



Cisco Unified Contact Center Express Developer Guide, Release 11.5(1)

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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 11.5(1)		August 2016
Context Service	Context Service , on page 96	
Proxy Configuration	Proxy Configuration , on page 145	

About This Guide

This document introduces REST Application Program Interface (API) use and conventions for Unified Contact Center Express (Unified CCX) and provides details about each REST API.

Related Documents

Document or Resource	Link
<i>Cisco Unified Contact Center Express Documentation Guide</i>	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html

Document or Resource	Link
cisco.com site for Unified CCX documentation	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Troubleshooting tips for Unified CCX	http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express
Virtualization for Unified CCX	http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Contact_Center_Express
cisco.com site for Unified Intelligence Center documentation	http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
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Cisco Unified Contact Center Express Configuration APIs

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Introduction

Cisco Unified Contact Center Express Configuration APIs offer REST APIs for configuration of Unified Contact Center Express.

Each object supports five methods (except where documented otherwise) that can be invoked on the URL that is associated with the object.

The structure of the URL is

`<protocol>://<uccx-server>/adminapi/<object>/<instanceId>`.

URL Structure	Description
<code><protocol></code>	HTTP and HTTPS are the supported protocols.
<code><uccx-server></code>	Routable address (name or IP address) of the Unified CCX Server.
<code><object></code>	One of the supported objects.
<code><instanceId></code>	Optional component needed for GET, DELETE, PUT methods referring to a specific instance of the object.

Supported Operations

Operation	HTTP Method	URL	Description	Input	Output
LIST	GET	<code><protocol>://<uccx-server>/adminapi/<object></code>	List all the instance of this object	None	List of objects

Operation	HTTP Method	URL	Description	Input	Output
GET	GET	<protocol>://<uccx-server>/adminapi/<object><instanceId>	Get details of the instances specified by instanceId.	None	Single object instance
CREATE	POST	<protocol>://<uccx-server>/adminapi/<object>	Create a new instance of the object.	New instance data	URL of the new object
MODIFY	PUT	<protocol>://<uccx-server>/adminapi/<object>	Modify the instance specified by instanceId.	Modified instance data	None
DELETE	DELETE	<protocol>://<uccx-server>/adminapi/<object>/<instanceId>	Delete the instance specified by instanceId.	None	None

All methods support Application/XML and Application/JSON as input MIME types.


Note

You can modify the attributes that you edit in AppAdmin through Rest APIs.

Security

The user with administration credentials only on Unified CCX can invoke methods. The API uses Basic Authentication mechanism of HTTP and the credentials (user ID and password) must be sent with every request in the Authorization header.

If an API operation fails, a detailed error is returned in the HTTP response message body. The error, in XML format, is as follows:

```
<ApiErrors>
  <ApiError>
    <ErrorType>type</ErrorType>
    <ErrorMessage>message</ErrorMessage>
    <ErrorData>data</ErrorData>
  </ApiError>
</ApiErrors>
```

Unsupported Unicode Noncharacters

REST API does not allow unicode noncharacters in the request because security policies restrict their use.

When you enter unicode noncharacters in the request, an error is returned in the HTTP response message body. The error, in XML format, is as follows:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
  <ApiErrors>
```

```
<ApiError>
  <ErrorType>InvalidInput</ErrorType>
  <ErrorMessage>The attempted action violates security policies because of invalid
input.</ErrorMessage>
  <ErrorData></ErrorData>
</ApiError>
</ApiErrors>
```

Failure Response Codes

The failure response codes for Unified CCX REST APIs are listed here:

- 400 Bad Request
- 401 Unauthorized
- 403 Forbidden
- 404 Not Found
- 405 Method Not Allowed
- 409 Conflict
- 500 Internal Server Error
- 503 Service Unavailable

CORS

Cross-origin resource sharing (CORS) is supported that allows you to place requests to configuration APIs from any origin.



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Agent Statistics

Agentstats provides reports about the resources.

Data Structure for Agent Statistics

Attribute Name	Base Type	Restrictions	Description
loggedIn	unsignedInt	—	Number of resources currently logged in.
ready	unsignedInt	—	Number of resources currently ready.
notReady	unsignedInt	—	Number of resources currently not ready.
talking	unsignedInt	—	Number of resources currently talking.

Get Agent Statistics

HTTP Method	GET
URI	http://<server>/adminapi/agentstats
Example URI	http://uccx-server/adminapi/agentstats
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<agentStats >
  <loggedIn>0</loggedIn>
  <ready>0</ready>
  <notReady>0</notReady>
  <talking>0</talking>
</agentStats>
```

Application

Application provides information about the application.

