WxCC Ops Status Using AirTables

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Summary

Customers want a persistent storage mechanism which can hold an operational status to affect call routing, such as unexpected shutdowns, or forced opens. The status should also be managed via the TUI, for ease of making changes.

AirTable

AirTable is an online database service, with free and paid tiers, and gives us the easy ability to read and write values to it, from with a WxCC Flow, using the HTTP Request activity.

Creating Your Account

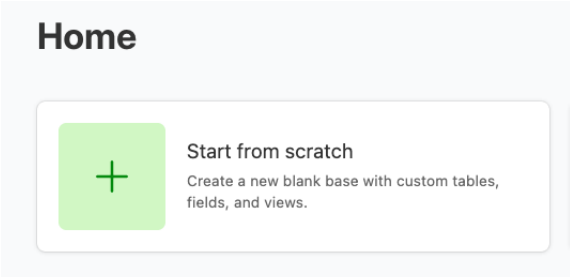
Head on over to: https://www.airtable.com/ and sign up for a free account.

Creating Your AirTable Base

Bases in AirTable are equivalent to databases in MS SQL. In fact, that's probably where the name base comes from. When you first sign up for AirTable, it does try to help you create your first base, feel free to use this wizard, but I will skip it in this document.

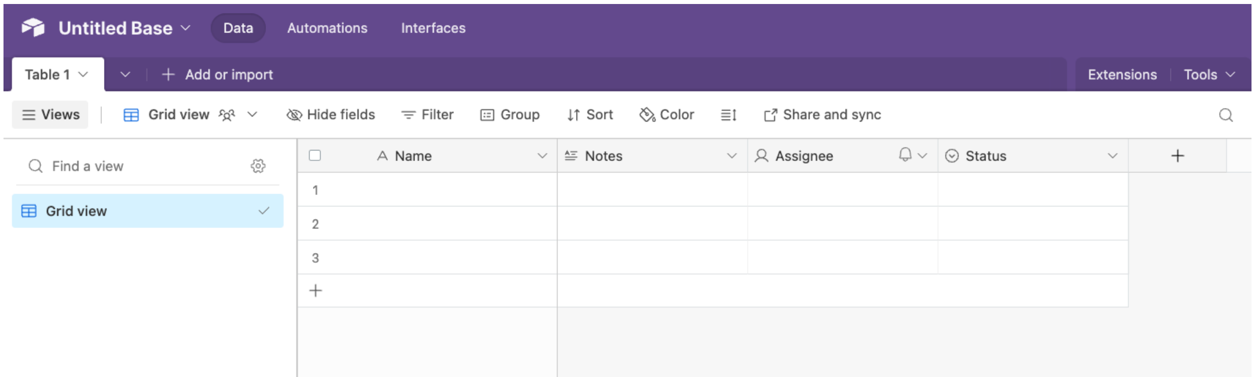
To skip the wizard, you can do this by clicking on the “verify your email address” link in your email. This will open a new browser tab where you can see your home page or dashboard.

Creating a new base is as simple as clicking the big green plus sign, to start a new base from scratch, off of the home page.



Create a new blank base with custom tables, fields, and views.

You should now see your new base opened up, and one table in your base created for you. Here’s what mine looked like.



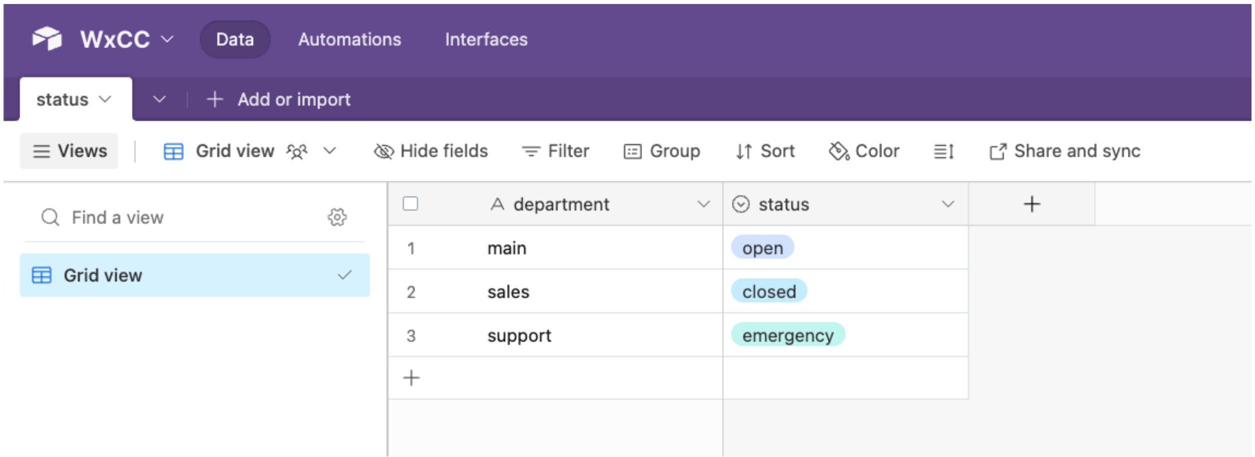
Let’s rename the base, where it says Untitled Base, by clicking on the down arrow next to the base name, and choosing a new name. As an example name, choose: **WxCC**.

