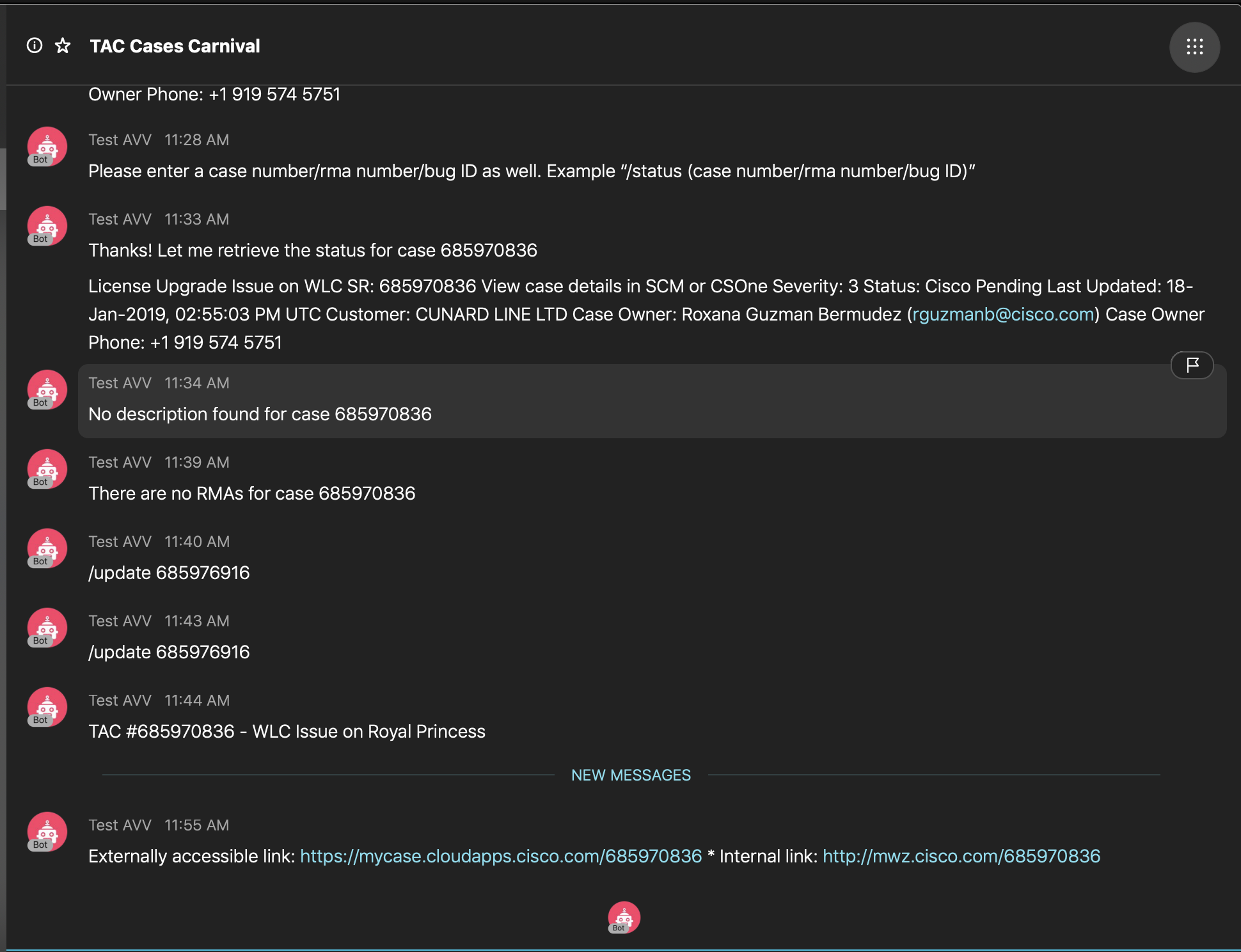


Cisco TAC

Foosball



**E-mail Integration - Trigger**

**{**

"event\_type":

"New Email"

"user\_email":

"avalenciavidi@gmail.com"

"id":

"168626518ba41e62"

"threadId":

"16860e4b4dad200b"

"snippet":

"Alexander Valencia V. CCIE # 10182 SYSTEMS ENGINEER SALES Global Enterprise South Sales alexvale@cisco.com Tel: +1 786 375 0429 Cisco Systems, Inc. 8200 NW 41st Street, Suite 400 Miami, Florida 33166"

"historyId":

"184068"

"internalDate":

"2019-01-18T19:16:40.000Z"

"payload":**{**

"partId":

""

"mimeType":

"multipart/related"

"filename":

""

"Delivered-To":

"avalenciavidi@gmail.com"

"Received":

"from DM6PR11MB3500.namprd11.prod.outlook.com ([fe80::9983:f53b:4a8f:db01]) by DM6PR11MB3500.namprd11.prod.outlook.com ([fe80::9983:f53b:4a8f:db01%4]) with mapi id 15.20.1516.019; Fri, 18 Jan 2019 19:16:40 +0000"

"X-Google-Smtp-Source":

"ALg8bN4ywHW3NCIUB65FIyHEAHG1U0z0d86TpSKE2ch4i1ZrJ4wwJ4BYEUWHXZoiV/FEmzKlthsx"

"X-Received":

"by 2002:a63:1258:: with SMTP id 24mr18723287pgs.114.1547839019172; Fri, 18 Jan 2019 11:16:59 -0800 (PST)"

"ARC-Seal":

"i=1; a=rsa-sha256; t=1547839019; cv=none; d=google.com; s=arc-20160816; b=jvck2simCPf+UFBYAy+FWD0mlXkNJ5Qia8JLXZEle92DiBmw50Sue6q5iiK27Ho49a AbQoStaveYalJXPdTLJ67TZ2lgDdey+D5BPCk+LOfvZsovTL3qVwbOxbl/2RixwAP9Yn sQze5e4HDPKX1x1TA2EAgd47kLYev0z51UgRvRPeie8NBt1rFJJB2LL5FQE4mstb0pNf 74cc7Q5yVaaUMEWlpyOMO4xseRiqjc9rXq9Ho5BUiZF4LBGe0TeJtbVqXxdF4Xy8hoIi VBUsqVAV+JCj2CVnNux3ak5VEAr/Vd+DGXvkPI/0+LZSFEfw9rMXBn2Hs7DiQhBVWDTs ynCw=="

