

UCCX 8.5 - Session and contact...



[Chris Jacobsen](#) 1 posts since Apr 29, 2013

UCCX 8.5 - Session and contact information May 4, 2015 10:02 AM

I've been working in UCCX scripting for a couple of years now, but only off and on and most of what I work on was here prior to me. I've been asked to build a new queue that is not related to any of our other queues. My question has more to do with starting a script than anything else. Since this script is standalone and will go straight to a specific queue, how do I start it beyond Accepting the call? Right now, I have a Get Contact Info step, followed by a Get Session step, and a Get Call Contact Info step. Some of our other scripts have a Get Session Info step after the Get Call Contact Info step, but I removed it (good choice or bad choice?). Do I have the right steps in the beginning before I get to the meat and potatoes of the script? Correct order? Thanks!

Chris

Tags: [uccx](#), [session](#), [8.5](#)



[andrei fotea](#) 6 posts since Oct 1, 2015

Re: UCCX 8.5 - Session and contact information Oct 13, 2015 11:39 AM

Hi Chris,

I'd say you're on the right track. You'd only need the Get Session Info and Get Contact Info steps only if you want to do something with the data coming from that, which doesn't seem to be your scope right now. So you could just accept the trigger and then Select Resource, pointing to the CSQ.