

# 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 Administrator 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 reportable variable on WxCC portal

**Step 1:** Create a reportable variable on WxCC portal under **Provsioning > Global Variables**

## Global Variable

General Settings

Name	IVR_option
Description	
Variable Type	String
Default Value	
Status	Active

Reporting Settings

**Make Reportable**  Yes

This enables the variable to appear in Analyzer for reporting purposes. Each tenant has a limit of 100 variables that can be reported on.

**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

Global Variables ⓘ

View All Variables ▾

IVR\_option ×

Add Global Variables

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

The screenshot shows a workflow editor with a 'Set Variable' activity. The activity is named 'SetVari...' and is configured to set the variable 'IVR\_option' to the value 'Menu\_3q2.OptionEntered'. The configuration panel shows 'Variable' set to 'IVR\_option', 'Variable Value' set to 'Set To Variable', and the value 'Menu\_3q2.OptionEntered' selected in a dropdown menu.

## Verify

Create a **Customer Session Record** (CSR) report on Analyzer and the global 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