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.

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	User-defined data element that contains data about a POD.
						
						To add additional data elements. perform the following steps:
						
						1. Right-click
						
						   Field Sets setting name or the area below.
						2. Choose **Add Data Element**.
						
						You can add, delete, or update the data elements by using these options:
						
						  • **Add Data Element**
						
						  • **Delete Data Element**
						
						  • **Update Name**

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	Contains the unique ID for the POD if the POD creation is successful. When a subdialog returns, IVR subsystem populates the `POD.ID` ECC variable with `PodId`. The Call Server sends the `POD.ID` ECC variable to Unified ICM.

Exit States

Name	Notes
done	The custom action element is added.

Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > **Context Service**	com.audium.server.action.contextservice.AddPodAction

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.*