Chat Config APIs

Team Message API

Media Domain APIS

REST APIs used:

User API- stateChangeTime = indicated state User changed to Current                                                                                 logOutAllMedia = optional paylad when sign out

Dialog API – wrapUpItems =lists Wrap up reason codes/associate w dialog UCCE                                                                   callKeySequenceNum = indicates call sequence

Queue API- agents logged in

Media Properties Layout API= showInPopOver = payload calls variables to be displayed

System Config API- secure payload, encryption

Finesse APIs : User SignIn/Out; AgentState; Config; Subscriptions; ReasonCodes; WrapUp Reasons; Teams; Queues; Task Routing, WorkFlows, Team Messaging, Desktop Chat

JS LIBrary Finesse:

JSLibrary at https://<FQDN>:<port>/desktop/assets/js/finesse.js

JSDocs at https://<FQDN>:<port>/desktop/assets/js/doc/index.html

JQuery at https://<FQDN>:<port>/desktop/assets/js/jquery.min.js

Third Party /desktop/assets/js/finesse.js

URI to view single object http://<FQDN>:<port>/finesse/api/<object>/<objectID>

FQDN-server for Finesse domain

GET-single User/Users

PUT-change/replace value ready/not\_ready

POST-new entry collection reason/wrapUp codes

The Finesse Dependency Manager collects stats of dependencies for Finesse and report to external entities. If dependacies are down, Finesse out of service if Cisco Finesse Tomcat is running, Finesse reject, if TomCat not running it connect TimeOut error

Unified CCE Clients should make all HTTP Request to port 80

Finesse Desktop APIs conform to following format;

Http(s)://<FQDN>:<port>/finesse/api/<object>

Real Time Event – callEvents, stateEvents sent by CF Notification Service aka XMPP

APPS must use XMPP over BOSH

Client Apps can communicate with CF Notification Service through BOSH over https using BINDING

https://<FQDN>:7443/http-bind  The connection allows apps to receive notification events of feeds they subscribe

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Path Parameter in path or URI- dialogID for example:

http://<FQDN>/finesse/api/dialog/<dialogID>

Query Parameter for a category I.e. not\_ready

http://<FQDN>/finesse/api/user/<id>/ReasonCodes?category=Not\_Ready

Finesse ERROR Codes

4xx client-side and 5xx server-side

HTTP errors return as HTTP 1.1 statusCodes 500=DB Runtime Execution

=Runtime Execution NonDB error

503=ServiceUnavailable if partial service, out of service, due to outage/overload means retry after several seconds and returns 503 on Start or connecting to CTI server

FINESSE IS TOMCAT

Finesse-REST API webApp services Fineese Desktop

Desktop-Agent/Supervisor Desktop

Cfadmin-Finesse admin

3rd parties- B&S

Cisco Finessse Notification Service is OpenFire server-provides event notifications from Finesse server to subscribed client

TOMCAT server communicates the events to subscribed client via XMPP

WebApps use BOSH channel should be opened to OpenFire server and Cisco DB stores config data

THE UCCE

Agent PG-peripheral gateway. Finesse is the CTI client to CTI server hosted in the PG component of UCCE. The DB finesse interacts is AWDB in UCCE

The UCM

Agent PG <-->UCM

Or

UCCE <-->UCM

Or

UCCE <-Telephony->UCM

And Finesse Developers API functionality

User

Dialog

Media

Queue

Team

SystemInfo

ClientLogs

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Next setup

User who is configured as an Agent in UCCE with AgentID, pw, and extension, Agent is member of a team, and of a Queue(aka skillGroup)

Three Phones config UCM, one Agent, one Caller, one for conferencing and transfer APIS(???) these can IP Hardphones or IP communicator softphones(replaced by the B&S app) (I think)