Configure Contact Session ID on Agent Desktop in Webex Contact Center

Contents

Introduction

This document describes how to display Contact Session ID (Interaction ID) on the Agent Desktop as a Call-Associated Data (CAD) Variable.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Knowledge of CAD variables
- Flow Builder

Components Used

The information in this document is based on these software versions:

- WxCC 2.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Why Contact Session ID (Interaction ID)?

Contact Session ID (Interaction ID) is a unique ID for each call and is highly beneficial to help troubleshoote issues with call failures and avoids the need to run Analyzer reports at the time of the issue.

Configure

Step 1: Choose an existing flow or a new one and select Add Flow Variables.
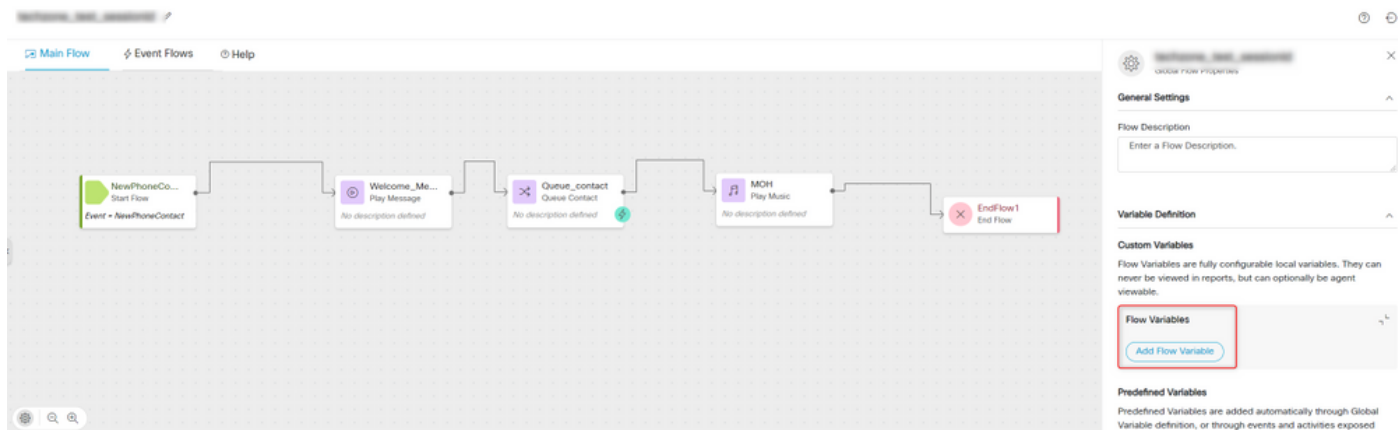
Step 2: Create a CAD variable by providing all the details and variable value **{{NewPhoneContact.interactionId}}**