Read Participant Data from a Conversation ID

Using command line interface of PSDK Berktan Bestel, 30.5.2023

## CLI Command

gc conversations get b6d58e25-0a81-4d33-9166-a30288c89c56 --profile hm\_fbt --transform CustomerPartData.gotmpl

**--Profile** refers to section [hm\_fbt] in the file C:\Users\<user>\**.gc\config.toml** where client id, secret, access token etc. are stored.

**GC** executable is installed in C:\Tools\GenesysCloud\psdkcli which should be in the PATH.

## CustomerPartData.gotmpl

If I put indents in front of the loop/if elements, they are reflected in the output as well, even with {{- staring them.

Conversation ID = {{ .id }}

Participant Data Key = Value {{ printf "\n"}}

{{range .participants -}}

{{- if eq .purpose "customer"}}

{{- range $index, $element := .attributes }}

{{- $index }} {{- printf "\t" -}} = {{ $element }}

{{end}}

{{end}}

{{end}}

## Output

The output to the command line console is the following

Conversation ID =b6d58e25-0a81-4d33-9166-a30288c89c56

Participant Data Key = Value

2023-05-26T14:41:15.910Z - Debug - = Welcome Task - Result of DNIS-Hotline datatable for: +4940809059885113

Found Hotline: BDV Regulierung

CallType: External

2023-05-26T14:41:16.056Z - Debug - = Opening Hours Check - -Open- according to schedule Group BDV\_Regulierung\_Arbeitszeit

2023-05-26T14:41:16.243Z - Debug - = Call Type Check - Call Type Check: External

2023-05-26T14:41:16.287Z - Debug - = Main Menu - Main Menu - loopCounter: 0

2023-05-26T14:41:16.335Z - Info - = IVR Menu - Reading the IVR menu 'BDV\_Reg\_MainMenu' from config datatable. LoopCounter: 0

2023-05-26T14:41:16.445Z - Info - = IVR Menu - Reading the IVR menu 'BDV\_Reg\_MainMenu' with prompt 'BDV\_Regulierung\_MainMenu' and 3 choices. loopMenuRetryCounter: 0

2023-05-26T14:41:32.852Z - Info - = IVR Menu - Collected digit 7

2023-05-26T14:41:32.900Z - Error - = IVR Menu - NoMatch - IVR menu 'BDV\_Reg\_MainMenu', Error Counter: 0, MaxLimit: 2

2023-05-26T14:41:32.950Z - Info - = IVR Menu - Reading the IVR menu 'BDV\_Reg\_MainMenu' with prompt 'BDV\_Regulierung\_MainMenu' and 3 choices. loopMenuRetryCounter: 1

2023-05-26T14:41:41.998Z - Info - = IVR Menu - Collected digit 6

2023-05-26T14:41:42.075Z - Error - = IVR Menu - NoMatch - IVR menu 'BDV\_Reg\_MainMenu', Error Counter: 1, MaxLimit: 2

2023-05-26T14:41:42.137Z - Info - = IVR Menu - Reading the IVR menu 'BDV\_Reg\_MainMenu' with prompt 'BDV\_Regulierung\_MainMenu' and 3 choices. loopMenuRetryCounter: 2

2023-05-26T14:41:52.743Z - Info - = IVR Menu - Collected digit 7

2023-05-26T14:41:52.799Z - Error - = IVR Menu - NoMatch - IVR menu 'BDV\_Reg\_MainMenu', Error Counter: 2, MaxLimit: 2

2023-05-26T14:41:52.873Z - Failure - = Error Handling Task - Common Error Handling Task called. Trying to transfer to last ditch queue: 'BDV\_BDV\_Kundenservice\_Q'

HotLineDescription = Regulierung

Hotline = BDV Regulierung

Music = on\_hold\_music