Configure a Reportable Global Variable to Capture the Digits Selected at a Menu Node of a Flow on Analyzer

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Introduction

This document describes the steps to configure a reportable global variable to capture the digits entered at a Menu node of a flow on analyzer.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Webex Contact Center Adminstrator access to the tenant

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.

Create a reportalble variable on WxCC portal

Step1: Create a reportalble variable on WxCC portal under **Provsioning** > **Global Variables**

Step 2: Create a flow with a **Menu** node or edit an existing flow. Under **Global Variables**, the variable created on the Portal page populates here

Step 3: Create a **SetVariable** node after the Menu node and map the Global Variable created in the previsous step to the output variable (**DigitsEntered**) from the **Menu** node

Verify

Create a **Customer Session Record** (CSR) report on Analyzer and the gloabl variable created the previous step shows up as a profile variable

Value of IVR_option	Value of Contact Session ID	Value of Queue Duration	
①	c81d591f-077e-472c-a776-163c263bf49b		2023-05-16