WxM_PCS

The `WxM_PCS` element can be used to engage Post Call Survey with Webex Experience Management. The `WxM_PCS` element is located under the `wxm` group in the `Call Studio Elements`. This element is an extension of the `Form` element and connects with Webex Experience Management to play the configured survey questions through VVB.

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Support Voice Input	boolean	true	true	true	false	Whether to enable Multiline type of questions which takes voice input. Set it to true only if ASR is configured. Default = false.
NoInput Timeout	string	Yes	true	true	5s	The maximum time length allowed for silence or no keypress before a noinput event is thrown. Possible values are standard time designations including both a non-negative number and a time unit, for example, 3s (for seconds) or 300ms (for milliseconds). Default = 5s.
Max NoInput Count	int ≥ 0	Yes	true	true	3	The maximum number of noinput events allowed during input capture. Possible

						values int > 0. 0 = infinite noinputs allowed.
Max NoMatch Count	int ≥ 0	Yes	`true`	`true`	3	The maximum number of nomatch events allowed during input capture. Possible values int > 0. 0 = infinite match allowed.
Termination Character	string	No	`true`	true	#	Terminate the voice stream or DTMF collection.
Max Input Time	int >= 0	Yes	`true`	true	30s	This option is mandatory only if the Support Voice Input selected is true. The maximum time (in seconds) the voice input is allowed to last. Possible values are positive integer values followed by s. For example, 50s. Default value is 30s.
Final Silence	int >= 0	Yes	`true`	true	2s	This option is mandatory only if the Support Voice Input selected is true. The interval of silence (in seconds or milliseconds) that indicates the end of speech. Possible values are positive integer values followed by either s or ms. For example, 3s and 3000ms. Default value is 2s.
Survey Name	string	No	`true`	Yes		WxM survey name to be played as a part of Post Call Survey. If this field is empty, it's value is retrieved from ICM.
Survey Token	string	No	`true`	Yes		WxM survey taken required to submit survey back to WxM. If this field is empty, it will be retrieved from WxM through api call.
Auth Token	string	No	`true`	`true`		WXM auth token.If the field is empty, auth token would be retrieved from WXM auth token API call.
Barge In	boolean	Yes	`true`	`true`	`true`	If the value is true then barge in is allowed.
Secure Logging	boolean	Yes	`true`	`true`	`false`	Whether or not to enable logging of potentially sensitive data of the element. If set to true, the element's potentially sensitive data will not log.

Element Data

Name	Type	Notes

value	string	This field holds the questions and answers along with prefills in JSON format submitted to WXM.

Exit States

Name	Notes
done	This state is returned after getting DTMF response for all the questions successfully.
max_noinput	The maximum number of noinput events occurred. If the noinput max count is 0, this exit state never occurs.
max_nomatch	The maximum number of nomatch events occurred. If the nomatch max count is 0, this exit state never occurs.

Audio Group

Form Data Capture

Name (Label)	Required	Max1	Notes
`noinput_audio_group` (NoInput)	No	No	Played when a `NoInput` event occurs. **Note** 1. If `noinput_audio_group` is not configured, question text is played to the user for configured number of times (Max NoInput Count). 2. If `noinput_audio_group` is configured, question text is not played if no input event occurs. Only the prompt in `noinput_audio_group` will be played.
`nomatch_audio_group` (NoMatch)	No	No	Played when a nomatch event occurs. **Note** 1. If `nomatch_audio_group` is not configured, question text is played to the user for configured number of times (Max NoMatch Count). 2. If `nomatch_audio_group` is configured, question text is not played if no match event occurs. Only the prompt in `nomatch_audio_group` will be played.

Custom Prefills

The following Custom Prefills can be added from the Call Studio as element data in `Data` tab:

Name	Value	Substitution Allowed	Default
Name	Prefills tag from Cloud Cherry	No	empty
Value	Value of the prefill	Yes	empty
Type	Data type of the value	No	String
Create		No	Before

Folder and Class Information

Studio Element Folder Name	Class Name
Form	com.audium.server.voiceElement.form

Events

Name (Label)	Notes
Event Type	You can select Java Exception, VXML Event, or Hotlink, as event handler for this element.