Data Structure for Application

Attribute Name	Base Type	Restrictions	Description
ICMPostRouting	ICMPostRouting (choice)	None	Type of script
ICMTranslationRouting	ICMTranslationRouting (choice)	None	Type of script
ScriptApplication	ScriptApplication (choice)	None	Type of script
id	int	0 to 65535 (mandatory,unique)	Numeric identifier of the application
applicationName	applicationName	max length = 30 (mandatory,unique) min length = 1 Application name contains alphanumeric characters, special characters, spaces, underscores (_), and hyphens (-) without leading or trailing white spaces.	Name that uniquely identifies the application
maxsession	int	1 to 2147483647 (mandatory)	Maximum number of sessions
enabled	string	true false (mandatory)	

Data Structure for ICMPostRouting

Attribute	Base Type	Restrictions	Description
initialScript	String	None	Initial script of the Unified CCX postrouting application. Example for system script: <code><initialScript>aa.aef</initialScript></code> Examples for user script: <code><initialScript>SCRIPT[user.aef]</initialScript></code> <code><initialScript>SCRIPT[user/user.aef]</initialScript></code>
timeout	Int	1 to 2147483647	Time in milliseconds that the system waits before it rejects the request for the application.
defaultScript	String	None	Default script of the Unified CCX postrouting application. Example for system script: <code><defaultScript>aa.aef</defaultScript></code> Examples for user script: <code><defaultScript>SCRIPT[user.aef]</defaultScript></code> <code><defaultScript>SCRIPT[user/user.aef]</defaultScript></code>

Data Structure for ICMTranslationRouting

Attribute	Base Type	Restrictions	Description
timeout	Int	1 to 2147483647	Time in milliseconds that the system waits before it rejects the request for the application.
defaultScript	String	None	Default script of the Unified CCX postrouting application. Example for system script: <code><defaultScript>aa.aef</defaultScript></code> Examples for user script: <code><defaultScript>SCRIPT[user.aef]</defaultScript></code> <code><defaultScript>SCRIPT[user/user.aef]</defaultScript></code>

Data Structure for ScriptApplication

Attribute	Base Type	Restrictions	Description
script	String	Mandatory Regex = ([A-Za-z0-9_\\s]+(\\.aef))(((SCRIPT\\))(SCRIPT\\)[A-Za-z0-9_\\s/]+(\\.aef)+(\\))	For system script, specify the script. Example for system script: <code><sscript>aa.aef</sscript></code> or <code>aa.aef</code> For user script, specify the script with the relative path. Examples for user script: <code><script>SCRIPT[user.aef]</script></code> <code><script>SCRIPT[user/user.aef]</script></code>
defaultScript	String	None	Default script of the Unified CCX postrouting application. Example for system script: <code><defaultScript>aa.aef</defaultScript></code> Examples for user script: <code><defaultScript>SCRIPT[user.aef]</defaultScript></code> <code><defaultScript>SCRIPT[user/user.aef]</defaultScript></code>
scriptParams	Variable	None	Parameters of the script.
defaultScriptParams	Variable	None	Parameters of the default script.

