



## POD\_Add

Use the `POD_Add` custom action element to create Piece of Data (POD). You can associate the POD with a customer by using the Customer ID field. The contributor of the POD is the VXML Server hostname.

**Note** If the `POD_Add` element is run successfully, the customer's phone number is automatically populated in the `Context_POD_Source_Phone` data element.

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## Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Customer ID	string	No	true	true	None	The customer identification number.
Tags	string	No	true	true	None	A comma-separated list of tags to be associated with the POD.
Field Sets	string	Yes	true	true	None	A comma-separated list of fieldsets. A fieldset is a grouping of related data elements.

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
<DATA_ELEMENT>	string	No	false	true	None	<p>User-defined data element that contains data about a POD.</p> <p>To add additional data elements, perform the following steps:</p> <ol style="list-style-type: none"> <li>1. Right-click <b>Field Sets</b> setting name or the area below.</li> <li>2. Choose <b>Add Data Element</b>.</li> </ol> <p>You can add, delete, or update the data elements by using these options:</p> <ul style="list-style-type: none"> <li>• <b>Add Data Element</b></li> <li>• <b>Delete Data Element</b></li> <li>• <b>Update Name</b></li> </ul>

## Element Data

Name	Type	Notes
pod_id	string	Contains the unique ID for the POD that was created.

## Session Data

Name	Type	Notes
PodId	string	<p>Contains the unique ID for the POD if the POD creation is successful.</p> <p>When a subdialog returns, IVR subsystem populates the <code>POD.ID ECC</code> variable with <code>PodId</code>. The Call Server sends the <code>POD.ID ECC</code> variable to Unified ICM.</p>

## Exit States

Name	Notes
done	The custom action element is added.

## 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*.

