

Not all UCCE call variables getting populated on Genesys desktop.

Problem Summary	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.
Error Message	N/A.
Possible Cause	Incorrect T-Server variable map configuration.
Recommended Action	<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>
Release	Release 8.0(2)
Associated CDETS #	N/A