Get List of Applications

HTTP Method	GET
URI	<code>http://<server>/adminapi/application</code>
Example URI	<code>http://uccx-server/adminapi/application</code>
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<applications>
  <application>
    <self>https://uccx-server/adminapi/application/Auto_Sanity_App_ICD</self>
    <id>0</id>
    <applicationName>Auto_Sanity_App_ICD</applicationName>
    <type>Cisco Script Application</type>
    <description>Automated test application</description>
    <maxsession>10</maxsession>
    <enabled>true</enabled>
  </application>
  <application>
    <self>https://uccx-server/adminapi/application/Auto_Sanity_App_AA</self>
    <id>1</id>
    <applicationName>Auto_Sanity_App_AA</applicationName>
    <type>Cisco Script Application</type>
    <description>Automated test application for AA</description>
    <maxsession>10</maxsession>
    <enabled>true</enabled>
  </application>
  <application>
    <self>https://uccx-server/adminapi/application/Auto_Application</self>
    <id>2</id>
    <applicationName>Auto_Application</applicationName>
    <type>Cisco Script Application</type>
    <description>Automated test application</description>
    <maxsession>10</maxsession>
    <enabled>true</enabled>
  </application>
</applications>
```

Get Application

HTTP Method	GET
URI	http://<server>/adminapi/application/{applicationName}
Example URI	http://uccx-server/adminapi/application/application1
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<application>
  <self>https://uccx-server/adminapi/application/Auto_Sanity_App_AA</self>
  <ScriptApplication>
    <script>aa.aef</script>
  </ScriptApplication>
  <id>1</id>
  <applicationName>Auto_Sanity_App_AA</applicationName>
  <type>Cisco Script Application</type>
  <description>Automated test application for AA</description>
```

```
<maxsession>10</maxsession>
<enabled>true</enabled>
</application>
```

Create Application

HTTP Method	POST
URI	http://<server>/adminapi/application
Example URI	http://uccx-server/adminapi/application
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Code	401, 405, 412
Error Codes	—

Success Response

HTTP/1.1 201 Created

Modify Application

HTTP Method	PUT
URI	http://<server>/adminapi/application/{applicationName}
Example URI	http://uccx-server/adminapi/application/application1
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 412
Error Codes	—

Success Response

HTTP/1.1 200 OK

Delete Application

HTTP Method	DELETE
URI	http://<server>/adminapi/application/{applicationName}
Example URI	http://uccx-server/adminapi/application/application1
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405, 412
Error Codes	—

Success Response

HTTP/1.1 200 OK

Area Code

The area code determines the geographical location of the phone number you dial, which provides the Greenwich Meridian Time (GMT) zone. The db_cra database contains a mapping of the area codes to the time zones. The U.S. area code mappings are provided along with the product. International customers should provide their own data and add it to the database.

Data Structure for Area Code

Attribute Name	Base Type	Restrictions	Description
areaCode	string	minlength = 1 maxlength = 10 occurrences = 1 The valid characters for this field are “\d+”.	The area code of the call
region	int	minOccurs = 1 maxOccurs = 1	Uses the same data as that of gmtzone

Attribute Name	Base Type	Restrictions	Description
dst	boolean	minOccurs = 0 maxOccurs = 1 Default = False Any value other than "True " is considered as False.	Daylight Savings Time

Get List of Area Codes

HTTP Method	GET
URI	http://<server>/adminapi/areaCode
Example URI	http://uccx-server/adminapi/areaCode
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<areaCodes>
  <areaCode>
    <self>https://uccx-server/adminapi/areaCode/219</self>
    <areacode>219</areacode>
    <regioncode>158</regioncode>
    <dst>false</dst>
  </areaCode>
  <areaCode>
    <self>https://uccx-server/adminapi/areaCode/615</self>
    <areacode>615</areacode>
    <regioncode>92</regioncode>
    <dst>true</dst>
  </areaCode>
  <areaCode>
    <self>https://uccx-server/adminapi/areaCode/607</self>
    <areacode>607</areacode>
    <regioncode>158</regioncode>
    <dst>true</dst>
  </areaCode>
</areaCodes>
```

Get Area Code

HTTP Method	GET
URI	http://<server>/adminapi/areaCode/{areacode}
Example URI	http://uccx-server/adminapi/areaCode/760
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<areaCode>
  <self>https://uccx-server/adminapi/areaCode/219</self>
  <areaCode>219</areaCode>
  <regioncode>158</regioncode>
  <dst>false</dst>
</areaCode>
```

