
Live Expert Web APIs Developer Guide

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EXPERT AVAILABILITY CHECK

Note: A PDF version of this guide is available for [download](#).

1.1 Overview

The expert availability API can be used to obtain information about the current call volumes in the system. This API is accessed by specifying a category or expert of interest. The response provides information about the number of agents logged in, their availability to take calls, and queue length for the specified category or agent.

1.1.1 Interface Details

The Enterprise exposes this service at <https://liveexpert.net/liveexpert/enterprise/ExpertAvailability> via an HTTP GET request.

Authentication

Access to this API requires a valid OAuth authentication token. The scope associated with this interface is “expertAvailabilityCheck”. For more information about how to authenticate via the Enterprise’s OAuth interface refer to the Live Expert Enterprise - OAuth Guide.

Request Information

This service accepts the following information from the client as URL parameters:

- expertID** The ID of the expert for which the expert availability should be retrieved.
- categoryID** The ID of the category for which the expert availability should be retrieved. If this attribute is specified, the languageID attribute must also be specified.
- languageID** The ID of the language for which the expert availability should be retrieved.

Important: Either the expertID parameter or both the categoryID and languageID parameters must be specified. If all three are specified, priority will be given to the expertID parameter, resulting in the request being treated in the same manner as if just the expertID was specified.

Response Information

In the case of a successful authentication request, this service will respond with an array of results, each of which will specify following information:

expertID The ID of the expert for which this set of results is representative. This will be null if this set of results is not associated with an expert.

categoryID The ID of the category for which this set of results is representative. This will be null if this set of results is not associated with a category.

languageID The ID of the language for which this set of results is representative. This will be null if this set of results is not associated with a language.

loggedInExperts A count of the number of experts that are logged in and capable of taking a call with the specified settings. For checks that specify an expert ID, this value will be either 0 or 1, indicating whether the requested expert is logged in.

activeExperts A count of the number of experts that are in an active status. Experts that are in call and working on after call work are reported as being in an active status. This excludes experts that are logged out, have set their status to unavailable, or are available and waiting for a call, providing a size of the expert pool that is currently busy, but has a high likelihood of becoming available in a reasonable period of time.

availableExperts A count of the number of experts that are set to available and are actively waiting for a call to arrive.

queueLength A count of the number of customers that are currently waiting to connect to an agent based on the specified settings. If a request were to be made with these settings, it would be queued behind this many other customers.

In the case of an error or otherwise unsuccessful authentication request, the following information will be provided:

success A boolean value. In cases in which the Enterprise is unable to process the request, a value of “false” will be returned on this key.

errorMessage A string description of the error that was encountered in trying to process the associated request.

DATA EXPORT

Note: A PDF version of this guide is available for [download](#).

2.1 Overview

The data export API can be used to download dumps of operational data created and persisted in the Live Expert Enterprise. This feature must be enabled by a ClairVista representative and is disabled by default.

When this feature is enabled, a nightly dump will be taken of various records in the Live Expert database, including sessions, interactions, session events, and expert status changes. Each of these will be contained in a separate CSV file. These CSV files will then be bundled and compressed in a zip file. This job will be performed at 1:30 am CST each day, accumulating data from the previous 24 hour time period starting at midnight CST.

In cases in which there are no records found of a particular type during the previous 24 hour time period, the CSV file associated with this record type will be omitted from the ZIP file. If no records are found for any of the types to be extracted, no ZIP file will be created for that day.

These ZIP files will be available on the server for at least 60 days. After that we reserve the right to delete them as the server's disk space requires.

The following sections describe the customer-facing interface for this service. This interface supports two types of request: (1) lookup requests, which return a list of the customer's saved zip files that are available for downloading, and (2) download requests, which retrieve the ZIP file for a given date.

2.2 Lookup Interface Details

The Enterprise exposes this service at <https://liveexpert.net/dataexport/listFiles> via an HTTP GET request.

2.2.1 Authentication

Access to this API requires a valid OAuth authentication token. The scope associated with this interface is "dataExport". For more information about how to authenticate via the Enterprise's OAuth interface refer to the Live Expert Enterprise - OAuth Guide.

2.2.2 Request Information

This service does not require any URL parameters to be specified.