"ARC-Message-Signature":

"i=1; a=rsa-sha256; c=relaxed/relaxed; d=google.com; s=arc-20160816; h=mime-version:spamdiagnosticmetadata:spamdiagnosticoutput :content-language:accept-language:in-reply-to:references:message-id :date:thread-index:thread-topic:subject:to:from:dkim-signature :ironport-phdr:dkim-signature; bh=HmjUW9qypJUA/bbZHFfhTBp0/0eYEBrE1PGKRCu3yIs=; b=xHy7Vov67qUIoHNs0TzGIRJn+jvz1txz/+AmlJ6UQ+VJGs1FpATzYDuIS4yuWZM5E2 tBbhG5hQ4ECEXqyDEd28cavvIrtQY529xcb6FVWAlD0hZlWBhdoCme7WKBxhGOe9EiLo x5gBmm2QfJz1pGscC14gjVqb39YqBSpDqjDnHsik7RwZi9WWr4w72PFOyDQgrp1Q0nH6 YmxL1bCOp3Z7ffYzWL6c0MiR4eXSJVp+vACZBC1UsH6HVLVZ9GWPzHW5a5WoZKElx0KB UqiZrzmDbHXgsJz4KJrgEqoMZCzegOvwxdco0tSYt1QABd08ed+74gtBJU00pjwkc3sB 9tEA=="

"ARC-Authentication-Results":

"i=1; mx.google.com; dkim=pass header.i=@cisco.com header.s=iport header.b=elWCnmMT; dkim=pass header.i=@cisco.onmicrosoft.com header.s=selector1-cisco-com header.b=Xjyv6RQ0; spf=pass (google.com: domain of alexvale@cisco.com designates 173.37.142.91 as permitted sender) smtp.mailfrom=alexvale@cisco.com; dmarc=pass (p=QUARANTINE sp=QUARANTINE dis=NONE) header.from=cisco.com"

"Return-Path":

"<alexvale@cisco.com>"

"Received-SPF":

"pass (google.com: domain of alexvale@cisco.com designates 173.37.142.91 as permitted sender) client-ip=173.37.142.91;"

"Authentication-Results":

"mx.google.com; dkim=pass header.i=@cisco.com header.s=iport header.b=elWCnmMT; dkim=pass header.i=@cisco.onmicrosoft.com header.s=selector1-cisco-com header.b=Xjyv6RQ0; spf=pass (google.com: domain of alexvale@cisco.com designates 173.37.142.91 as permitted sender) smtp.mailfrom=alexvale@cisco.com; dmarc=pass (p=QUARANTINE sp=QUARANTINE dis=NONE) header.from=cisco.com"

"DKIM-Signature":

"v=1; a=rsa-sha256; c=relaxed/relaxed; d=cisco.onmicrosoft.com; s=selector1-cisco-com; h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-SenderADCheck; bh=HmjUW9qypJUA/bbZHFfhTBp0/0eYEBrE1PGKRCu3yIs=; b=Xjyv6RQ00tkCJVHHIpoLsCZHSwKxnMHUA8l9wAw6RGhMGUiznYTpxEnyn6Jflniq6U4b3gHhJmaOoEJS8iCLj/sU2ZfGKBjqumh8zdRqIGTIsteIJpMRYIF7WlKYzbTOAa7bFDvCrAJRXFZ3rp0GDHQFwNcGJUPOphIAlfp5yPE="

"X-Files":

"image001.png, image002.gif, image003.png, image004.gif, image005.png, image006.gif, image007.png, image008.gif : 21895, 144, 21896, 145, 21897, 146, 21898, 147"

"IronPort-PHdr":

"9a23:s3ankhH209OWCaPflLR9RZ1GYnJ96bzpIg4Y7IYmgLtSc6Oluo7vJ1Hb+e4z1Q3SRYuO7fVChqKWqK3mVWEaqbe5+HEZON0pNVcejNkO2QkpAcqLE0r+effuYjwkFcBPfFRk5Hq8d0NSHZW2ag=="

"X-IronPort-Anti-Spam-Filtered":

"true"

"X-IronPort-Anti-Spam-Result":

"A0ADAADfJUJc/4UNJK1hAxkBAQEBAQEBAQEBAQEHAQEBAQEBgVEEAQEBAQELAYENI1ADZnMECyeDQj+DRwOEUIseSoINiSWOXBSBEANUCAECAQEnBYFLgi9GAheCRSI0CQ0BAwEBAgEBAm0cAQuFSgECBAUBBhcCCAESAQEHGxYPAgEGCQoDAQIGAQEBGAEGAwICAgUQBgQFDBQJCAIEEgEOgl42AYFpAxUBAgyQH5BaAolfNXFdUoJ3AQEFgTQEAYNODQuCAwcIiySBHReBQD8maycfgXyDJ0cBAQGBIwoBEgEPCgMKBQIJCQEMCQIPgkIxgiaJSgEKPgOFXSxAhgSEHoFMAT+EC1czCQKGNgFrhz6BD4IqGIFmToRgiUyBMwGDGYVngQSBCIUsiAuCMwIEAgQFAg0BAQWBRjhlcXAVZQGCQQkKggiDbopTcgEwd4YhDReCJwEB"

"X-IronPort-AV":

"E=Sophos;i="5.56,491,1539648000"; d="gif'147?png'147,150?scan'147,150,208,217,147,150";a="228031638""

"From":

""Alexander Valencia (alexvale)" <alexvale@cisco.com>"

"To":

""avalenciavidi@gmail.com" <avalenciavidi@gmail.com>"

"Subject":

"TAC #685970836 - WLC Issue on Royal Princess"

"Thread-Topic":

"TAC #685970836 - WLC Issue on Royal Princess"

"Thread-Index":

"AQHUrPLlyXMsoausyEOxb5jDYUmnvaWwO/gAgABczb///3tPgIABE49SgAO/1gD//7vagIAASHWAgAAAiwCAACqigA=="

"Date":

"2019-01-18T19:16:40.000Z"

"Message-ID":

"<F535B5BC-A765-44AB-825B-1D07E034B6A4@cisco.com>"

"References":

