# Webex Connect Email Fails Due To Empty Customer Name Value

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# Introduction

This document describes a scenario where incoming emails fail with "status : 4002, desc : value is mandatory, name : customer name" error.

# Prerequisites

#### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Webex Connect Portal with Email flows configured

#### **Components Used**

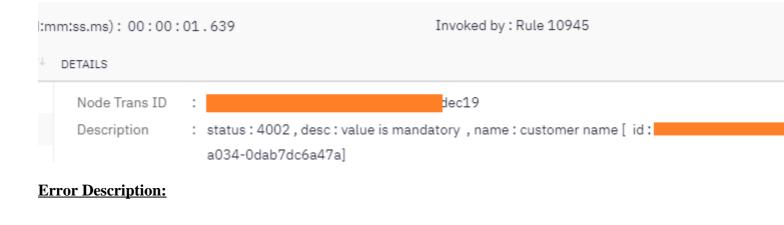
The information in this document is based on these software versions:

• 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.

## Problem

When the email flow is opened and debug logs are decrypted - the error "value is mandatory, name: customer name" is seen at the Create Task node.



"status : 4002 , desc : value is mandatory , name : customer name [ id: xxx] $\hat{a} {f \in} {f \diamond}$ 

### **Reason for the Failure**

The problem happens due to an email arrives without a sender name, since **Create Task** node expects the sender name - failure in the flow occurs.

| Customer Details                      |
|---------------------------------------|
| CUSTOMER ID 🕕                         |
| \$(n2.email.emailId)                  |
| CUSTOMER NAME                         |
| \$(n2.emai <mark>l.senderName)</mark> |
| EMAIL ID (Origin) 🚯                   |
| \$(n2.email.emailId)                  |
|                                       |

### Solution

Modify the email flow to allow a generic from/sender name to be inserted when emails arrive without this mandatory field.

Step 1. Access the email flow and click the gear in the top right corner to access flow settings. Create a new custom variable named  $\hat{a} \in \tilde{c}$ ustomername $\hat{a} \in \mathbb{T}^{M}$  and save.

| ← -         | ) C @   | O A ≅ https://webexccwithwxcasp   | bx.us <b>webexconnect.io</b> /flowdesigner/flow/v3/flowView?flowId=15152        |                  |
|-------------|---|-----------------------------------|---|------------------|
|             | husures_imi_e   | email_flow                        | ✓ Build Analyse   |                  |
|             | orking Draft 👻  | Flow Settings                     |   |                  |
|             | Channels Integration  | General Custom Logs Flow Outc     | omes Custom Variables   |                  |
| JTILITIE    | S   | messageHTML                       |   |                  |
| ¢Þ          | Evaluate<br>Run custom java script t<br>branch flow based on co<br>outcome.   | messageStrippedText               |   |                  |
| •[          | Branch<br>Run custom Java script<br>branch flow based on<br>decisions.        | messageStrippedHTML               |   |                  |
|             | HTTP Request<br>Make a HTTP request to<br>server and process the<br>response. | isPCIValidationDone               |   |                  |
| X           | Delay<br>Pause the flow for a pre<br>duration or until a fixed (              | emailNonPCIComplianceReasonAttach |   |                  |
|             | time.   | code                              |   |                  |
| R           | Data Parser<br>Extract key-values from<br>JSON.                               | errorMsg1                         | Sorry, we are unable to process your request right now. Please try again later. |                  |
| <b>1</b> 6  | Data Transform<br>Convert data using Apac<br>VTL.                             | errorMsg2                         | Unable to deliver your message. Please resend.                                  |                  |
|             | Call Flow<br>Run another published<br>workflow within current                 | err_msg_toomanyrequests           | There are too many requests currently   |                  |
|             | Page Connector<br>Link nodes spread acros<br>pages in complex flows.          | customername                      |   |                  |
|             | Profile<br>Apply operations on ma<br>application profile attribut             | + Add New Variable                |   |                  |
| <b>Q</b> .+ | values.<br>Generate OTP<br>Generate One Time PIN.                             | Flow id: 15152                    |   |                  |
| _           |   |                                   |   | (ordppenditess.) |

Step 2. Click Configure Email Event Node - > Transition Actions (optional) -> select "add a new variable" - > select the "*customername*" variable (created in step 1) -> select *email.senderName* under the output variables to add the value -> select Save.

