# **Troubleshoot Webex Connect Chat Creation Failure Error at Create Task Node**

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#### Introduction

This document describes one possible reason why the initial chat creation fails to the Create Task node.

Error seen:

This conversation has been closed

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# **Prerequisites**

#### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- · Webex connectportal with Email flows configured

### **Components Used**

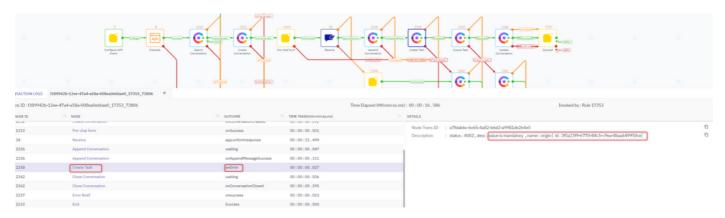
The information in this document is based on these software versions:

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 you open the flow and enable Decrypted debug logs, the error value is mandatory, name: origin is seen at the Create Task node:

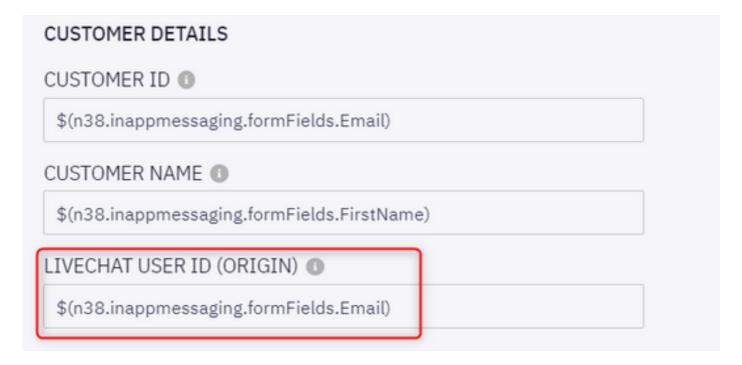


#### **Error Description:**

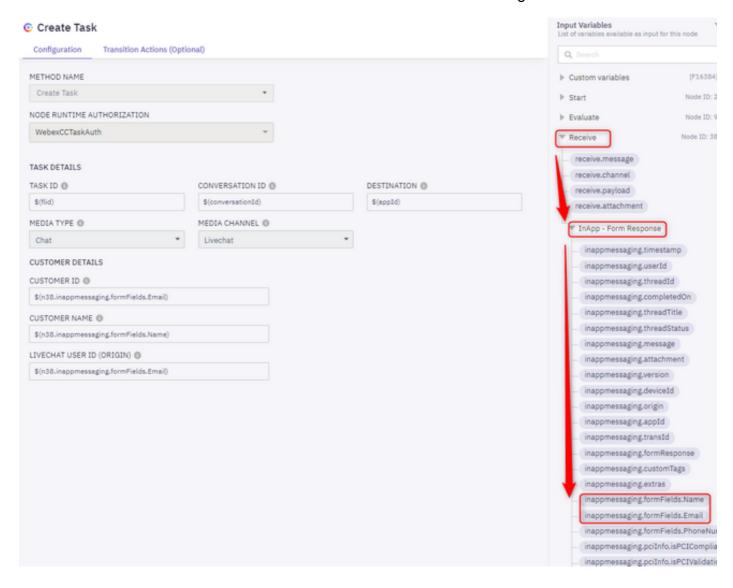
status : 4002 , desc : value is mandatory , name : origin [ id : 3f5a23f9-6770-84c5-c9ea-8baa649950ce]

## Reason for the Failure

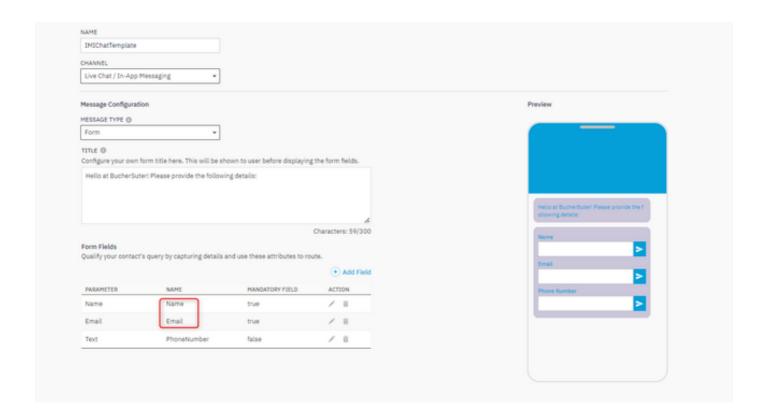
The issue resides in the **Origin** field. Double-click the **Create Task** node and check these 3 fields:



Access the variables passed on the Create Task node through Input Variables > Receive and check the Name and Email fields. This must **MATCH** the variables in the earlier image.

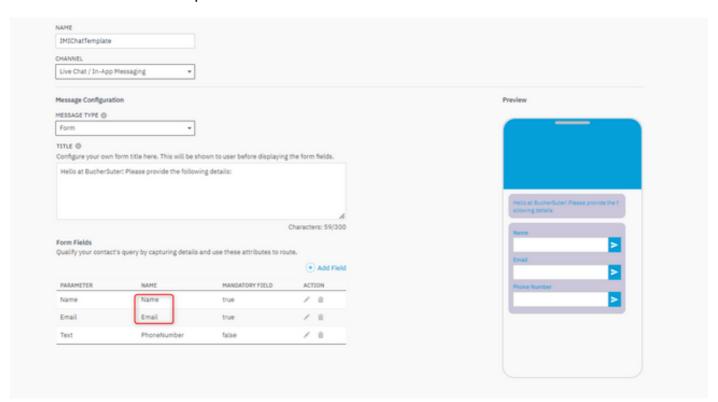


These two fields are set through the Chat template where the Name and the Email fields are mandatory.



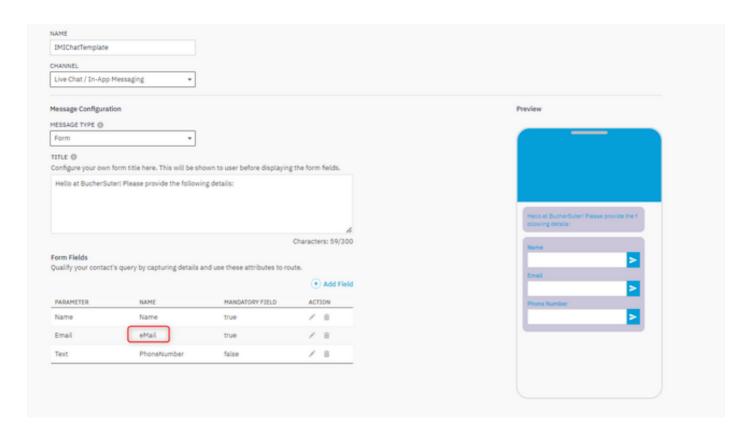
## **Solution**

Ensure the Name and Email parameters have the Name set to Name and Email:



If you would like to have the field Name and Email fields named differently, (Email parameter is named as eMail and not Email)

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Please ensure the fields are updated the same on the Create Task node or the Create Task for the chat fails.

