

## Not all UCCE call variables getting populated on Genesys desktop.

<b>Problem Summary</b>	During call flows (not post-routing necessarily) not all UCCE call variables appear on the Genesys Desktop. The key phrase here is 'not all' implying the mechanism is working but some are missing.
<b>Error Message</b>	N/A.
<b>Possible Cause</b>	Incorrect T-Server variable map configuration.
<b>Recommended Action</b>	<p>Check T-Server variable mapping - If incorrect correct and retest.                  Check CTI-Server logs to look at BEGIN_CALL_EVENTS, and CALL_DATA_UPDATE_EVENTS and confirm the variable(s) in question are being sent out the CTI-Link to Genesys.</p> <p style="padding-left: 40px;">If so proceed to troubleshoot Genesys                  If not troubleshoot UCCE issue with call variables to determine why variables are not getting sent.</p>
<b>Release</b>	Release 8.0(2)
<b>Associated CDETS #</b>	N/A