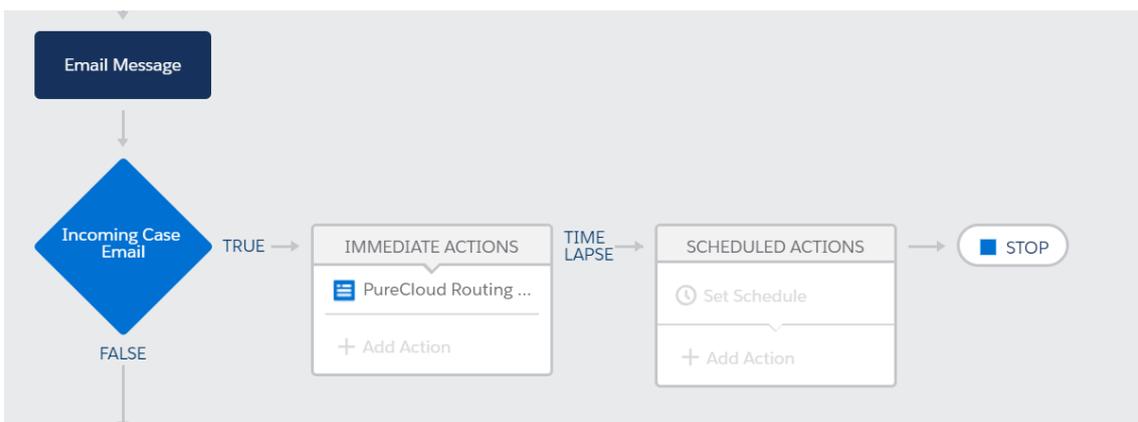


1. in Salesforce, we define activity variables

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 an "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 detail categories: "Call Details", "Callback Details", "Chat Details", and "Email Details". The "Email Details" category is expanded, showing an "Add" button and two lists: "Available Attributes" (empty) and "Selected Attributes" (containing "Call.RemoteName", "Call.State", "Call.QueueName", "Email.Subject", "Salesforce.CallTimeElap", "Participant.VIP", and "Participant.CaseNumber"). Navigation buttons for "Up", "Down", and "Delete" are also visible.

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