

# Need to add Call Variable 2 delivery...

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[caseyc](#) 4 posts since Nov 12, 2010

**Need to add Call Variable 2 delivery into script of Lab system?** Jan 21, 2015 8:34 AM

The CCX in my lab has always used the default script (icd.aef) for simple call delivery to agents. Now I need to deliver Call Variable 2 (later probably 1...10) to the CAD, but am unfamiliar with this scripting/editing process.

As it's a lab system, it is not important exactly what the value for CV2 is, but I prefer it to be unique between calls -- at least not always the same.

I would appreciate any assistance in getting started.



Employee [kevmoore](#) 62 posts since Nov 11, 2009

**Re: Need to add Call Variable 2 delivery into script of Lab system?** Jan 21, 2015 9:30 AM

You use the Set Enterprise Call Info step to define the session Call Variables. Here's an example on Youtube with CAD as the agent desktop. Finesse environment would be similar but the CV layout would be done in Finesse Administrator:

[UCCX Desktop Administrator - Set Enterprise Call Info - YouTube](#)

Set Enterprise Call Info step covered in more detail in the Getting Started with Scripts:

[http://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_10\\_0/programming/guide/Se...](http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_0/programming/guide/Se...)

Thanks.

Kevin



[caseyc](#) 4 posts since Nov 12, 2010

**Re: Need to add Call Variable 2 delivery into script of Lab system?** Jan 21, 2015 2:35 PM

in response to [kevmoore](#)

Thanks for the hint, I now have delivery of Call Variable 2. Don't yet have unique value per call, but a static value is good place to start.