"<105F037F-C695-4018-8F60-1EB237AC20E9@carnival.com> <E877D5B8-7317-4706-8902-7AD6F3911771@cisco.com> <B5000239-290E-4139-8FEF-B6C5FC4BEC94@carnival.com> <90272905-D844-4CF2-BC91-32FF68F3443D@cisco.com> <2395E3AE-27EB-47BE-93A5-7D6B18F624D0@carnival.com> <FBC8E8E7-D20D-4CBA-B032-B198AEE30DD7@carnival.com> <18E60300-B781-43A0-BB06-121F84F253F9@cisco.com> <FE2B6188-F2F0-432F-B8E3-4E968971042F@cisco.com> <5C239769-1146-4EDB-8F8D-7D6F71F03EE8@cisco.com>"

"In-Reply-To":

"<5C239769-1146-4EDB-8F8D-7D6F71F03EE8@cisco.com>"

"Accept-Language":

"en-US"

"Content-Language":

"en-US"

"X-MS-Has-Attach":

"yes"

"X-MS-TNEF-Correlator":

""

"authentication-results":

"spf=none (sender IP is ) smtp.mailfrom=alexvale@cisco.com;"

"x-originating-ip":

"[2001:420:c0c8:1008::1d7]"

"x-ms-publictraffictype":

"Email"

"x-microsoft-exchange-diagnostics":

"1;DM6PR11MB3354;6:8s1vljP1o7wH/gmRZSdhETfuSp9ls7Ek/KqBCnpmOAgPQ6J2hgxaBdNChO89bLN1bKCyDCeL0GoVkUVWbxKgKSKulklkkIDpQtX8LckMukHwCd67udwWUirHkw58qfSwO2lKZ47YnnMtmCaihYGf/ZyddZtcndBEbMZIYfOynBG3UjD9YitN1eef8SCiUENWh2teLxteYm0rAtza4ZmNWoCggjYlab9W5X5A0NtY04vKWQSC4KbAZATr5FbAOddAkYEjdeq7fyAO5H37Y00i/DlyZIuzXZKaC1G8Zj+4fo1eG9g3pjf1fKuB7An7vas4CdRXxSaOrmfWKM5wis2ZSq71n5nwHNenfMgtuSeTWaHWFXSEEyk9qDMx8NyixdQtRrHiJC48eMezQNWyLfVBJzeTF5VD+DXPouFlZYyIbIAv0zjFpOK1TYGifRj4W4GkMIlX2/JYGCXPSV6rwhK49Q==;5:HZLBfOK+6tyM/BAQ4byftFZTuEgIQmXazYTZH1moQWVjKbEfhpIYinIcvcfbu4zAZ4UPqXGp9hiEH5BLw4b3GqTUxpehzmWD4pzuEPELKBv/RQMx8PygccFfFvPXUkRzFzdQhY0xdWyDV9KuFcdH/wsd5Y3Yz92HziwUi6gRV0DZoX/HzAPZmIB1qsGvu+Wmvf8dUCVr1k30mve8qpcsMw==;7:mT91E4x1MycupptmopnZJQ/RwIhl5ClrspD/+g9MYSjQfeWhCWXsT5c8FLOdGD7fITIbUWMDl7xdRgWjpmkoYmC/UVw6D0FE2wURu/SnOZvDnqsbemhbvFni6wtFdDfy3ZKDJjZwUsijM+ipCTCE6Q=="

"x-ms-office365-filtering-correlation-id":

"32ffcc93-2885-4c4e-1c92-08d67d7979b7"

"x-microsoft-antispam":

"BCL:0;PCL:0;RULEID:(2390118)(7020095)(4652040)(8989299)(4534185)(4627221)(201703031133081)(201702281549075)(8990200)(5600109)(711020)(2017052603328)(7153060)(49563074)(7193020);SRVR:DM6PR11MB3354;"

"x-ms-traffictypediagnostic":

"DM6PR11MB3354:"

"x-tac-mail":

"Case"

"x-microsoft-antispam-prvs":

"<DM6PR11MB3354D24B48E4B473C4792159CE9C0@DM6PR11MB3354.namprd11.prod.outlook.com>"

"x-forefront-prvs":

"0921D55E4F"

"x-forefront-antispam-report":

"SFV:NSPM;SFS:(10009020)(366004)(39860400002)(396003)(136003)(346002)(376002)(199004)(189003)(69234005)(50854003)(6916009)(105586002)(53946003)(53936002)(33656002)(54896002)(5640700003)(53386004)(68736007)(54556002)(186003)(2501003)(316002)(99286004)(19273905006)(25786009)(6306002)(93886005)(1411001)(733005)(99936001)(36756003)(39060400002)(1361003)(5660300001)(7066003)(6512007)(6436002)(7736002)(236005)(82746002)(14444005)(476003)(102836004)(2906002)(1730700003)(81156014)(97736004)(81166006)(106356001)(71200400001)(21615005)(8936002)(76176011)(256004)(2616005)(10126004)(11346002)(478600001)(6506007)(6486002)(71190400001)(446003)(86362001)(53546011)(6116002)(4743002)(486006)(606006)(8676002)(46003)(790700001)(2351001)(14454004)(83716004)(579004);DIR:OUT;SFP:1101;SCL:1;SRVR:DM6PR11MB3354;H:DM6PR11MB3500.namprd11.prod.outlook.com;FPR:;SPF:None;LANG:en;PTR:InfoNoRecords;A:1;MX:1;"

"received-spf":

"None (protection.outlook.com: cisco.com does not designate permitted sender hosts)"

"x-ms-exchange-senderadcheck":

"1"

"x-microsoft-antispam-message-info":

"ChCe5nJLBeqpuxCCLXNjdHpzVCBIZrtLeNvQYKogxcwTr1nfJBTD74t23FtRTF4ODfmBzasbmIbuQDz0HFeQRRWCq3oFQHTr0NAKSYoYvC1wBY4FqzF5fs4/FmFOQ2X0GFPvasZ7g0OAn1zkoUT7KaJXSgRTBAInw7HVZvw7PZ3XDP11uevr7fnoBiRUcYXa7n5FYaF1oecCScOHTR1R7gdi3ey0325pU8iL2SKak4XMUlqeUv/xZNFnAEz/NWNkb3id5IW+c+dd0RU/HWvryL/qlM5BCDIMzlkiaRLu+/eGIPwLc0eX888ycUTDIWtXcijqC/+ktQ+zYdNceG1Luc8cPCs11x1VMl9uuVxFwO49x7CQK+g5ARhO1wfBztfy+P7gJ3+X0Didz4XuLGb6mkj0IqKyjtrN9Ba3TdgHv9I="

