

# Troubleshoot Webex Connect Chat Creation Failure Error at Create Task Node

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## Introduction

This document describes one possible reason why the initial chat creation fails to the Create Task node.

Error seen:



-----  
This conversation has been closed  
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## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Webex connectportal with Email flows configured

## Components Used

The information in this document is based on these software versions:

- WxCC 2.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Problem

When you open the flow and enable Decrypted debug logs, the error value is mandatory , name : origin is seen at the Create Task node:

NODE ID	NODE	OUTCOME	TIME TAKEN (in millis.ms)	DETAILS
1333	Pre-chat form	onSuccess	00:00:00.021	
38	Receive	app.onformresponse	00:00:15.499	
2256	Append Conversation	waiting	00:00:00.047	
2256	Append Conversation	onAppendMessageSuccess	00:00:00.311	
2256	Create Task	onError	00:00:00.027	Node Trans ID : a7f8abbc-6c65-4a82-b6d2-a9981de264a5 Description : status : 4002 , desc : value is mandatory , name : origin [ id : 3f5a23f9-6770-84c5-c9ea-8baa649950ce]
2242	Close Conversation	waiting	00:00:00.026	
2242	Close Conversation	onConversationClosed	00:00:00.295	
2227	Error Notify	onSuccess	00:00:00.023	
2233	End	Success	00:00:00.000	

### Error Description:

status : 4002 , desc : value is mandatory , name : origin [ id : 3f5a23f9-6770-84c5-c9ea-8baa649950ce]

## Reason for the Failure

The issue resides in the **Origin** field. Double-click the **Create Task** node and check these 3 fields:

**CUSTOMER DETAILS**

**CUSTOMER ID** ⓘ

\$(n38.inappmessaging.formFields.Email)

**CUSTOMER NAME** ⓘ

\$(n38.inappmessaging.formFields.FirstName)

**LIVECHAT USER ID (ORIGIN)** ⓘ

\$(n38.inappmessaging.formFields.Email)

Access the variables passed on the Create Task node through Input Variables > Receive and check the Name and Email fields. This must **MATCH** the variables in the earlier image.

The screenshot displays the 'Create Task' configuration interface. On the left, the 'TASK DETAILS' section includes fields for 'TASK ID' (containing '\$(tid)'), 'CONVERSATION ID' (containing '\$(conversationId)'), and 'DESTINATION' (containing '\$(appId)'). The 'MEDIA TYPE' is set to 'Chat' and the 'MEDIA CHANNEL' is set to 'Livechat'. The 'CUSTOMER DETAILS' section includes 'CUSTOMER ID' (containing '\$(n38.inappmessaging.formFields.Email)'), 'CUSTOMER NAME' (containing '\$(n38.inappmessaging.formFields.Name)'), and 'LIVECHAT USER ID (ORIGIN)' (containing '\$(n38.inappmessaging.formFields.Email)').

On the right, the 'Input Variables' panel shows a list of variables available for this node. The 'Receive' node is expanded, showing a list of variables. A red arrow points from the 'Receive' node to the 'InApp - Form Response' node. The 'InApp - Form Response' node is expanded, showing a list of variables. A red arrow points from the 'InApp - Form Response' node to the 'inappmessaging.formFields.Name' and 'inappmessaging.formFields.Email' variables, which are highlighted with red boxes.

These two fields are set through the Chat template where the Name and the Email fields are mandatory.

NAME  
IMiChatTemplate

CHANNEL  
Live Chat / In-App Messaging

Message Configuration

MESSAGE TYPE ⓘ  
Form

TITLE ⓘ  
Configure your own form title here. This will be shown to user before displaying the form fields.  
Hello at BucherSuter! Please provide the following details:  
Characters: 59/300

Form Fields  
Qualify your contact's query by capturing details and use these attributes to route. [+ Add Field](#)

PARAMETER	NAME	MANDATORY FIELD	ACTION
Name	Name	true	✍️ 🗑️
Email	Email	true	✍️ 🗑️
Text	PhoneNumber	false	✍️ 🗑️

Preview

## Solution

Ensure the **Name** and Email parameters have the Name set to Name and Email:

NAME  
IMiChatTemplate

CHANNEL  
Live Chat / In-App Messaging

Message Configuration

MESSAGE TYPE ⓘ  
Form

TITLE ⓘ  
Configure your own form title here. This will be shown to user before displaying the form fields.  
Hello at BucherSuter! Please provide the following details:  
Characters: 59/300

Form Fields  
Qualify your contact's query by capturing details and use these attributes to route. [+ Add Field](#)

PARAMETER	NAME	MANDATORY FIELD	ACTION
Name	Name	true	✍️ 🗑️
Email	Email	true	✍️ 🗑️
Text	PhoneNumber	false	✍️ 🗑️

Preview

If you would like to have the field Name and Email fields named differently, (Email parameter is named as eMail and not Email)

NAME  
IMChatTemplate

CHANNEL  
Live Chat / In-App Messaging

**Message Configuration**

MESSAGE TYPE @  
Form

TITLE @  
Configure your own form title here. This will be shown to user before displaying the form fields.  
Hello at BucherSuter! Please provide the following details:

Characters: 59/300

**Form Fields**  
Qualify your contact's query by capturing details and use these attributes to route.

+ Add Field

PARAMETER	NAME	MANDATORY FIELD	ACTION
Name	Name	true	✎ 🗑
Email	eMail	true	✎ 🗑
Text	PhoneNumber	false	✎ 🗑

**Preview**

Please ensure the fields are updated the same on the Create Task node or the Create Task for the chat fails.

**Create Task**

Configuration Transition Actions (Optional)

**METHOD NAME**  
Create Task

**NODE RUNTIME AUTHORIZATION**  
WebexCCTaskAuth

**TASK DETAILS**

TASK ID @  
\$(fId)

CONVERSATION ID @  
\$(conversationId)

DESTINATION @  
\$(appId)

MEDIA TYPE @  
Chat

MEDIA CHANNEL @  
Livechat

**CUSTOMER DETAILS**

CUSTOMER ID @  
\$(n38.inappmessaging.formFields.eMail)

CUSTOMER NAME @  
\$(n38.inappmessaging.formFields.Name)

LIVECHAT USER ID (ORIGIN) @  
\$(n38.inappmessaging.formFields.eMail)