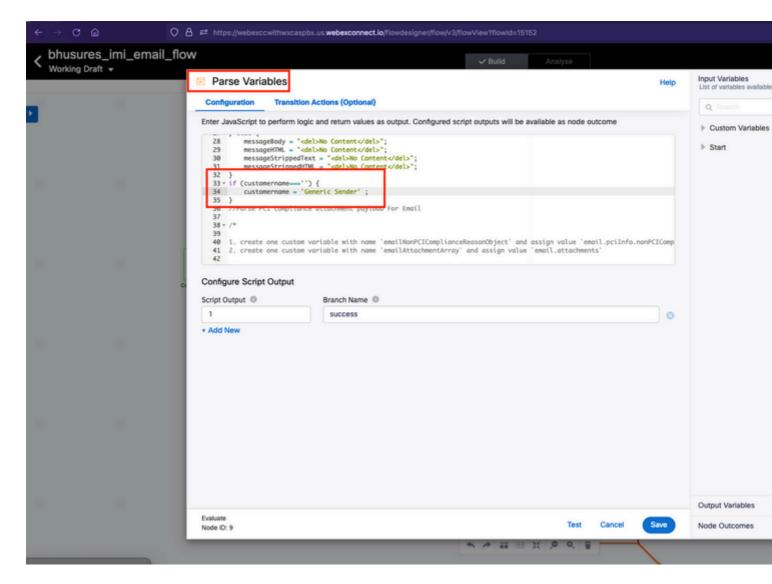
I.s

| < bhusures_imi_<br>Working Draft + | <ul> <li>Configure En</li> </ul> | nail Event  |   | ✓ Bulld Analyse   | Help | Input Variables   |
|------------------------------------|----------------------------------|---|---|---|------|---|
| r *                                | Configuration                    | Transition Actions (Optional)                             |   |   |      | Output Variables<br>Data generated by the no<br>subsequently  |
|                                    | Action 1                         |   |   |   | ÷    |   |
|                                    | Time ©<br>On-leave •             | Action  Set variable                                      |   |   | •    | email.message<br>email.emaild<br>email.transid                |
|                                    |                                  | Variable  |   | Value O   |      | email.timestamp   |
|                                    |                                  | emailNonPCIComplianceReasonObject<br>emailAttachmentArray | • | \$(n2.email.pciinfo.nonPCIComplianceReaso<br>\$(n2.email.attachments) | 0    | email.attachment<br>email.appld<br>email.subject              |
|                                    |                                  | messagetext   |   | \$(n2.email.message)  | 0    | email.senderNam   |
|                                    | L                                | messageHTML   | • | \$(n2.email.htmlMessage)  | 0    | email.toAddresse<br>email.ccRecipien                          |
|                                    |                                  | messageStrippedText                                       |   | \$(n2.email.strippedText)   | 0    | email.bccReciple<br>email.htmlMessa                           |
|                                    |                                  | messageStrippedHTML                                       | ¥ | \$(n2.email.strippedHTML)   | 0    | email.inReplyTo   |
|                                    |                                  | IsPCIValidationDone                                       | • | \$(n2.email.pclinfo.isPCIValidationDone)                              | 0    | email.messageld<br>email.headers                              |
|                                    |                                  | bizemailid  |   | \$(n2.email.recipient)  | 0    | email.assetType   |
|                                    |                                  | customername<br>+ Add                                     | × | \$(n2.email.senderName)   | 0    | email.recipient<br>email.strippedTe:<br>email.strippedHT      |
|                                    | + Add Action                     |   |   |   |      | service.serviceKe<br>email.pclinfo.isPo<br>email.pclinfo.isPo |
|                                    | Start<br>Node ID: 2              |   |   | Cancel  | Save | email.pciinfo.non<br>email.pciinfo.dro<br>Node Outcomes       |

Step 3. Add a generic from/sender name to the parse variables node and save.

