

Using the Finesse Sample:

NOTE: From Finesse 11.5(1) onwards, Single Sign On (SSO) authentication mode is supported. This sample is intended to work with Finesse in Non-SSO mode.

Finesse Non-Gadget Sample

This sample is a very simple example that demonstrates some of the RESTful Finesse APIs without even a gadget.

AgentID: Password: Extension: Domain:

Console



Fill in the fields with values for your environment. Domain is the domain of the proxy server hosting the web page.

Click Signin

If successful you will see:

Finesse Non-Gadget Sample

This sample is a very simple example that demonstrates some of the RESTful Finesse APIs without even a gadget.

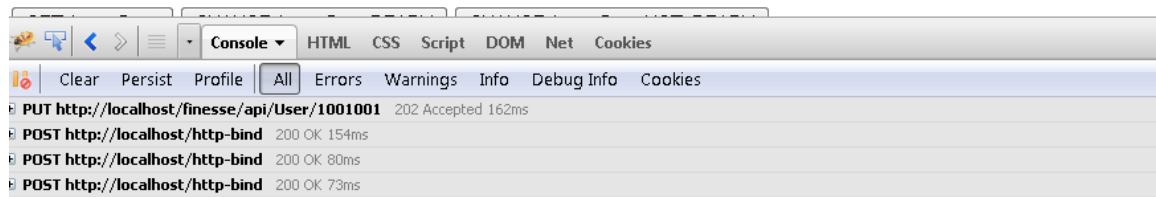
Logged in as 1001001 with extension 1001001 [Sign Out](#)

Console

[13 67872187470] [RESPONSE] 202

Clear Console

Agent Actions



If unsuccessful your proxy is not set up correctly. (You are on your own there).

If successful, Click Change agent state to READY

And you will see the User change event in the console

This sample is a very simple example that demonstrates some of the RESTful Finesse APIs without even a gadget.

Logged in as 1001001 with extension 1001001 Sign Out

Console

```
</user>
</data>
<event>PUT</event>
<requestId></requestId>
<source>/finesse/api/User/1001001</source>
</Update>
```

Clear Console



Agent Actions

GET Agent State

CHANGE Agent State READY

CHANGE Agent State NOT_READY




Call Control



< > ☰ ▾

Console ▾

HTML CSS Script DOM Net Cookies



All

Errors

Warnings

Info

Debug Info

Cookies

+

PUT http://localhost/finesse/api/User/1001001

202 Accepted 162ms

+

POST http://localhost/http-bind

200 OK 154ms

+

POST http://localhost/http-bind

200 OK 80ms

Click GET Agent State and you will see the User state in the console:

This sample is a very simple example that demonstrates some of the RESTful Finesse APIs without even a gadget.

Logged in as **1001001** with extension **1001001** [Sign Out](#)

Console

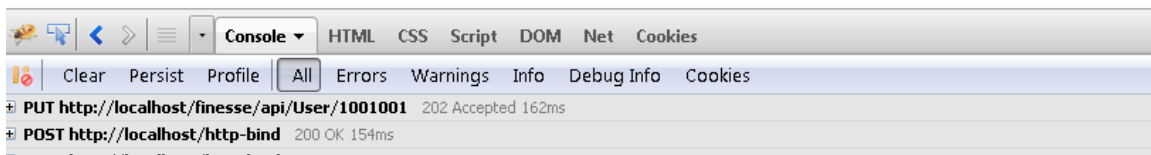
```
</roles>
<state>READY</state>
<teamId>5000</teamId>
<teamName>FunctionalAgents</teamName>
<uri>/finesse/api/User/1001001</uri>
</User>
```

[Clear Console](#)

Agent Actions

[GET Agent State](#) [CHANGE Agent State READY](#) [CHANGE Agent State NOT_READY](#)

Call Control



You can place a call by putting the number in the text box and click Make Call.

Note that the User must be in NotReady state in order to place a call.

The CHANGE Agent State NOT_READY button will only work if you do NOT have NOT_READY reason codes defined. Defining a not ready reason code makes it a requirement to have the reason code id on the User Change Agent State request which the sample does not support.

The called party must answer before you can use the call buttons.

When the new call event is received, the Callid is automatically filled in and you can Hold, Retrieve and Drop the call.

If the call is placed from another party to this agent, you can use the answer button to answer the call.