

Set Call Data API Request does not invoke CALL_DATA_UDPATE

Problem Summary	The Set Call Data API request returns a successful reponse, but no CALL_DATA_UPDATE is received.
Error Message	None.
Possible Cause	<p>You have sent a Set Call Data API request with one or more invalid variable parameters and <i>no</i> valid variable parameters. (For example, you sent the variable field as callWrapUpData instead of callWrapupData. This is invalid due to the difference in case for the letter 'u'.)</p> <p>The SET_CALL_DATA_REQ must cause a change in a valid call variable. Finesse does not verify fields sent in a SET CALL DATA API request. Sending an invalid variable does not prompt a CALL_DATA_UPDATE from CTI unless other valid variables are sent along with it. A successful response indicates that the request was received, but does not mean that the request has changed the variables.</p>
Recommended Action	Verify the syntax of the variable and resend the request.
Release	Release 8.5(1), Release 8.5(3)
Associated CDETS #	None.