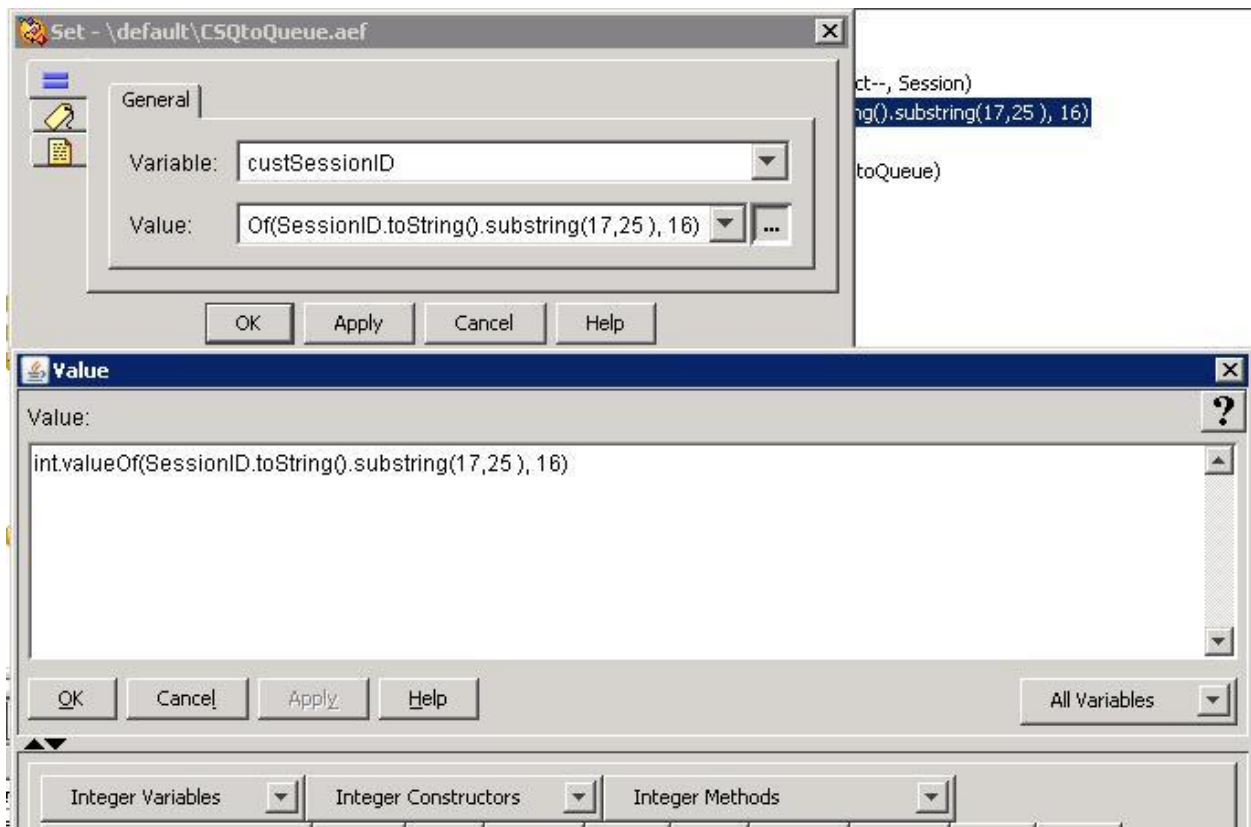
Begin by adding the Get Contact Info Step and select it's properties. In the window that appears, set the Session field to our variable, **SessionID** as shown in **Figure 7**