"spamdiagnosticoutput":

"1:99"

"spamdiagnosticmetadata":

"NSPM"

"Content-Type":

"multipart/related; boundary="\_011\_F535B5BCA76544AB825B1D07E034B6A4ciscocom\_"; type="multipart/alternative""

"MIME-Version":

"1.0"

"X-MS-Exchange-CrossTenant-Network-Message-Id":

"32ffcc93-2885-4c4e-1c92-08d67d7979b7"

"X-MS-Exchange-CrossTenant-originalarrivaltime":

"18 Jan 2019 19:16:40.5011 (UTC)"

"X-MS-Exchange-CrossTenant-fromentityheader":

"Hosted"

"X-MS-Exchange-CrossTenant-id":

"5ae1af62-9505-4097-a69a-c1553ef7840e"

"X-MS-Exchange-Transport-CrossTenantHeadersStamped":

"DM6PR11MB3354"

"X-OriginatorOrg":

"cisco.com"

"X-Outbound-SMTP-Client":

"173.36.7.18, xch-aln-008.cisco.com"

"X-Outbound-Node":

"alln-core-11.cisco.com"

**}**

"sizeEstimate":

221561

"labels":**[**

0

:

"INBOX"

1

:

"CATEGORY\_PERSONAL"

2

:

"IMPORTANT"

3

:

"UNREAD"

**]**

"body\_plain\_text":

" [http://www.cisco.com/c/dam/m/en\_us/signaturetool/images/banners/standard/03\_standard\_indigoblue.png] Alexander Valencia V. CCIE # 10182 SYSTEMS ENGINEER SALES Global Enterprise South Sales alexvale@cisco.com<mailto:alexvale@cisco.com> Tel: +1 786 375 0429 Cisco Systems, Inc. 8200 NW 41st Street, Suite 400 Miami, Florida 33166 United States Cisco.com<http://www.cisco.com/> [http://www.cisco.com/assets/swa/img/thinkbeforeyouprint.gif] Think before you print. This email may contain confidential and privileged material for the sole use of the intended recipient. Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please contact the sender by reply email and delete all copies of this message. Please click here<http://www.cisco.com/c/en/us/about/legal/terms-sale-software-license-agreement/company-registration-information.html> for Company Registration Information. From: "Alexander Valencia (alexvale)" <alexvale@cisco.com> Date: Friday, January 18, 2019 at 11:44 AM To: "avalenciavidi@gmail.com" <avalenciavidi@gmail.com> Subject: TAC #685970836 - WLC Issue on Royal Princess [http://www.cisco.com/c/dam/m/en\_us/signaturetool/images/banners/standard/03\_standard\_indigoblue.png] Alexander Valencia V. CCIE # 10182 SYSTEMS ENGINEER SALES Global Enterprise South Sales alexvale@cisco.com<mailto:alexvale@cisco.com> Tel: +1 786 375 0429 Cisco Systems, Inc. 8200 NW 41st Street, Suite 400 Miami, Florida 33166 United States Cisco.com<http://www.cisco.com/> [http://www.cisco.com/assets/swa/img/thinkbeforeyouprint.gif] Think before you print. This email may contain confidential and privileged material for the sole use of the intended recipient. Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please contact the sender by reply email and delete all copies of this message. Please click here<http://www.cisco.com/c/en/us/about/legal/terms-sale-software-license-agreement/company-registration-information.html> for Company Registration Information. From: "Alexander Valencia (alexvale)" <alexvale@cisco.com> Date: Friday, January 18, 2019 at 11:42 AM To: "avalenciavidi@gmail.com" <avalenciavidi@gmail.com> Subject: FW: TAC #685970836 - WLC Issue on Royal Princess"

"attachment":**[**

0:**{**

"mimeType":

"image/png"

"filename":

"image001.png"

"attachmentId":

"ANGjdJ-W7uRzzii-\_MR2NtAh0NGs3v\_jT5ekI1zaFkZUsYCDYdC48-2Xp9HtICV-qA7CsrHY7YUfA1171ZpLRUCASDQ9FO2pizhmDummVdw0U9g-Q8hPOzh0mzjTXdMQVTIT4Mc\_m\_--GlQVG75Ut5BvQSJALzqf7j2ZJo41cf8ocU9DxmfoOTCrM3fkOwh4QBWrsHKviEIooIZP936KfmNzR1Ufn6mKukVimZhUykUIRqEmtg\_nFfH6PRU3cjztFNkB\_7s-2L5BSc7pomiCWXcf7z7hryotdLzrTwxIBv\_d2y8RwT-BkemWQH\_JFEV5Lsp2a3bmFqc9pU-gaKXH-J7xZUV9YEELCVRV3KtiED1P4OiW1iNElv\_U7YmlYBuvFHdGkGULGtxkhrSuC0wj"

**}**

1:**{**

"mimeType":

"image/gif"

"filename":

"image002.gif"

"attachmentId":

"ANGjdJ8\_8KumaztVFplRNKtqE5CHTGBA8kv\_IPTazsw2XYrSd-yvAqa\_JbulgTRVTXu75aqfCz39qwq3B3snl9ApbkX-XQpaAUOjeMB8Ih6Iwv8Y1vUL7OX9rauG\_pbIFe4KeQsqTD9KevmTBBW0fsipP1Oyu\_kvM4a8RsDT5\_-rMTs632beEQVIHvafwBl0mkBGD46cO9o1ZgqZMJD\_jWBXd06TOod9HTFGUejf1dhg0jSji8ELSESNmJdY1opmDwh8OxHNaqac0g9To\_xRmCMuTMH0AZs-iS\_0V9orKNxDOsdUdtaCgB0Tx869NcEF4jWtDxewLvFEIkOeRWaJufkrkgbVF51gz\_KC5BIfJaothGBNMJ45rG2E-VEVubpQcWmWm9cLvReRAQh841fB"

