Session and Element Data That Can Cause Problems for VoiceXML Insert Elements

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Contents

Introduction

This document explains what kind of session and element data can cause problems for VoiceXML Insert elements and how to resolve this issue.

Prerequisites

Components Used

The information in this document is based on Cisco Unified Call Services, Universal Edition, and Cisco Unified Call Studio, Universal Edition.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Symptoms: The voice browser throws an error.semantic event, and your voice application uses a VoiceXML Insert element with the "Include: All Element/Session Data" option checked in its element configuration on the General tab.

Resolution: This error occurs when one or more session or element data variables includes a period (.) in its name. For example, these variable names would cause this issue:

- session.my.var
- this.is.my.var
- com.mycompany.myvar

The means by which Cisco Unified Call Services makes element and session variables available to the VoiceXML used by VoiceXML Insert elements is to declare all these variables in the root document with the <var> elements. As Section 5.1.3 of the VoiceXML 2.0 Recommendation ⬚ details, a period is used to delimit the scope prefix from the variable name, so, when a variable name such as "this.is.my.var" is encountered, the voice browser attempts to evaluate "this" as a scope and fails with an error.semantic event.

In order to resolve this issue, rename your element and session data without the use of periods.

Related Information

- **Technical Support & Documentation – Cisco Systems**

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