Creating Your AirTable Table

Let’s rename the table, where it says Table 1, by clicking on the down arrow next to the table name, and choosing Rename, and then entering a new name. As an example name, choose: **status**.

Let’s adjust the columns for the table, so that we only have two columns: **department** and **status**. You edit the Name column, to make it the **department** column, by simply renaming it (down arrow next to the column name). You can now delete the Notes and Assignee columns (down arrow next to the columns names). Finally, you can now edit the Status column, lower case the “s” and adjust the value (and optionally colors) for which statuses you want. E.g., **open**, **closed**, **emergency**.

Last, let’s add sample data in the table, by typing right into the table. Our first department can be called **main** and it can be **open**. Feel free to enter more departments and status as you want. My table now looks like this:



	department	status
1	main	open
2	sales	closed
3	support	emergency

Gathering Your Base ID

The AirTable API requires you to refer to your base by its ID, which is shown in your browser address bar. It’s the portion of the URL which begins with app. Here’s mine for reference.

https://airtable.com/app4NZIe8JHwYHxfA/tbl8exrfRcJJQZqcJ/viwu2s4p0d0Csqz8v?blocks=hide

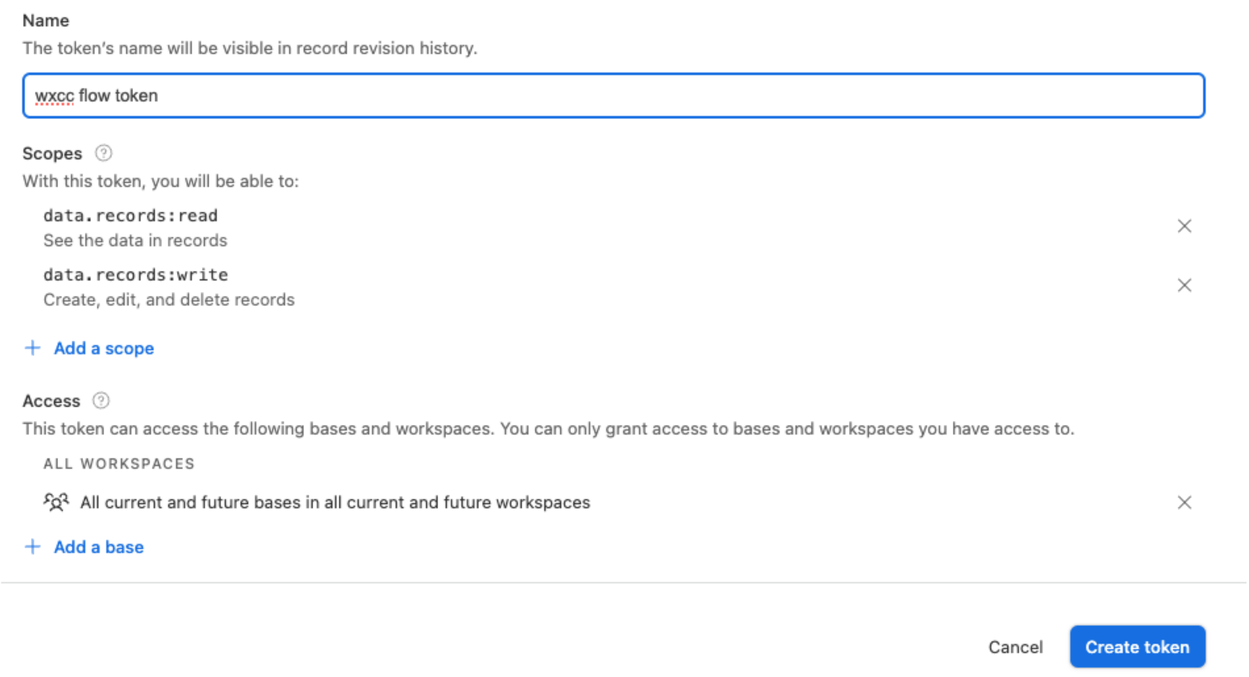
✅ Take note of this ID, we’ll need it in a bit.

Creating Your AirTable API Key

AirTable requires us to create a Personal API Key (aka Token), for access into our Base and Table via the API, which is how the WxCC Flow will access the data.

Click on your avatar and select Developer Hub, or click this link for quick access: https://airtable.com/create/tokens

Then under Personal Access Tokens, create a new one, give it any name you want, and for scopes, add: data.records:read and data.records:write, then for Access select: All current and future bases in all current and future collections. Actually, these two settings are not a hard requirement, rather, they are suggestion. Obviously if you don’t want the WxCC Flow environment to write to your base, don’t select write. If you don’t want the WxCC Flow environment to access future bases you might create, choose a specific base name. You do you.



