

# Send caller to different application in...

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[Rikard Krvaric](#) 20 posts since Dec 8, 2011

**Send caller to different application in UCCX?** Feb 9, 2016 3:22 PM

We're running **UCCX 10.6**, and we have 8 different Applications in UCCX.

We have

1. Main number
2. Option 1 (from Main)
3. Option 2 (from Main)
4. Option 3 (from Main)

etc...

You can either call the MAIN number, or you can call the other applications directly.

All Applications are available via the 1. Main Number.

However, if someone calls the main number, in historical reports, I don't know what applications he/she eventually ended up in.

Is there a way for me to transfer a caller from the MAIN application, to Application 2?

Currently, Our MAIN script just sends someone to the script for Option 2 via

Call Subflow (SCRIPT[option2Script.aef])

Tags: [application](#), [uccx](#), [contactcenterexpressscriptingquestions](#)



[ewindgat](#) 385 posts since Jan 8, 2015

**Re: Send caller to different application in UCCX?** Mar 3, 2016 5:02 PM

Would using call variables work?



[Rikard Krvaric](#) 20 posts since Dec 8, 2011

**Re: Send caller to different application in UCCX?** Jun 17, 2016 8:40 AM

 in response to [ewindgat](#)

I know I can do call variables...

But I don't want to track it that way.

I will be forced to pull MORE reports, and massage the data in Excel every week...

If someone calls the Main Menu, and picks Sales during closed hours, I will never see the call if I pull reports for Sales.

If I have 1000 calls to Sales, and 1000 calls to Main menu, that then select Sales - it will never show me 2000 calls for sales... when I pick reports for Sales. The Sales report will show me ONLY calls that made it into queues DURING open hours.

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What if the 1000 calls to the main number were after hours?

I will have to do a LOT of variables for that...

The simpler way would be to take the call to the Main number, and Direct it to the second Application. Then when I pull ANY reports for the second application, it will include all the calls for that application.

Another example:

Application 1: Main menu

Application 2: Sales

Application 3: Accounting

If I have a "We're closed today" message, setup as a parameter on the Sales application, I check the box on the application's page, select the wav file, and save/update.

If you call the Main menu (Application 1), you will never hear the message that they're closed today.

So, anytime someone is going to be closed, I cannot use the application parameters, I MUST hard code it in the script.

Variables won't help me here..



[Mohini Das](#) 21 posts since May 27, 2014

**Re: Send caller to different application in UCCX?** Jul 5, 2016 5:13 AM

in response to [Rikard Krvaric](#)

You can store the DTMF stored into a call variable and then run a call variable report? That way, they know what the customer pressed when in the script and they can correlate with the behaviour in the script.

Press 1 —> store DTMF in variable —> transfer to new script

Run call variables report —> find number of people who have pressed 1, so those many customers went to application 1 from Main Application.

.

Repeat for each of the digit



[Rikard Krvaric](#) 20 posts since Dec 8, 2011

**Re: Send caller to different application in UCCX?** Jul 5, 2016 7:52 AM

in response to [Mohini Das](#)

Yes, I know i can track it like that.

But I have to do a lot of massaging via excel spreadsheets and that sort of thing.

Now, my Sales Application has a Parameter that plays a "We're closed for the holiday" message.

The parameter is a pre-queue message, that I can select without having to open the script editor.

I go to UCCX, find the application, check the parameter and select the .wav message.

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If I send some one from MAIN script to SALES script, it doesn't take my parameters into consideration. Because I am only sending them to the sales script...

But a lot of these things could be resolved if I could send the call to the other application instead.

That's what I am trying to get to...

Is there no way to send a call to a different application?



[Mohini Das](#) 21 posts since May 27, 2014

**Re: Send caller to different application in UCCX?** Jul 21, 2016 2:31 AM

in response to [Rikard Krvaric](#)

You can redirect the call to another trigger which is associated with another application. That should take care of that requirement.

When using redirect, you need to be aware of this one unsupported configuration:

**Use of "Consult Transfer" or "Redirect" step from scripts to a translation pattern that maps back to a route point.**

[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_10\\_6/release/docs/UCCX\\_BK\\_UC733F42\\_00\\_uccx-release-notes-106/UCCX\\_BK\\_UC733F42\\_00\\_uccc-release-notes-106\\_chapter\\_00.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_6/release/docs/UCCX_BK_UC733F42_00_uccx-release-notes-106/UCCX_BK_UC733F42_00_uccc-release-notes-106_chapter_00.html)



[Rikard Krvaric](#) 20 posts since Dec 8, 2011

**Re: Send caller to different application in UCCX?** Jul 25, 2016 11:24 AM

in response to [Mohini Das](#)

That sounds great...

So, basically do a Redirect to the direct number of the other application...

It gives me some ideas to play with.

Thanks much [mohdas](#)!