In lines 33 and 34 add this condition.

```
if (customername==='') {
  customername = 'Generic Sender' ;
```



Step 4. Add customername variable to Create Conversation and Create Task nodes.

| Configuration Transition Actions (Optional) |                           | Q, Search                                    |
|---|---------------------------|--|
| Conversation Details                        |                           |  |
| Channel 🔘                                   |                           | bizemailid                                   |
| Email                                       | *                         | escapedemailmessage                          |
| Business Email Id 🐵                         | From Email ID             | escapedhtmlmessage                           |
| \$(bizemailid)                              | S(n2.email.emailId)       | modifiedInReplyTo                            |
| (checking)                                  | (in a manon markey        | parsedattachments                            |
| Messages (Optional)                         |                           | emailNonPCIComplianceReaso                   |
| Direction ()                                | Timestamp (In UTC) 🔘      | emailAttachmentArray                         |
| Inbound                                     | * \$(n2.email.timestamp)  | conversationId                               |
|   |                           | messageHTML                                  |
| customer Name ()                            | From Address ()           | messageStrippedText                          |
| \$(customername)                            | \$(n2.email.emailId)      | messageStrippedHTML                          |
| io Recipients III                           | CC Recipients 🔘           | isPCIValidationDone                          |
| \$(modifiedtoAddress)                       | \$(n2.email.ccRecipients) | emailNonPCIComplianceReaso                   |
| BCC Recipients ()                           | Subject ()                | code   |
| \$(n2.email.bccRecipients)                  | \$(n2.email.subject)      | errorMsg1                                    |
| Email Headers 🔘                             | Plain Body 💿              | errorMsg2                                    |
| \$(n2.email.headers)                        | S(messageBody)            | err_msg_toomanyrequests                      |
|   |                           | modifiedtoAddress                            |
| HTML Body 🛞                                 | Stripped HTML ()          | customername                                 |
| \$(messageHTML)                             | S(messageStrippedHTML)    | <ul> <li>Add New Obstoni Variable</li> </ul> |
| Attachments ()                              |                           |  |
| \$(parseDataAttachment)                     |                           |  |
|   |                           | Output Variables                             |

|                                       | List of variables available as input f | Input Variables<br>List of variables available as input for this no |                       |          |  |
|---------------------------------------|--|---|-----------------------|----------|--|
| Configuration Transition Actions (Opt | Q. Search                              | Q Search  |                       |          |  |
| ethod Name                            |  |   | Custom Variables      | [F       |  |
| Create Task                           | Ŧ                                      |   | ▶ Start               | Not      |  |
| DDE RUNTIME AUTHORIZATION             |  |   | ▶ Evaluate            | Noc      |  |
| WxCC Auth                             | Ψ.                                     |   | Search Conversation   | Node II  |  |
| sk Details                            |  |   | Re-Open Conversation  | Node III |  |
| SK ID 🔘                               | CONVERSATION ID                        | Destination ()  | Create Conversation   |          |  |
| i(flid)                               | \$(conversationId)                     | \$(n2.email.appld)  | P Greate Conversation | Node II  |  |
| EDIA TYPE 🔘                           | MEDIA CHANNEL ()                       |   | Append Conversation   |          |  |
| Email                                 | Email                                  | Ŧ   |                       | Node II  |  |
| IBJECT ()                             |  |   |                       |          |  |
| 5(n2.email.subject)                   |  |   |                       |          |  |
| ustomer Details                       |  |   |                       |          |  |
| JSTOMER ID ()                         |  |   |                       |          |  |
| i(n2.email.emailid)                   |  |   |                       |          |  |
| ISTOMER NAME 🕕                        |  |   |                       |          |  |
| i(customername)                       |  |   |                       |          |  |
| 1AIL ID (Origin) 🔘                    |  |   |                       |          |  |
|                                       |  |   |                       |          |  |