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

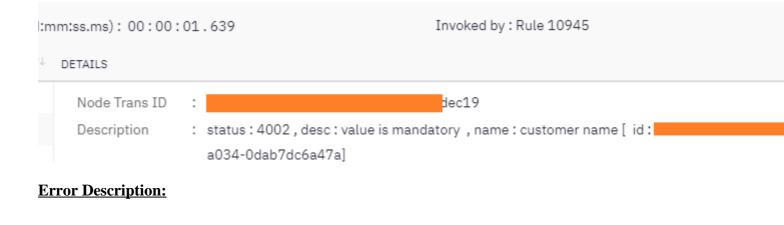
The information in this document is based on these software versions:

• 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.

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	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 Run custom java script t branch flow based on co outcome.	messageStrippedText		
•[Branch Run custom Java script branch flow based on decisions.	messageStrippedHTML		
	HTTP Request Make a HTTP request to server and process the response.	isPCIValidationDone		
X	Delay Pause the flow for a pre duration or until a fixed (emailNonPCIComplianceReasonAttach		
	time.	code		
R	Data Parser Extract key-values from JSON.	errorMsg1	Sorry, we are unable to process your request right now. Please try again later.	
1 6	Data Transform Convert data using Apac VTL.	errorMsg2	Unable to deliver your message. Please resend.	
	Call Flow Run another published workflow within current	err_msg_toomanyrequests	There are too many requests currently	
	Page Connector Link nodes spread acros pages in complex flows.	customername		
	Profile Apply operations on ma application profile attribut	+ Add New Variable		
Q .+	values. Generate OTP 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.

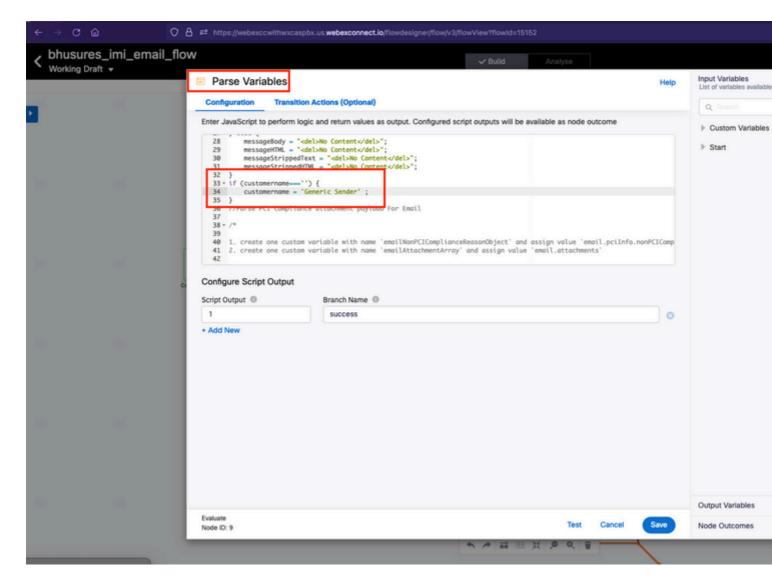
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r *	Configuration	Transition Actions (Optional)				Output Variables Data generated by the no subsequently
	Action 1				÷	
	Time © On-leave •	Action Set variable			•	email.message email.emaild email.transid
		Variable		Value O		email.timestamp
		emailNonPCIComplianceReasonObject emailAttachmentArray	•	\$(n2.email.pciinfo.nonPCIComplianceReaso \$(n2.email.attachments)	0	email.attachment email.appld email.subject
		messagetext		\$(n2.email.message)	0	email.senderNam
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		bizemailid		\$(n2.email.recipient)	0	email.assetType
		customername + Add	×	\$(n2.email.senderName)	0	email.recipient email.strippedTe: email.strippedHT
	+ Add Action					service.serviceKe email.pclinfo.isPo email.pclinfo.isPo
	Start Node ID: 2			Cancel	Save	email.pciinfo.non email.pciinfo.dro 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)	 Add New Obstoni Variable
Attachments ()		
\$(parseDataAttachment)		
		Output Variables

	List of variables available as input f	Input Variables 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) 🔘					