



POD_Read

Use the `POD_Read` element to read PODs that were created for a customer.

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Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
ID Type	String	Yes	True	False	Customer	This is a mandatory field. User can select the type of id that is used for searching the POD.
ID	String	Yes	True	True	None	This is a mandatory field. User can specify the ID to search the POD with.

Element Data

Name	Type	Notes
context_notes	string	Contains the Context_Notes data element associated with the POD.
context_pod_activity_link	string	Contains the Context_POD_Activity_Link data element associated with the POD.
context_pod_source_cust_name	string	Contains the Context_POD_Source_Cust_Name data element associated with the POD.
context_pod_source_email	string	Contains the Context_POD_Source_Email data element associated with the POD.
context_pod_source_phone	string	Contains the Context_POD_Source_Phone data element associated with the POD.
media_type	string	Contains the mediaType associated with the POD.
pod_id	string	In case of a POD_Read by Customer ID, there might be multiple PODs matching the search criteria. In that case, this contains the POD ID of the last updated POD.
search_result_as_json	string	Contains details of all the PODs that match the search criteria in JSON format.
state	string	Contains the state of the POD.
tags	string	Contains the tags associated with the POD. Multiple tags are separated by spaces.

Exit States

Name	Notes
done	The element is successfully run and the read POD operation is successful.

Events

Name (Label)	Notes
Event Type	You can select Java Exception as event handler type.

The output of the Customer_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.