Create Area Code

HTTP Method	POST
URI	http://<server>/adminapi/areacode
Example URI	http://uccx-server/adminapi/areacode
Content Type	Application/XML, Application/JSON
HTTP Success code	201
HTTP Failure Codes	401, 405, 409
Error Codes	ConfigNotFoundException SQLException

Success Response

HTTP/1.1 201 Created

Sample Input XML—POST

```
<?xml version="1.0" encoding="UTF-8"?>
<AreaCode>
  <self>http://uccx-server/adminapi/areacode</self>
  <areacode>9111</areacode>
  <regioncode>140</regioncode>
  <dst>true</dst>
</AreaCode>
```

Modify Area Code

HTTP Method	PUT
URI	http://<server>/adminapi/areacode/{areacode}
Example URI	http://uccx-server/adminapi/areacode/760
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

—

Sample Input XML—PUT

```
<?xml version="1.0" encoding="UTF-8"?>
<AreaCode>
  <self>https://uccx-server/adminapi/areaCode</self>
  <areacode>9111</areacode>
  <regioncode>140</regioncode>
  <dst>false</dst>
</AreaCode>
```

Delete Area Code

HTTP Method	DELETE
URI	http://<server>/adminapi/areacode/{areacode}
Example URI	http://uccx-server/adminapi/areacode/760

Content Type	Application/XML, Application/JSON
HTTP Success code	200
HTTP Failure Codes	401, 404, 405
Error Codes	HTTP/1.1 404 Not Found

Success Response

HTTP/1.1 200 OK

Call Control Group

Call Control Group allows you to control the use of CTI ports. Unified CCX uses Unified CM Telephony call control groups to pool together a series of CTI ports, which the system uses to serve calls as they arrive from the Unified CCX server. You can create multiple Unified CM Telephony call control groups to share and limit the resources to be used by specific applications. You can reserve more ports for higher-priority applications or provide access to fewer ports for applications with less traffic.

Data Structure for Call Control Group

Attribute Name	Base Type	Restrictions	Description
id	int	minOccurs = 0 maxOccurs = 1 nillable = false	Unique identifier for the Call Control Group.
description	string	minOccurs = 1 maxOccurs = 1 nillable = false minLength = 1 maxLength = 30 Description contains alphanumeric characters and can have white space between characters.	Description of the Call Control Group.

Attribute Name	Base Type	Restrictions	Description
numOfCTIPorts	int	minOccurs = 1 maxOccurs = 1 nillable = false minInclusive = 1 maxLength = 65535	Number of CTI ports that are assigned to the Call Control Group.
outboundGroup	boolean	minOccurs = 1 maxOccurs = 1 nillable = false default = false	Checks for the inbound or outbound group that is associated with the Call Control Group.
mediaTerminationSupport	boolean	minOccurs = 1 maxOccurs = 1 nillable = false default = false	Enables auto creation of media termination groups.
deviceNamePrefix	string	minOccurs = 1 maxOccurs = 1 nillable = false minLength = 1 maxLength = 5 Device name prefix contains alphanumeric characters, underscores (_), hyphens (-), and periods (.) without leading or trailing white spaces.	Prefixed to the name that will be given to all of the CTI ports in the group.

Data Structure for Port Group Configuration Type

Attribute Name	Base Type	Restrictions	Description
hostName	string	minOccurs = 0 maxOccurs = 1 nillable = false minLength = 1 maxLength = 255 Hostname contains alphanumeric characters.	IP address or domain name.
listOfCTIPorts	string	minOccurs = 0 maxOccurs = 1 nillable = false	List of CTI ports assigned to the Call Control Group.
startingDirectoryNumber	string	minOccurs = 1 maxOccurs = 1 nillable = false minLength = 1 maxLength = 24 Starting directory number contains numerals and can have asterisk (*) or hash (#) or both as a prefix or a suffix. To support E.164 compliance, Unified CCX allows you to add plus sign (+) before the directory number.	Specified number of ports are created starting from the value that is specified in this field or starting from the next available directory number.
devicePool	CCMCommonObjectName	minOccurs = 1 maxOccurs = 1 nillable = false	Set of common parameters like region, location, SRST reference, etc that can be applied for a device.