Figure 7 - Get Contact Info Step



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

Figure 8 - Set Step



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

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

`int.valueOf(string, int)`

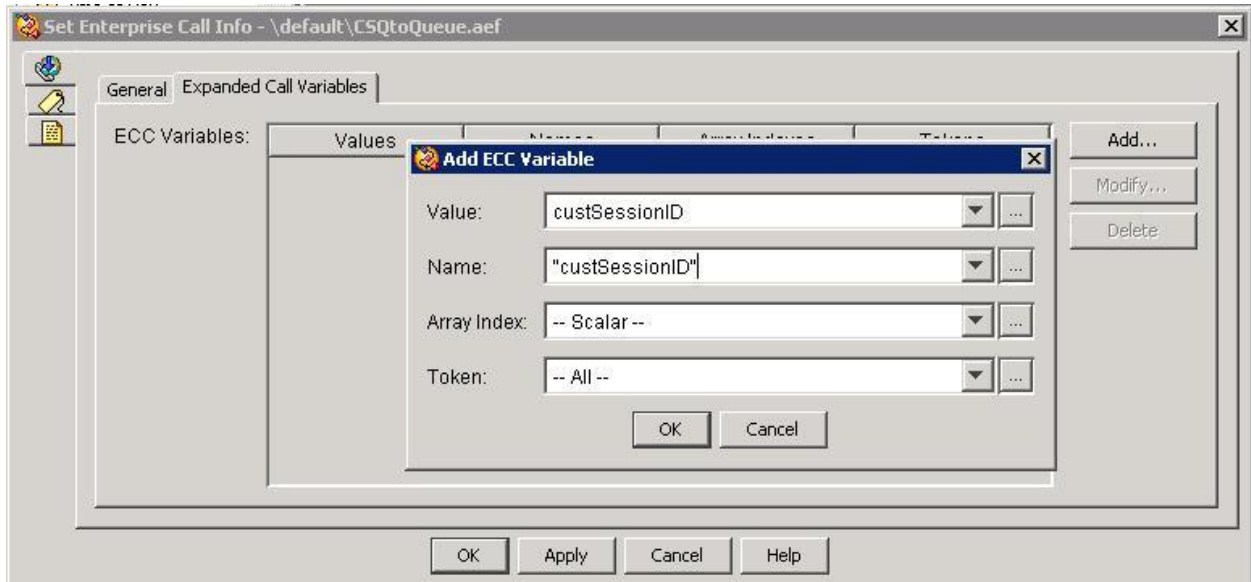
Essentially, what we're doing is getting the Session information from the Get Contact Info step, however, it returns more information than we are concerned about, in specific, we only care about the Session ID, which is returned as `id=nnn-<hex>`. However, the id is in Hex format, which is of little 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**.

Figure 9 - Set Enterprise Call Info



Finally, save the script, reload it and refresh the application.

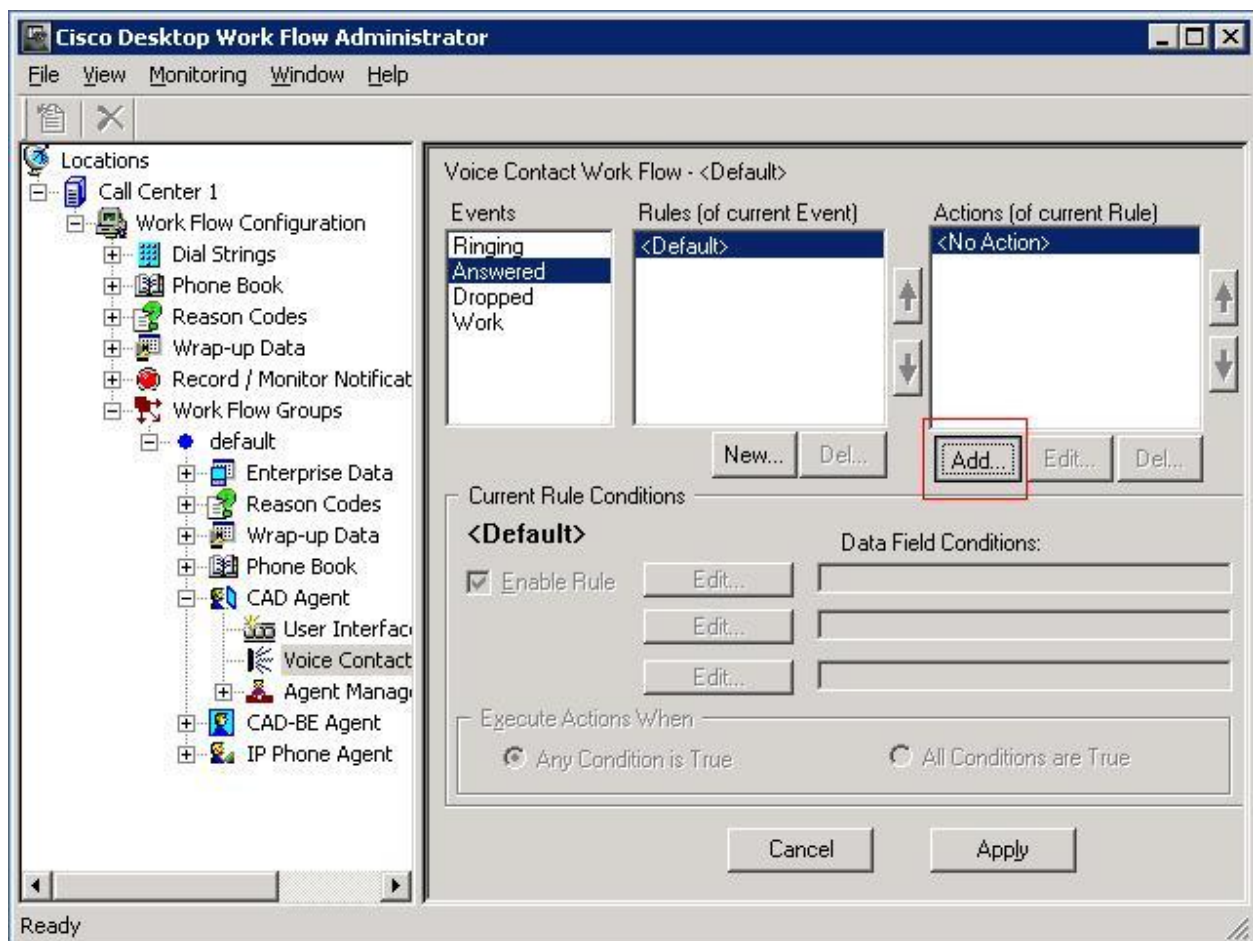
### Step 3 – Add the ECC Variable to the Voice Contact Work flow