Name

The token's name will be visible in record revision history.

wxcc flow token

Scopes

With this token, you will be able to:

`data.records:read`
See the data in records

`data.records:write`
Create, edit, and delete records

Access

This token can access the following bases and workspaces. You can only grant access to bases and workspaces you have access to.

ALL WORKSPACES

All current and future bases in all current and future workspaces

✅ Take note of this Token, we'll need it in a bit.

WxCC Flow Designer

I've started you off with a sample flow, and you can download/save it from below:

https://cisco.sharepoint.com/:f:/r/sites/CCEPProjects/Shared%20Documents/WxCC%20Flows/AirTable?csf=1&web=1&e=dTvjPL

Import this flow into your WxCC environment and let's make a few edits.

Flow Variables

Edit the following flow variables to match your AirTable info:

- airtable_token
  This is your personal access token created earlier

- airtable_base
  This is your base ID I had you pull from the URL earlier

- airtable_table
  This is simply the name of your table. If you copied what I did, then your table name is **status**

- statuses
  This is a list of possible values for your status values in the table. If you copied what I did, then you can leave the values alone, as I have **open**, **closed** and **emergency** already in there. The reason there is a throw away value in the first index of the array, is because we map a menu input to these values later in the flow. E.g., Press 1 for open, and we have no press 0, as I think it sounds weird.

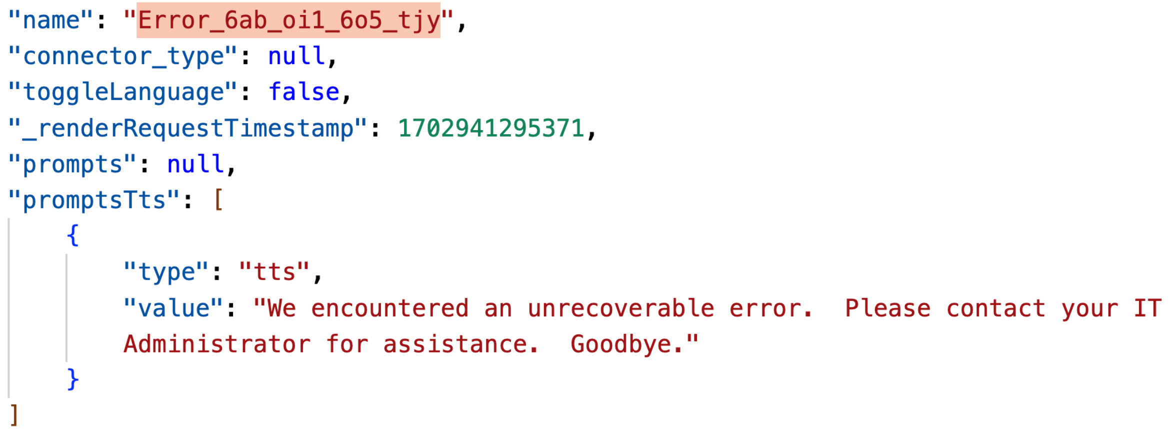
- the_pin
  We have a basic authentication on this IVR, and it's PIN based. This is the pin we challenge the caller with, to see if they should be allow to modify the status of a department. You could always implement different or additional measures, such as caller ID white listing, etc.

- the_department
  For this simple test, enter a single department name in this variable. It should match one of the ones in your table. If you copied me and created a dept called **main**, then you can leave this value alone.

Flow Activities

Edit the following flow activities:

- All of the Play Message Activities
  You will need to configure the TTS settings for these activities to match your environment, and to say the kinds of things you want them to say. You can either make up your own messaging to the caller, or you can open the Flow file itself in a text editor and copy my TTS messaging out of there. E.g., for Error_6ab_oi1_6o5_tjy



```
"name": "Error_6ab_oi1_6o5_tjy",
"connector_type": null,
"toggleLanguage": false,
"_renderRequestTimestamp": 1702941295371,
"prompts": null,
"promptsTts": [
    {
        "type": "tts",
        "value": "We encountered an unrecoverable error.  Please contact your IT
        Administrator for assistance.  Goodbye."
    }
]
```

- MainMenu Menu Activity
  Edit the TTS for this step, similar to what I said about the Play Message Activities.

- NewStatus Menu Activity
  Edit the TTS for this step as well, but also adjust the amount, order and types of statuses

your caller is allowed to choose, based on what you built in your AirTable table, as well as your WxCC Flow flow variable called statuses. If you copied what I did, then you can leave the choices alone.

Conclusion

That should be it! If you validate, publish and assign your flow to a channel, you should be able to call in and test out your ability to not only read the current status of your target department, but also change the status of the department as well.