Attribute Name	Base Type	Restrictions	Description
dnCallingSearchSpace	CCMCommonObjectName	minOccurs = 0 maxOccurs = 1 nillable = false	Collection of partitions that is searched to determine how to route a dialed number.
location	CCMCommonObjectName	minOccurs = 1 maxOccurs = 1 nillable = false	The Cisco Unified Communications Manager phone location setting specifies the total bandwidth that is available for calls to and from this location.
partition	CCMPartitionName	minOccurs = 0 maxOccurs = 1 nillable = false	The partition to which the Directory Number belongs.
mediaResourceGroupList	CCMCommonObjectName	minOccurs = 0 maxOccurs = 1 nillable = false	Media Resource Group List provides a prioritized grouping of media resource groups. Application chooses the required media resource according to the priority order that is defined in a Media Resource Group List.
voiceMailProfile	CCMCommonObjectName	minOccurs = 0 maxOccurs = 1 nillable = false	List of profiles defined in the Voice Mail Profile Configuration. Voice Mail Profile allows you to define any line-related voice-messaging information that is associated to a directory number.

Attribute Name	Base Type	Restrictions	Description
presenceGroup	CCMCommonObjectName	minOccurs = 1 maxOccurs = 1 nillable = false	Presence group controls the destinations that can be monitored by the watchers in the group.
AARGroup	string	minOccurs = 0 maxOccurs = 1 nillable = false minLength = 1 maxLength = 20 AAR group contains alphanumeric characters, spaces, underscores (_), hyphens (-), and periods (.) without leading or trailing white spaces.	Automated Alternate Routing (AAR) group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.
userHoldAudioSource	CCMHoldAudioSourceName	minOccurs = 0 maxOccurs = 1 nillable = false	Audio source heard by the caller when the Unified CCX script places the caller on hold.
networkHoldAudioSource	CCMHoldAudioSourceName	minOccurs = 0 maxOccurs = 1 nillable = false	Audio source that is heard by the caller when Unified CCX performs a Consult Transfer.

Attribute Name	Base Type	Restrictions	Description
callPickUpGroup	string	minOccurs = 0 maxOccurs = 1 nillable = false minLength = 1 maxLength = 24 Call pickup group contains numerals (0-9), alphabets (A-D), plus (+), pound (#) and asterisk (*). Note Slash (\) must be precede plus (+).	Call pickup group allows you to answer a call that comes in on a directory number other than your own. When you hear an incoming call ringing on another phone, you can redirect the call to your phone by using this feature.
alertingNameAscii	CCMAAlertingNameASCII	minOccurs = 0 maxOccurs = 1	Name that is displayed during an alert to a shared directory number. Devices that do not support Unicode (internationalized) characters display the Alerting Name ASCII field.

Attribute Name	Base Type	Restrictions	Description
redirectCallingSearchSpace	CCMRedirectCallingSearchSpace	minOccurs = 1 maxOccurs = 1 nillable = false	<p>Collection of partitions that are searched to determine how a redirected call is routed.</p> <p>Redirect Calling Search Space options:</p> <ul style="list-style-type: none"> • DN Calling Search Space—Enables the CTI Port to use its directory number CSS when performing a redirect / consult transfer. • Calling Party—Enables the CTI Port to use the calling party's CSS when performing a redirect / consult transfer. • Redirect Party—Enables the CTI Port to use the CTI Route Point's CSS when performing a redirect / consult transfer.

Attribute Name	Base Type	Restrictions	Description
display	string	minOccurs = 1 maxOccurs = 1 minLength = 0 maxLength = 30 Display contains alphanumeric characters and symbols except tab (\t), new line (\n), double quotation marks ("), brackets (< >, { }, []), percent (%), and ampersand (&).	Username or the directory number that is configured.
externalPhoneMaskNumber	CCMExternalPhoneMaskNumber	minOccurs = 0 maxOccurs = 1	Phone number that is used to send caller ID information when a call is placed from this line.