2.2.3 Response Information

Success Response

In the case of a successful request, this service will respond with a status code of 200 and the content will be a list of newline separated filenames. For example, the following would be valid response content:

```
summary.2014-10-24.zip  
summary.2014-10-25.zip  
summary.2014-10-26.zip  
summary.2014-10-27.zip  
summary.2014-10-28.zip  
summary.2014-10-29.zip
```

Error Response

In the case of an error or otherwise unsuccessful authentication request, the following information will be provided as JSON formatted text:

success A boolean value. In cases in which the request was unable to be processed, a value of “false” will be returned on this key.

errorMessage A string description of the error that was encountered in trying to process the associated request.

2.3 Download Interface Details

The Enterprise exposes this service at <https://liveexpert.net/liveexpert/enterprise/getFile> via an HTTP GET or POST request.

2.3.1 Authentication

Access to this API requires a valid OAuth authentication token. The scope associated with this interface is “dataExport”. For more information about how to authenticate via the Enterprise’s OAuth interface refer to the Live Expert Enterprise - OAuth Guide.

2.3.2 Request Information

This service requires the following information to be provided by the client as URL parameters:

date The date for which the requested information should be retrieved.

Expected Format YYYY-MM-DD

2.3.3 Response Information

Success Response

In the case of a successful authentication request, this service response will include the following:

- A status code will be 200
- A Content-Type header value will be “application/zip;charset=UTF-8”

- A Content-Disposition header value will be in the following format:
 - attachment; filename="summary.2014-10-25.zip"
 - In this example "summary.2014-10-25.zip" is the appropriate name for the requested file
- The response body will be the zip file contents.

If the request was validly formatted but the date specified does not have any content captured for it (e.g. it is a weekend or the data export feature was not enabled), a status code of 204 will be returned.

Error Response

In the case of an error or otherwise unsuccessful authentication request, the server will respond with an appropriate status code and following information content as a JSON formatted string:

success A boolean value. In cases in which the request was unable to be processed, a value of "false" will be returned on this key.

errorMessage A string description of the error that was encountered in trying to process the associated request.

OAUTH GUIDE

Note: A PDF version of this guide is available for [download](#).

3.1 Overview

OAuth is a standard authentication protocol used by many different web services around the internet. For additional information about the OAuth protocol in general, see their documentation at <http://oauth.net/>. The LE Enterprise uses the Two-Legged version of OAuth to allow client's to authenticate with the server and in doing so gain access to otherwise restricted interfaces.

This document will outline the requests required for a client to authenticate, the expected responses to these requests, and how the information from a successful response can be used to access a restricted interface.

3.2 Obtaining an OAuth Token

The Enterprise's authentication interface is exposed at <https://liveexpert.net/liveexpert/oauth/authorize> which supports POST requests as defined below.

3.2.1 Request Information

This service requires the following information to be provided by the client:

- grant_type** Should always be `client_credentials`. This notifies the server that this is another application requesting access on it's behalf and not on behalf of a user. The Enterprise only supports client credentials authentication.
- client_id** A string identifier of the system being authenticated. This will be provided by a member of the ClairVista engineering team upon request to integrate with an OAuth controlled interface.
- client_secret** A unique string identifier assigned to this service individually, allowing the Enterprise to validate that this request is in fact from a known service. This **MUST** be kept securely. If there is suspicion that a client's secret has been compromised, we will be forced to update the secret.

3.2.2 Response Information

This service will respond with the following information in the case of a successful authentication request:

- token_type** The type of the token being responded. This will always be `"LEAccess"`.
- access_token** A unique string key that the requestor can use to access various restricted interfaces.

scope A semicolon separated list of the services that the requestor is permitted to access using this token.

expires_in The interval of validity for this token, specified in seconds. If the token is used after this window, restricted interfaces will return a 401 status and the requestor will need to re-authenticate to receive a new token.

In the case of an error or otherwise unsuccessful authentication request, the following information will be provided:

error A string key indicating the type of error that was encountered.

error_description A string description of the relevant details about the error that was encountered.

3.3 Using an OAuth Token

Once a token has been obtained, it can be used to access the restricted APIs identified in the scope value of the response. The scope value is a set of keys, each of which identifies an API exposed on the Enterprise. To obtain access to additional scopes, please request this from a member of the ClairVista engineering team. The documentation for each of the Enterprise's restricted APIs will document the OAuth scope associated with it.

Authentication of access to restricted APIs in the Enterprise is done through the "Authorization" header field in the request. The structure of this header value should be "[TOKEN_TYPE] [ACCESS_TOKEN]" (the token type followed by the access token, separated with a single space).