

# Adding Custom Session Variables in Concierge V2

## Introduction

Session variables are an effective way to pass information from your webpage into the Concierge chatbot. When integrated correctly, Concierge can utilize these variables to enhance chat interactions and deliver personalized responses.

## Setting Up Session Variables

### Step 1: Include the Concierge Script

Ensure that you have included the Concierge script in your webpage. This script should be placed appropriately within your HTML document, preferably before the end of the `<body>` tag. The script tag should look like this:

```
1 <script
2   defer
3   id="capacity-concierge-v2-script"
4   src="https://cdn.capacity.com/concierge/v2/YOUR_CONCIERGE_TOKEN/concierge.js"
5   data-concierge-token="YOUR_CONCIERGE_TOKEN"
6 ></script>
7
```

Replace `YOUR_CONCIERGE_TOKEN` with your actual Concierge token.

### Step 2: Define `CapacityConciergeConfigV2`

The new Concierge V2 API involves setting a `CapacityConciergeConfigV2` object under the global `window` object. This object allows the hosting page to define callbacks, options, event hooks, styling, and more. One of the options included is `sessionVar`, which accepts session variables as a flat JSON object.

### Step 3: Creating the `sessionVar` Option

Define the session variables that you wish to pass into Concierge by creating a `sessionVar` object with a flat structure. Each key-value pair in this object will be sent to Capacity as session variables.

### Example Code:

Here's an example setup that sends user information such as email, first name, last name, and city from a loan officer's page to the Concierge.

```
1 <!DOCTYPE html>
2 <html lang="en">
3 <head>
4   <!-- Your head content -->
5 </head>
6 <body>
7   <!-- Your body content -->
8
9   <script type="text/javascript">
10    // Define the session variables object
11    window.CapacityConciergeConfigV2 = {
12      // ... other configurations...
13      sessionVar: {
14        firstname: "John",
15        lastname: "Smith",
16        emailaddress: "john.smith@example.com",
```

```

17         city: "St. Louis"
18     }
19 };
20 </script>
21 <script
22     defer
23     id="capacity-concierge-v2-script"
24     src="https://cdn.capacity.com/concierge/v2/YOUR_CONCIERGE_TOKEN/concierge.js"
25     data-concierge-token="YOUR_CONCIERGE_TOKEN"
26 ></script>
27 </body>
28 </html>
29

```

### 1. Including the Concierge Script:

- We create a script tag dynamically and append it to the document's `head` to include the Concierge script.

### 2. Setting Session Variables:

- Under the global `window` object, we define `CapacityConciergeConfigV2`.
- Within this configuration object, the `sessionVar` option holds a flat JSON object that includes key-value pairs for the session variables (e.g., `firstname`, `lastname`, `emailaddress`, and `city`).

### 3. Automatic Transmission:

- Once configured, these session variables are automatically sent with each user's inquiry, enabling personalized interactions.

## Set up Guided Conversation:

Once the variables are loaded by the Concierge, please see examples below on how to render these variables.

The screenshot displays the Concierge configuration interface. At the top, there is a dropdown menu set to "Collect Info" and a "Save reply as" button with a lightning bolt icon. Below this is a message template: "Hi {{firstname}} {{lastname}} from {{city}}. Can you please confirm that {{emailaddress}} is your correct email address?". Underneath the message is a section for "QUICK REPLY BUTTONS" containing two buttons: "Yes, that is my correct email address" and "No, I will re-enter my email address". A note below the buttons states "A maximum of 5 items can be added as buttons." The "Advanced Options" section is expanded, showing "Response Suggestions" with "Quick Reply Buttons" selected and "Dropdown List" unselected. There is also a toggle for "Disable text input in web concierge" which is currently turned on. Under "Response Validation", a dropdown menu is set to "Text". At the bottom, there is an "ERROR MESSAGE" field with the placeholder text "Your custom error message..."

## **Summary**

By following the above steps, you can efficiently pass custom session variables from your webpage to the Capacity Concierge. This integration provides a smooth way to embed user-specific data within your chatbot interactions, thereby enhancing the overall user experience.

Feel free to reach out if you encounter any issues or need further assistance.