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**.

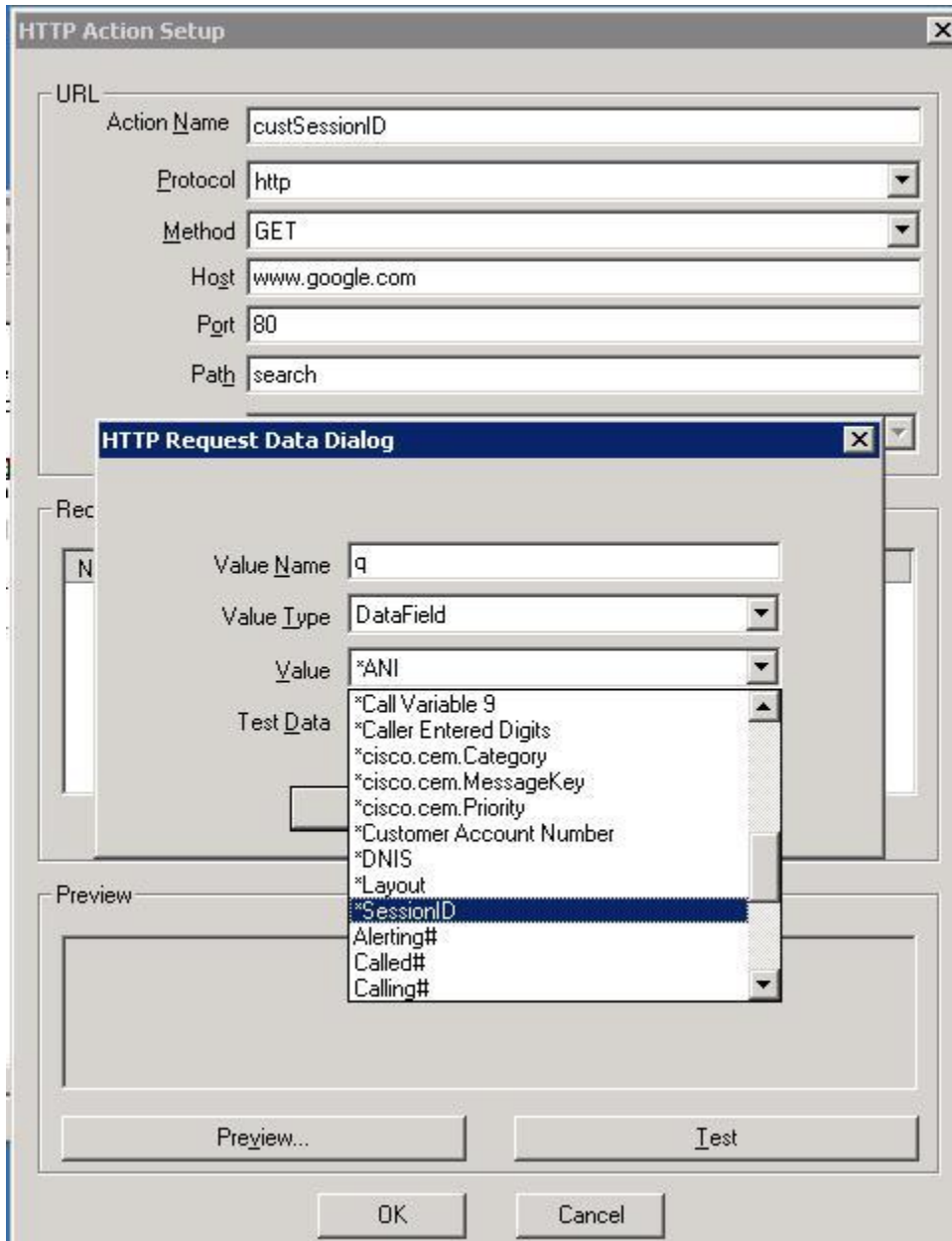
Figure 10 - CDA Voice Contact Work flow



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

The screenshot shows the 'HTTP Action Setup' dialog box with the following configuration:

- URL Section:**
  - Action Name: custSessionID
  - Protocol: http
  - Method: GET
  - Host: www.google.com
  - Port: 80
  - Path: search
  - Browser Tab: (empty)
- Request Data Section:**

Name	Value	Value Type	Test Data
q	[ENTERPRISE FIELD:SessionID]	DataField	Tanner Ezell

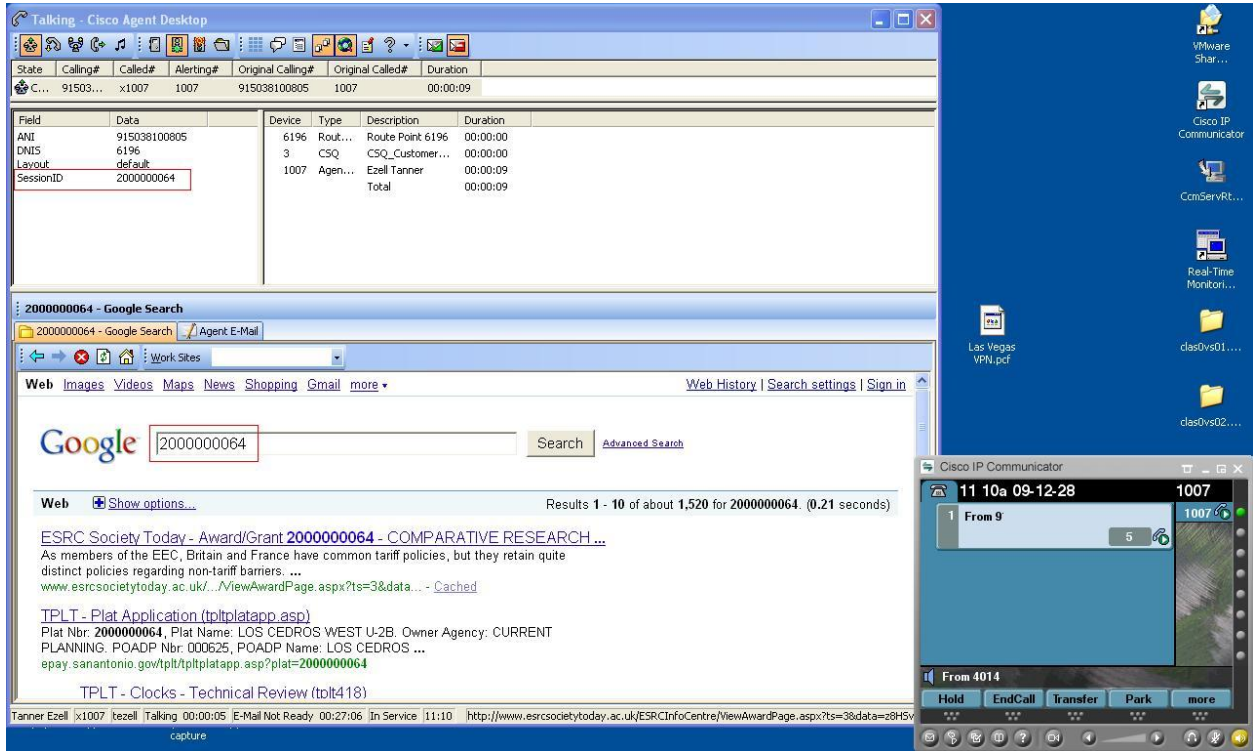
Buttons: Add..., Edit..., Delete
- Preview Section:**

http://www.google.com:80/search?q=tanner%20ezell

Buttons: Preview..., Test
- Bottom Buttons:** OK, Cancel

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**.

Figure 13 - CAD



You may now use this session id to locate the call from the UCCX Database as shown in **Figure 14**

Figure 14 - Query Analyzer

The screenshot shows the SQL Query Analyzer interface. The query executed is: `SELECT * FROM dbo.ContactCallDetail WHERE sessionID = '2000000064'`. The result set contains one row with the following data:

sessionID	sessionSeqNum	nodeID	profileID	contactType	contactDisposition	dispositionReason	originatorType	originatorID	or
1	2000000064	0	1	1	2		3	-1	91

The interface also shows the Object Browser on the left with a tree view of database objects, and the status bar at the bottom indicating 'Query batch completed.' and 'Grid #1: 1 rows | Ln 1, Col 1'.

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

Comments? Questions? Suggestions? Please contact Tanner Ezell [tanner.ezell\\_at\\_gmail.com](mailto:tanner.ezell_at_gmail.com)