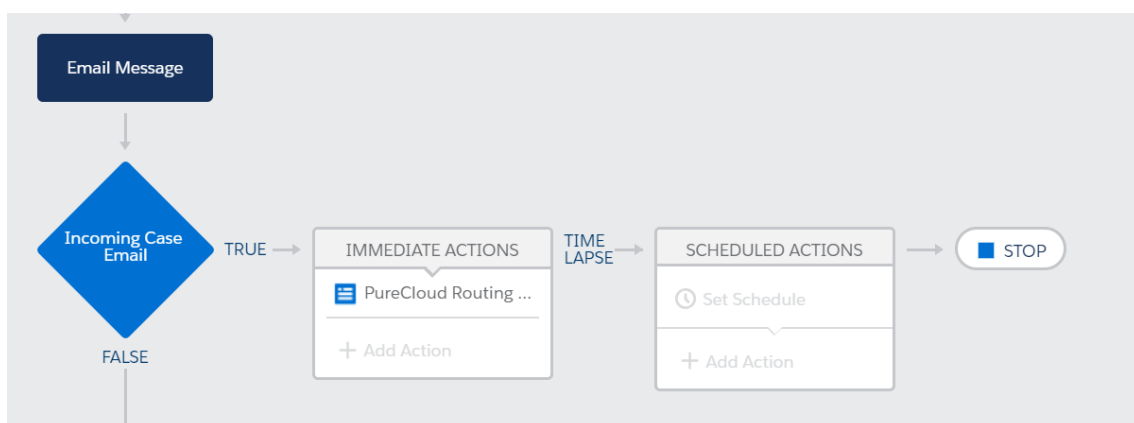


1. in Salesforce, we define activity variables

The image shows two screenshots from the Salesforce interface. The top screenshot is titled "Activity Field Mapping" and displays a table with two columns: "Interaction Attributes" and "Salesforce Fields". The first row maps "Participant.VIP" to "SF_VIP", and the second row maps "Participant.CaseNumber" to "SF_CaseNumber". Each row has a small "X" icon to its right. An "Add" button is in the top right, and a "Save" button is at the bottom. The bottom screenshot is titled "Customize Interaction Details" and shows a list of expandable sections: "Call Details", "Callback Details", "Chat Details", and "Email Details". The "Email Details" section is expanded, showing an "Add" button and a list of "Available Attributes". To the right, a "Selected Attributes" list contains: "Call.RemoteName", "Call.State", "Call.QueueName", "Email.Subject", "Salesforce.CallTimeElap", "Participant.VIP", and "Participant.CaseNumber". Navigation buttons (Up, Down, Delete) are present between the two lists.

2. Salesforce Process Builder for email to case external routing



Create a Record



Record Type *

PureCloud Routing Request

Set Field Values

Field *	Type *	Value *
Attributes	Field Reference▼	[EmailMessage].Paren... 🔍
Inbound Email Flow	Picklist ▼	Test Email Inbound AOV ▼
Salesforce Object ID (for screenpop)	Field Reference▼	[EmailMessage].Paren... 🔍

We inform the value of Salesforce attribute VIP and execute a PureCloud Inbound Email Flow and we cannot access its value for a flow decision in Architect.

For example, in Salesforce Process Builder we inform SF_VIP = "Hola", it appears correctly in PureCloud softphone



But, if we put a decision in Architect Flow with this variable, an empty value is returned