

# Getting the Finesse Dialog Id from UCCX...



[Juan Reyes](#) 8 posts since Nov 13, 2014

**Getting the Finesse Dialog Id from UCCX Script** Aug 28, 2015 2:53 PM

Hi,

In my UCCX script, I want to be able to get the dialog (call) id that corresponds to the dialog id that one obtains in the Finesse API calls and events. I have tried getting the 'Implementation ID' from the 'Get Contact Info' step, but that does not provide me with the correct dialog id.

Does anybody know what steps I would need to add to my script to obtain the correct Finesse dialog id?

Thanks,

-Juan



[Hemant Joshi](#) 56 posts since Jul 3, 2012

**Re: Getting the Finesse Dialog Id from UCCX Script** Nov 3, 2015 3:22 AM

Hi Juan,

Can you try once with " identifier " from Get Contact Info step .

The screenshot shows the UCCX script editor interface. On the left, the 'Get Contact Info' step configuration is visible. The 'Contact' dropdown is set to '--Triggering Contact--'. Below it, there is a table for 'Attributes' with columns for 'Names' and 'Variables'. The 'Identifier' attribute is highlighted in blue, with the value 'contactvar' entered in the 'Variables' column. On the right, the script flow is shown. The 'Get Contact Info' step is highlighted in blue, with the configuration 'contactvar = Get Contact Info (--Triggering Contact--, Identifier)'. The script flow includes steps like 'Start', 'Accept', 'Play Prompt', 'Select Resource', 'Connected', 'Queued', 'queueLoop', 'Play Prompt', 'Delay DelayWhileQueued', 'Goto queueLoop', and 'End'.

Let me know if it helps you in getting the right dialog Id.

Regards

Hemant

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[Juan Reyes](#) 8 posts since Nov 13, 2014

**Re: Getting the Finesse Dialog Id from UCCX Script** Feb 23, 2016 4:06 PM

in response to [Hemant Joshi](#)

Hi Hemant,

Thank you for your response. I tried what you mentioned, but the Contact Id did not match the Finesse dialog Id.

The Id that I am trying to get is the one that would be received in the XML responses from the XMPP events in Finesse. In the example below, it would be 18039458. However, I have been unable to find a way to get the dialog Id from the scripts.

```
<Update>
<data>
  <dialog>
    <associatedDialogUri/>
    <fromAddress>915551114444</fromAddress>
    <id>18039458</id>
    <mediaProperties>
      <DNIS>4001</DNIS>
      <callType>ACD_IN</callType>
      <dialNumber>2722</dialNumber>
      <outboundClassification/>
      <callvariables>
        .....
        .....
```

Let me know if you have any other suggestions.

Thanks,

-Juan



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

**Re: Getting the Finesse Dialog Id from UCCX Script** Feb 23, 2016 4:38 PM

in response to [Juan Reyes](#)

Contact Session ID and Finesse Dialog ID are really only loosely related. What are you looking to do with the Dialog ID? There may be other options in scripting.

Kevin.

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[Juan Reyes](#) 8 posts since Nov 13, 2014

**Re: Getting the Finesse Dialog Id from UCCX Script** Feb 23, 2016 6:28 PM

in response to [kevmoore](#)

Hi Kevin,

Using the Finesse APIs, we have built a desktop application that our agents use to handle and process the calls that our call center receives. In this application, we currently use the Dialog Id we receive from the Finesse XMPP messages to store the data from all the calls.

We would like to be able to capture additional information from the actions a user might take in the IVR and correlate those to the data we store in the backend identified by the Dialog Id (i.e. how much time they spent in the menus, how much time they were actually in the queue, etc.).

An alternative we were considering was using call variables.

Thanks,

-Juan



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

**Re: Getting the Finesse Dialog Id from UCCX Script** Feb 24, 2016 4:34 AM

in response to [Juan Reyes](#)

Juan,

Yes, that's correct, in the script you would use the Set Enterprise Call Info step to set this information as session Call Variables, and UCCX voice contact historical data ties back to Session ID. A Finesse Dialog ID is not established until the contact is handed off to an agent. If for some reason you wanted to save the Dialog ID as a Call Variable, then the Finesse Update Call Variable Data Dialog API is what you would use on the client end.

Thanks,

Kevin