**}**

2:**{**

"mimeType":

"image/png"

"filename":

"image003.png"

"attachmentId":

"ANGjdJ9xL\_YDuDy6j5H2b5xDpskrP\_J6yg-BaYHK3jav3z-TCt3kKvSzoARnszAPCW4P-Q\_hz\_U5guP7n095wfyZ37B5\_TfBGgFW\_vQfcSBwagmfQBV5Hefo\_blKWo0olSWZFRRPpCREgd-U-m6CfmjdjGNG5jcqHtCDqY-dDqH3\_zSk2YgImUcnrjThd8Pq4xbkKEqE9cb5Z7nIMRN128X-T67i2dlqhzk7yDbcMFoml8HkZT9LBNj02UtXFFiRGDfE\_TQU0\_-Hcns\_wTZiqgqFyEdxRzOEg92FNquy8cML5MAsnCUyz0ZURjFkxmTlSTBJiP48HvUK3jiKqMQ-Mhn-YRhQp31ULJNANceFrcI-lhMdvhqQm69nMIfKafCFztgPWmQacIiDU7GyuU0x"

**}**

3:**{**

"mimeType":

"image/gif"

"filename":

"image004.gif"

"attachmentId":

"ANGjdJ\_Wkww8DjRvC94WgVPb-M6d8NEFm-oYvBz4c-cMQInkOM8br0DoWgCUf2AQ7-QvKgjsinRcx6IHi6v5oFBgn8hJQMtng2JXFOUS5DVQt1hRTHsQWpzM\_Wx7IQUP8Id0kBeu3jHnNBIRgiuVfS5OY9g0-N6WvuygLDQN5HbHAnKB9GrFj558MTwxTjQvALA9qX\_nT3JqDJv7m1QbOmoS5NiiQyqpixtrwZD2ZS0pis6o\_A5lpiVMM3V4XHZv1b1LIQaLcoePgJYCBmvMutlqmX6Xa\_hW8CQ6jlTn6RRcwASohsjYeUTg5E-nJi8aIT7uud62hDSNwmHHwtZV8k7p0cMvoxvhma9V15j4yw4I0PekUJli1kIpjPwx8Pm1iBX9y4wSqWwyAEJMBjwR"

**}**

4:**{**

"mimeType":

"image/png"

"filename":

"image005.png"

"attachmentId":

"ANGjdJ-rYM7DX40DVdPr-Tnhvg1dQ68dv4VeKyNili7Vawu-I2obTlKOhG4CwSrbn28t0\_TAOT-\_j9Ilg0GZHenSsXJKB2RFDR8wwsGjtF9trbNjPqoH-Mzfvs3VcGBBq7\_\_nWucxcba8G9xTyLuMDUL3lht4HcuyIov7S5GrTQhTc59PvfMGymhowHTvIN5TxrolJ5ow\_FCqG9Wllv-PsQP2X5ZcNoFWqFT4RyXlZf3dgnFI1Lyr0dMbj810FedBj5wM8I81NkzogwF-8Nxv\_t7bIn6L6R4NHiAN7HcTtsVLDdZ2769eNTOOeGlmhsefgSkRZPt-jjPo2UMaJR7DhNgpW60uQyOhFOTiTMeRS8LXzLJQAf0w16iNyS3aWq-J73yRXd\_rfsl2iQAY4vp"

**}**

5:**{**

"mimeType":

"image/gif"

"filename":

"image006.gif"

"attachmentId":

"ANGjdJ\_VsgElBvrouUZxbsgH9tQQfPCmIFtZ9QDFN3ZjZjS6RSfMjZMNYMMoB5IZMw3P2A\_83r2CLQNJOYCtT\_TWUeq96n32uIWv0j1POZA1uo5sWVgUBLKvzplpJFHlnvZWGGVoif4uETmImAAC12iomuKoX88MfouutlnJMXC9kyXX\_\_l8zB\_D6InCCi6NFDIsjQECTfasXwdOrgxNLQJQOCf7sWJn2FAjGo\_8x3ME\_5aoROQ-p3Cm1KNHT90zfZICgs9KkKmo987GzB-5OP8IuqAAlJSqdSwvNm--tAVQ7uvU4XeWSNMZic\_6T2Tdzc1I8T96x0oBb39usCmtAo18e4yuTWPoi80S\_o-sOuhTO0lMyuuzi3DdlzM75RDEWpOMhUbgAKae3\_PiY07C"

**}**

6:**{**

"mimeType":

"image/png"

"filename":

"image007.png"

"attachmentId":

"ANGjdJ8H66ShIpioiqJhBiKbnV7XlRMqSD5yCfVpXyOxqdlwGQOT9-kLhxfhkEfyaFoVMgG0QjGQoMNLXzhqoUBJUD4E8R95ENB73uQwh5iIPuT6uh2FVBAm2\_BRvYHlcMJ4l0sAYBk7NQxSBnc9plZsrCWN\_bs60QJ6gCSLOBQXbPyd1AmoWouxkoLxHaqs3QPqFJXBglidZWxcpUak58NqfOCaD8wC2ojxdkL0Lrx5puL3h3Ao-0Rs-dfTv1MZCIaHNNYdnYa7gy4ZoEA69tS1AjmJBBMZOQKq0lwBABdsYvgbgQ\_VYOZ0qgC4uEJlfVJ8KpJCcJMdg48wyL\_fo4LtwCoFVp38NNlA80-MUInT6ScCOtONu1a7vfhRhQi5Weg55iYYwQKHK5dZlYQO"

**}**

7:**{**

"mimeType":

"image/gif"

"filename":

"image008.gif"

"attachmentId":

"ANGjdJ\_5IAkfnHUqnYEqS9Jw9PDtTqXfmrmudpMwe9FRWoE0ngl67BUvdM8-bfaSgYFFCJ6XLtGW608503Wx3JhJvTKff6HDqvPwlbS6ihkr3uCv2MIL4f1MUqW93FkpC\_fSrhsrlULVuPDVFExn5GAWhXvKvOMaMFkN6eIZIYLuck16tv74HZ6x6GyY4ujyliph\_eNn9RJfi3c87e4Ehj7a\_ryWCjAmD76a-KtACC0kwBe4bB9XgA2o6AjRsbXmxlTN7oTa5y6NO7MDU5XWT8Sjuitz1voUJjPmUP6i0Yxz2h11r2BzW4rAyJQ5IYaU\_qBQh9t4Fj6caeMPIJCxSv0Gy7ujolhRihfx6ubCCkJ6foVuzjLYKgdgi9FYKR-MzDqX-WYnsXjIuZvQNXO-"

