Expanded Call Variable API

- Expanded Call Variable API, on page 1

Expanded Call Variable API

Calls carry data with them as they move through the system. This data, called expanded call variable data, is embedded with the call and is visible on the agent desktop.

Use the Expanded Call Variable API to view and list the expanded call variables currently defined in the database.

URL

`https://<server>/unifiedconfig/config/expandedcallvariable`

Operations

- get: Returns one expanded call variable, using the URL `https://<server>/unifiedconfig/config/expandedcallvariable/<id>`.
- list: Retrieves a list of expanded call variables.

Parameters

- refURL: The refURL of the expanded call variable. See Shared Parameters.
- name: The name of the expanded call variable. See Shared Parameters.
- changeStamp: See Shared Parameters.
- description: See Shared Parameters.
- maximumLength: The maximum length of the expanded call variable. The value is 1 to 210.

Note **Cisco Provided** POD.ID variable, **Maximum length** can be modified.

- eccArray: Indicates whether the expanded call variable is an array. Values are true/false.

Expanded Call Variable API

- maximumArraySize: The maximum number of elements in the array is 1 to 255. Required if eccArray is true; must be blank or not specified if eccArray is false.
- enabled: Indicates whether the expanded call variable is enabled. Values are true/false.
- persistent: Specifies whether the expanded call variable is written to the historical database with each Termination Call Detail and Route Call Detail record. Values are true/false.
  - No persistent, enabled arrays are allowed.
  - The maximum number of persistent, scalar, enabled variables is 20.
- ciscoProvided: Indicates whether the expanded call variable is provided by Cisco. Values are true/false. Read-only.
- bytesRequired: The number of bytes required to store the expanded call variable in the system. Read-only.

  The size is calculated using the following formula:
  - If eccArray is false, the size is 5+Maximum Length.
  - If eccArray is true, the size is 5+(1+Maximum length)*Maximum Array size.
- bytesRequiredInCtiServer: The number of bytes required to send this variable to CTI Server. Read-only.

  The size is calculated using the following formula:
  - If eccArray is false, the size is Length of name+Maximum length+4.
  - If eccArray is true, the size is (Length of name+Maximum length+5)*Maximum array size.

Search and Sort Values

The following table shows the parameters that are searched and the parameters that are sortable.

Search parameters	Sort parameters
• name • description	• name (default) • description • maximumLength • maximumArraySize • eccArray • enabled • persistent • ciscoProvided

See Search and Sort.

Example Get Response

```
<expandedCallVariable>
    <refURL>/unifiedconfig/config/expandedcallvariable/(id)</refURL>
```

```
    <name>test</name>
    <maximumLength>9</maximumLength>
    <maximumArraySize>10</maximumArraySize>
    <eccArray>true</eccArray>
    <enabled>true</enabled>
    <ciscoProvided>false</ciscoProvided>
    <description>test expanded call variable</description>
    <persistent>false</persistent>
    <changeStamp>0</changeStamp>
    <bytesRequired>105</bytesRequired>
    <bytesRequiredInCtiServer>180</bytesRequiredInCtiServer>
</expandedCallVariable>
```

Expanded Call Variable API