Save addit. Info and Userdata

as of release 3.27	prior to release 3.27

Function

Saves additional information about a call for further use.

Parameters

This object has the following parameters:

NOTE: Do not use commas in the parameters, as the expansion of variables may then not work correctly.

Parameter	From Release	Meaning
Additional Info		This field is shown in agent home. It can be referenced in the IVR / ACD using the variable **$AddInfo**.
User Data		This field is shown in agent home, and can be modified by agents. It can be referenced in the IVR / ACD using the variable **$UserData** Furthermore, it is written (as is or modified by agent) to the statistics data (StatisicsPartA and TransactionCodes) and can be used for correlation of statistical data from jtel to the backend system (for example, using a customer number).
User Data 2		This field can be referenced in the IVR / ACD using the variable **$UserData2**
User Data 3		This field can be referenced in the IVR / ACD using the variable **$UserData3**
CRM URL		This defines the CRM URL for display in agent home. Note: the option "Overwrite CRM-Url with CRM-Url from IVR" must be set in the ACD group to enable this, otherwise the CRM-URL setting in the ACD group is used.
JSON Data	3.34	From release 3.34 it is possible to attach JSON data to a call. The JSON data is stored for the lifetime of the call together with the other call data, and can be used in the customization of the layout of agent home, see Customization of Agent Home and Mini Client Displays. The JSON data provided is also parsed into variables, which can be used in the call flow. The prefix for the variables is always **$jsonData**

Output

Ouput	User ...

Continue | Always