**}**

**]**

"email\_link":

"https://mail.google.com/mail/u/1/#inbox/168626518ba41e62"

**}**

Webex Teams Bot – Post New Message Action

Input:

**{**

"room\_id":

"Y2lzY29zcGFyazovL3VzL1JPT00vN2FlNWY5ZDAtMTk5ZS0xMWU5LWI5YzYtZjk1MTZhNjIyNTJh"

"messageType":

"Text"

"text":

"TAC #685970836 - WLC Issue on Royal Princess"

"file":

""

"connection":

"{{$config.connection.connc8506d5c4d02301c23ba8d33d754462a7f4d.handle}}"

"\_connection":

"{{$config.connection.connc8506d5c4d02301c23ba8d33d754462a7f4d}}"

**}**

Output

**{**

"id":

"Y2lzY29zcGFyazovL3VzL01FU1NBR0UvZDA3YmI4OTAtMWI1NS0xMWU5LWE0ZDctOTdiODhlMDE4ODFk"

"roomId":

"Y2lzY29zcGFyazovL3VzL1JPT00vN2FlNWY5ZDAtMTk5ZS0xMWU5LWI5YzYtZjk1MTZhNjIyNTJh"

"roomType":

"group"

"text":

"TAC #685970836 - WLC Issue on Royal Princess"

"personId":

"Y2lzY29zcGFyazovL3VzL1BFT1BMRS9kZTQ4YTVhNi05MWY0LTRjZmEtYThmMy01Mjg2NWZkNTM0YTE"

"personEmail":

"TestAVV@webex.bot"

"created":

"2019-01-18T19:18:19.545Z"

**}**

**Send SMS**

**Input**

**{**

"to\_number":

"+17863750429"

"from\_number":

"+17544657473"

"msg\_body":

"FW: TAC Case P1 Test #4"

"acc\_sid":

"{{$config.connection.conn5c0f88dbecd327276e134046263438fd11f6.handle}}"

"\_connection":

"{{$config.connection.conn5c0f88dbecd327276e134046263438fd11f6}}"

**}**

**Output**

**{**

"sid":

"SM422b4783bbdb46e1914bc3ae806d04cc"

"date\_created":

"Mon, 28 Jan 2019 12:39:52 +0000"

"date\_updated":

"Mon, 28 Jan 2019 12:39:52 +0000"

"date\_sent":

**NULL**

"account\_sid":

"ACeb209e0d61898556295212dfae3f0cf7"

"to":

"+17863750429"

"from":

"+17544657473"

"messaging\_service\_sid":

**NULL**

"body":

"Sent from your Twilio trial account - FW: TAC Case P1 Test #4"

"status":

"queued"

"num\_segments":

"1"

"num\_media":

"0"

"direction":

"outbound-api"

"api\_version":

"2010-04-01"

"price":

**NULL**

"price\_unit":

"USD"

"error\_code":

**NULL**

"error\_message":

**NULL**

"uri":

"/2010-04-01/Accounts/ACeb209e0d61898556295212dfae3f0cf7/Messages/SM422b4783bbdb46e1914bc3ae806d04cc.json"

"subresource\_uris":**{**

"media":

"/2010-04-01/Accounts/ACeb209e0d61898556295212dfae3f0cf7/Messages/SM422b4783bbdb46e1914bc3ae806d04cc/Media.json"

**}**

"dateCreated":

"2019-01-28T12:39:52.000Z"

"dateUpdated":

"2019-01-28T12:39:52.000Z"

"dateSent":

**NULL**

"accountSid":

"ACeb209e0d61898556295212dfae3f0cf7"

"messagingServiceSid":

**NULL**

"numSegments":

"1"

"numMedia":

"0"

"apiVersion":

"2010-04-01"

"priceUnit":

"USD"

"errorCode":

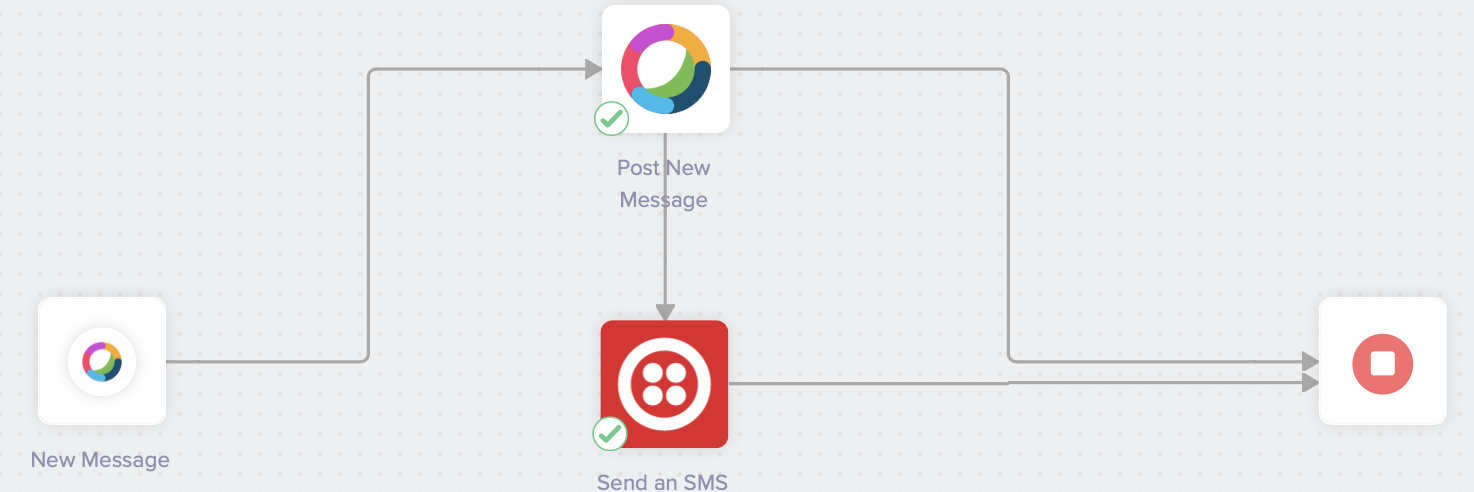
**NULL**

"errorMessage":

