



ReqICMLabel

The `ReqICMLabel` element allows a Call Studio script to pass caller input, Call Peripheral Variables, and Expanded Call Context (ECC) variables to an ICM script. The `ReqICMLabel` must be inserted into a Call Studio script as a decision element. In Call Studio, the returned ICM label contains a result, which can be used by other elements in the same application, such as the Transfer or Audio element.

After the `ReqICMLabel` exits its done path, you can retrieve the values set by the ICM script by selecting the Element Data tab for the `ReqICMLabel` element. The element data value is `{Data.Element.ReqICMLabelElement.result}`. `ReqICMLabelElement` is the name of the `ReqICMLabel` element in the Studio script. The default name for this element is `ReqICMLabel_<n>`, where `<n>` is a number. The first `ReqICMLabel` you add to the script is named `ReqICMLabel_01`, the second is named `ReqICMLabel_02`, etc. For example, if you changed `ReqICMLabel` to `GetICMLabel`, the value returned from ICM would be `{Data.Element.GetICMLabel.result}`, where `result` is the variable of the `ReqICMLabel` element that contains the ICM label.

For more information on using the `ReqICMLabel`, refer to the [Configuration Guide for Cisco Unified Customer Voice Portal](#).

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Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Call Peripheral Variables 1 – 10 (callvar1 – callvar10)	string	No	true	true	None	Call Peripheral Variables passed by the Studio script to the ICM Server. Each of these settings can be a maximum length of 210 characters. The ICM Server returns a name-value pair for up to 10 Call Peripheral Variables in a result. Any value that is placed

						in callvar<n> from a Call Studio script is returned unchanged, if the ICM Script does not change it.
Call Peripheral Variables Return 1 – 10 (callvarReturn1 – callvarReturn10)	string	No	true	true	None	Call Peripheral Variables created upon the return of the ICM Label request, regardless of whether or not these variables are filled by the ICM Script. The reason we need two sets of these variables is to keep reporting the To ICM Call Peripheral Variables separate from what is returned from the ICM.
FromExtVXML0 - 3 (External VXML 0 – External VXML 3)	string array	No	true	true	None	Expanded Call Context (ECC) variables passed by the Studio script to the ICM Server. Each variable is a string of name-value pairs, separated by semicolons, for up to 4 external VXML variables. Each of these settings can be a maximum length of 210 characters.
ToExtVXML0 - 4 (External VXML 0 – External VXML 4)	string array	No	true	true	None	Expanded Call Context (ECC) variables received from the ICM script. The ICM Server returns a string of name-value pairs, separated by semicolons, for up to 5 external VXML variables.
Timeout	integer	Yes	true	true	3000 (ms)	The number of milliseconds the transfer request waits for a response from the ICM Server before timing out. Note: This value can only be increased or decreased by increments of 500 ms.
caller_input (Caller Input)	string	No	true	true	None	This setting can be a maximum length of 210 characters. The value of this setting will be sent from VXML Server to ICM at runtime. Should a response from ICM be needed, the Call Peripheral Variables or ToExtVXML settings should be used.

Element Data

Name	Type	Notes
result	string	ICM Label returned from an ICM server.
callvar<n>	string	Call Peripheral Variables that the Studio scripts passes to the ICM Server. Valid Call Peripheral Variables are callvar1 – callvar10.
callvarReturn<n>	string	Call Peripheral Variables that the ICM script returns to the VXML Server. Valid Call Peripheral Variables are callvarReturn1 – callvarReturn10.

	<p>For example, if an ICM script contains call peripheral variable 3 with the string value “CompanyName=Cisco Systems, Inc”, you can access the value of CompanyName that is returned by the ICM script by using:</p> <pre>Data.Element.ReqICMLabelElement.callvarReturn3.</pre> <p>The returned value is <i>Cisco Systems, Inc.</i></p>
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Session Data

Name	Type	Notes
name	string	<p>Value for a name-value pair contained in a <code>ToExtVXML</code> variable returned in the ICM label. You must know which name-value pairs are set in the ICM script to retrieve the correct value from the Call Studio script.</p> <p>For example, if an ICM script contains a <code>user.microapp.ToExtVXML0</code> variable with the string value <i>CustomerName=Mantle</i>, specify <code>Data.Session.CustomerName</code>. If the same ICM script contains a <code>user.microapp.ToExtVXML0</code> variable with the string value <i>BusinessType=Manufacturing</i>, you can access the customer business type returned by the ICM script by using <code>Data.Session.BusinessType</code>.</p>

Exit States

Name	Notes
done	The element execution is complete and the value was successfully retrieved.
error	The element failed to retrieve the value.

Folder and Class Information

Studio Element Folder Name	Class Name
Cisco	com.cisco.cvp.vxml.custelem.ReqICMLabel

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 JOSN Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.