1. in Salesforce, we define activity variables

Activity Field Mapping

Interaction Attributes	Salesforce Fields	Add
Participant.VIP	SF_VIP ▾	X
Participant.CaseNumber	SF_CaseNumber ▾	X

Save

Customize Interaction Details

▶ Call Details

▶ Callback Details

▶ Chat Details

▼ Email Details

[ ] Add

Available Attributes

Selected Attributes

Call.RemoteName
Call.State
Call.QueueName
Email.Subject
Salesforce.CallTimeElap
Participant.VIP
Participant.CaseNumber

▶
◀
✖ Delete

Up
▲
▼ Down

2. Salesforce Process Builder for email to case external routing

Email Message

Incoming Case Email — TRUE → IMMEDIATE ACTIONS — TIME LAPSE → SCHEDULED ACTIONS → ■ STOP

PureCloud Routing ...

+ Add Action

ⓘ Set Schedule

+ Add Action

FALSE
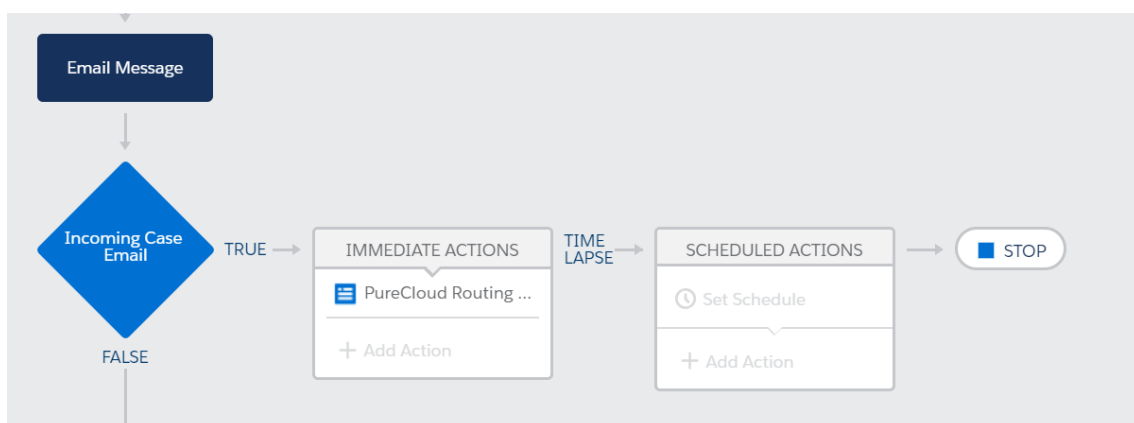
Create a Record

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 it value for a flow decision in Architect.

Fox 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