**NULL**

"subresourceUris":

"[Circular]"



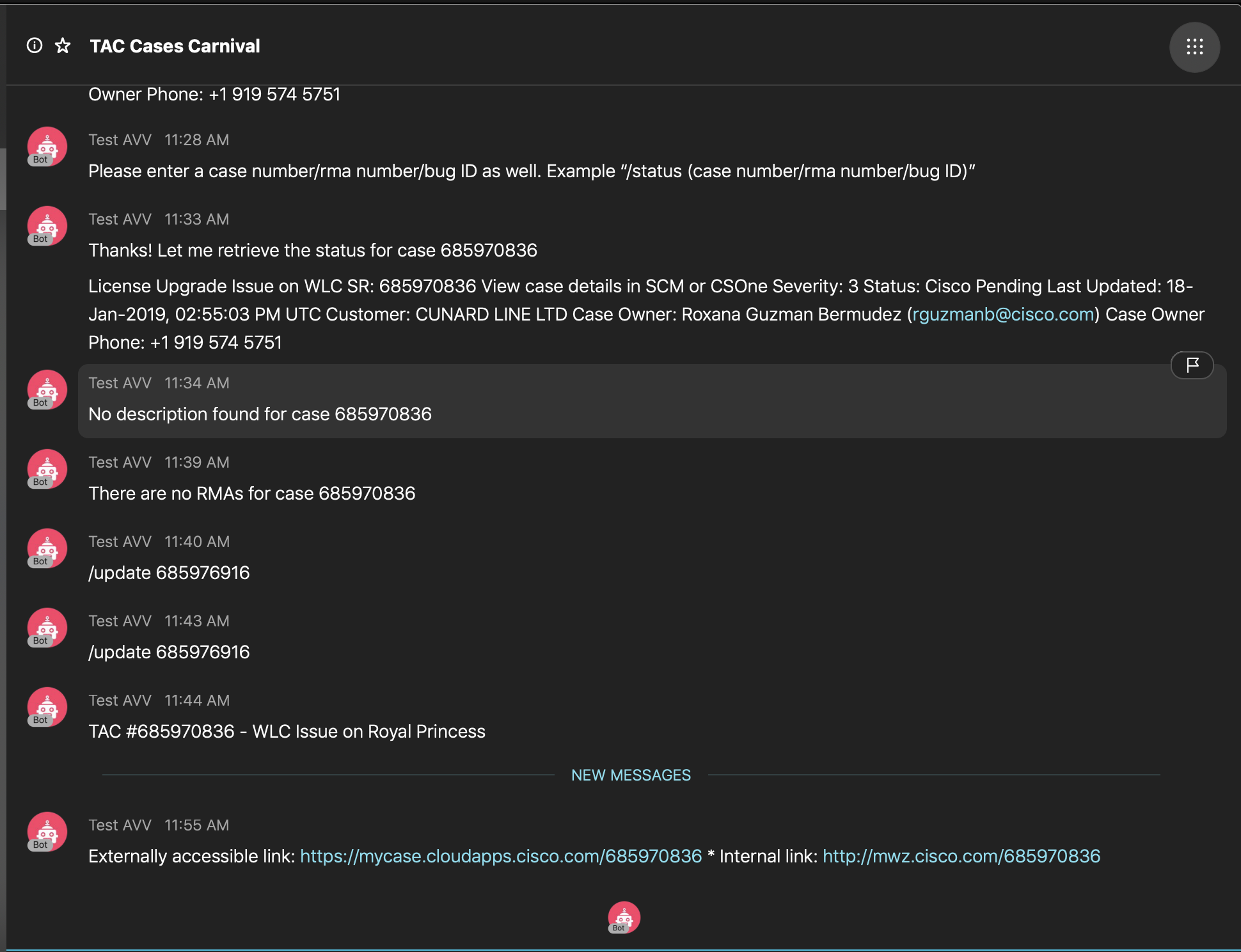
Cisco TAC

Support APIs



**WebEx Teams**

**TAC Connected Bot**



**}**

**Webex Teams New Message Trigger from TAC Connected Bot:**

**{**

"webhook\_id":

"Y2lzY29zcGFyazovL3VzL1dFQkhPT0svZmMwODgzZGMtMTJlOS00MjAyLThiNGYtZDFkZGNhZmM2Nzkw"

"webhook\_name":

"Built.io Flow Trigger"

"webhook\_targetUrl":

"https://trigger.built.io/webhook/tga66dd874a7149317490e46/1547840594672"

"webhook\_resource":

"messages"

"webhook\_event":

"created"

"webhook\_filter":

"personEmail=tac.connect@webex.bot&roomId=Y2lzY29zcGFyazovL3VzL1JPT00vZjkyYTYyMGYtZDE2MS0zODY4LWI0YTQtYWI3Yzg2Nzc5YThh"

"webhook\_orgId":

"Y2lzY29zcGFyazovL3VzL09SR0FOSVpBVElPTi8xZWI2NWZkZi05NjQzLTQxN2YtOTk3NC1hZDcyY2FlMGUxMGY"

"webhook\_createdBy":

"Y2lzY29zcGFyazovL3VzL1BFT1BMRS9lYjljOWQ1Yi02Y2Y3LTQxMGQtODg1My1kOWE4YzZhMDlhMGE"

"webhook\_appId":

"Y2lzY29zcGFyazovL3VzL0FQUExJQ0FUSU9OL0M0N2M0OGJlNzgxNDJjMzE4N2NmNzJkMTFhOWFhOTc0ZjE1MjhlOTRjY2RjZDE4Nzc4ZGJmOWQ5Nzk3NWQxMzNl"

"webhook\_ownedBy":

"creator"

"webhook\_status":

"active"

"webhook\_created":

"2019-01-18T19:43:14.980Z"

"webhook\_actorId":

"Y2lzY29zcGFyazovL3VzL1BFT1BMRS9hZmNiMDIxYy0wOWRhLTQ0MDctYWRjMC1iZmViYzliM2Q2NDg"

