

Set Call Data API Request does not invoke CALL_DATA_UDPATE

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| 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. |