"id":

"Y2lzY29zcGFyazovL3VzL01FU1NBR0UvNTc0MWE1MzAtMWI1OS0xMWU5LWJmNzAtZjEzMTZjODA1OTgz"

"roomId":

"Y2lzY29zcGFyazovL3VzL1JPT00vZjkyYTYyMGYtZDE2MS0zODY4LWI0YTQtYWI3Yzg2Nzc5YThh"

"roomType":

"direct"

"personId":

"Y2lzY29zcGFyazovL3VzL1BFT1BMRS9hZmNiMDIxYy0wOWRhLTQ0MDctYWRjMC1iZmViYzliM2Q2NDg"

"personEmail":

"tac.connect@webex.bot"

"created":

"2019-01-18T19:43:34.147Z"

"title":

"TAC Connect (bot)"

"displayName":

"TAC Connect (bot)"

"text":

"License Upgrade Issue on WLC SR: 685970836 View case details in SCM or CSOne Severity: 3 Status: Customer Pending Last Updated: 18-Jan-2019, 06:45:29 PM UTC Customer: CUNARD LINE LTD Case Owner: Roxana Guzman Bermudez (rguzmanb@cisco.com) Case Owner Phone: +1 919 574 5751"

**}**

**Webex Teams Bot – Post New Message:**

Input:

**{**

"room\_id":

"Y2lzY29zcGFyazovL3VzL1JPT00vN2FlNWY5ZDAtMTk5ZS0xMWU5LWI5YzYtZjk1MTZhNjIyNTJh"

"messageType":

"Text"

"text":

"License Upgrade Issue on WLC SR: 685970836 View case details in SCM or CSOne Severity: 3 Status: Customer Pending Last Updated: 18-Jan-2019, 06:45:29 PM UTC Customer: CUNARD LINE LTD Case Owner: Roxana Guzman Bermudez (rguzmanb@cisco.com) Case Owner Phone: +1 919 574 5751"

"file":

""

"connection":

"{{$config.connection.connc8506d5c4d02301c23ba8d33d754462a7f4d.handle}}"

"\_connection":

"{{$config.connection.connc8506d5c4d02301c23ba8d33d754462a7f4d}}"

**}**

Output:

**{**

"id":

"Y2lzY29zcGFyazovL3VzL01FU1NBR0UvODc0MTI3ZTAtMWIzZC0xMWU5LWJlNGMtYzVhODBiOTFkOTg2"

"roomId":

"Y2lzY29zcGFyazovL3VzL1JPT00vN2FlNWY5ZDAtMTk5ZS0xMWU5LWI5YzYtZjk1MTZhNjIyNTJh"

"roomType":

"group"

"text":

"License Upgrade Issue on WLC SR: 685970836 View case details in SCM or CSOne Severity: 3 Status: Customer Updated Last Updated: 16-Jan-2019, 11:59:46 PM UTC Customer: CUNARD LINE LTD Case Owner: Roxana Guzman Bermudez (rguzmanb@cisco.com) Case Owner Phone: +1 919 574 5751"

"personId":

"Y2lzY29zcGFyazovL3VzL1BFT1BMRS9kZTQ4YTVhNi05MWY0LTRjZmEtYThmMy01Mjg2NWZkNTM0YTE"

"personEmail":

"TestAVV@webex.bot"

"created":

"2019-01-18T16:24:28.766Z"

**}**

**Send SMS**

Input

**{**

"acc\_sid":

"{{$config.connection.conn5c0f88dbecd327276e134046263438fd11f6.handle}}"

"to\_number":

"+17863750429"

"from\_number":

"+17544657473"

"msg\_body":

"License Upgrade Issue on WLC SR: 685970836 View case details in SCM or CSOne Severity: 3 Status: Customer Pending Last Updated: 18-Jan-2019, 06:45:29 PM UTC Customer: CUNARD LINE LTD Case Owner: Roxana Guzman Bermudez (rguzmanb@cisco.com) Case Owner Phone: +1 919 574 5751"

"\_connection":

"{{$config.connection.conn5c0f88dbecd327276e134046263438fd11f6}}"

**}**

Output

**{**

"sid":

"SM3353d71099cf4159b0b3a69d4d42a459"

"date\_created":

"Sun, 27 Jan 2019 14:17:37 +0000"

"date\_updated":

"Sun, 27 Jan 2019 14:17:37 +0000"

"date\_sent":

**NULL**

"account\_sid":

"ACeb209e0d61898556295212dfae3f0cf7"

"to":

"+17863750429"

"from":

"+17544657473"

"messaging\_service\_sid":

**NULL**

"body":

"Sent from your Twilio trial account - License Upgrade Issue on WLC SR: 685970836 View case details in SCM or CSOne Severity: 3 Status: Customer Pending Last Updated: 18-Jan-2019, 06:45:29 PM UTC Customer: CUNARD LINE LTD Case Owner: Roxana Guzman Bermudez (rguzmanb@cisco.com) Case Owner Phone: +1 919 574 5751"

"status":

"queued"

"num\_segments":

"3"

"num\_media":

"0"

"direction":

"outbound-api"

"api\_version":

"2010-04-01"

"price":

**NULL**

"price\_unit":

"USD"

"error\_code":

**NULL**

"error\_message":

**NULL**

"uri":

"/2010-04-01/Accounts/ACeb209e0d61898556295212dfae3f0cf7/Messages/SM3353d71099cf4159b0b3a69d4d42a459.json"

"subresource\_uris":**{**

"media":

"/2010-04-01/Accounts/ACeb209e0d61898556295212dfae3f0cf7/Messages/SM3353d71099cf4159b0b3a69d4d42a459/Media.json"

**}**

"dateCreated":

"2019-01-27T14:17:37.000Z"

"dateUpdated":

"2019-01-27T14:17:37.000Z"

"dateSent":

**NULL**

"accountSid":

"ACeb209e0d61898556295212dfae3f0cf7"

"messagingServiceSid":

**NULL**

"numSegments":

"3"

"numMedia":

"0"

"apiVersion":

"2010-04-01"

"priceUnit":

"USD"

"errorCode":

**NULL**

"errorMessage":

**NULL**

"subresourceUris":

"[Circular]"

**}**