Simple Data Structure Used in Call Control Group

Attribute Name	Base Type	Restrictions	Description
CCMAlertingNameASCII	string	minLength = 0 maxLength = 30 CCM Alerting Name ASCII can include all special characters except double quotation marks ("), angle brackets (< >), ampersand (&), and percent (%). Do not use the following keywords that are reserved in Unified Communications Manager: Conference, Park Number, Barge, CBarge, Monitor, and Record.	Data type that is used in Unified Communications Manager for AlertingNameASCII.

Attribute Name	Base Type	Restrictions	Description
CCMCommonObjectName	string	minLength = 1 maxLength = 50 CCMCommonObjectName contains alphanumeric characters, spaces, underscores (_), hyphens (-), and periods (.) without leading or trailing white spaces.	Data type that is used in Unified Communications Manager for CommonObjectName.
CCMHoldAudioSourceName	string	minLength = 1 maxLength = 50 CCMHoldAudioSourceName contains numbers from 1 to 51 followed by hyphen (-) and alphanumeric characters with periods (.), hyphens (-), underscores (_) or spaces.	Data type that is used in Unified Communications Manager for HoldAudioSourceName.
CCMPartionName	string	minLength = 1 maxLength = 50 CCMPartionName contains alphanumeric characters, spaces, underscores (_), periods (.), and hyphens (-).	Data type that is used in Unified Communications Manager for PartionName.
CCMRedirectCallingSearchSpace	string	enumeration = Redirect Party, Calling Party, DN Calling Search Space.	Data type that is used in Unified Communications Manager for RedirectCallingSearchSpace.
CCMExternalPhoneMaskNumber	string	minLength = 0 maxLength = 24 CCM external phone mask number contains numerals (0-9), hashes (#), asterisks (*), and X.	Data type that is used in Unified Communications Manager for CCMExternalPhoneMaskNumber.

Data Structure for Call Control Group Job Status

Attribute Name	Base Type	Restrictions	Description
totalPorts	int	minOccurs = 1 maxOccurs = 1 nillable = false	Total number of CTI ports.
updatePorts	int	minOccurs = 1 maxOccurs = 1 nillable = false	Total number of updated ports.
lastUpdatedPort	string	minOccurs = 1 maxOccurs = 1 nillable = false	The last-updated port.
type	string	minOccurs = 1 maxOccurs = 1 nillable = false	Job type—Creation, deletion, modification.
exception	string	minOccurs = 1 maxOccurs = 1 nillable = false	Any exception that occurs while performing POST, PUT, or DELETE.
completed	boolean	minOccurs = 1 maxOccurs = 1 nillable = false	Job is complete.

Get List of Call Control Groups

HTTP Method	GET
URI	http://<server>/adminapi/callControlGroup
Example URI	http://uccx-server/adminapi/callControlGroup
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 412, 500, 503

Error Codes	—
--------------------	---

Success Response

For LAN

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<callControlGroups>
  <callControlGroup>
    <self type="callControlGroup" href="http://uccx-server/adminapi/callControlGroup/102"
    rel="self"/>
    <id>102</id>
    <outboundGroup>false</outboundGroup>
    <description>description</description>
    <deviceNamePrefix>cti</deviceNamePrefix>
    <numOfCTIPorts>10</numOfCTIPorts>
    <mediaTerminationSupport>false</mediaTerminationSupport>
  </callControlGroup>
  <callControlGroup>
    <self type="callControlGroup" href="http://uccx-server/adminapi/callControlGroup/107"
    rel="self"/>
    <id>107</id>
    <outboundGroup>false</outboundGroup>
    <deviceNamePrefix>cti</deviceNamePrefix>
    <description>testccg</description>
    <numOfCTIPorts>5</numOfCTIPorts>
    <mediaTerminationSupport>false</mediaTerminationSupport>
  </callControlGroup>
</callControlGroups>
```

For WAN

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<callControlGroups>
  <callControlGroup>
    <self type="callControlGroup" href="http://uccx-server/adminapi/callControlGroup/4"
    rel="self"/>
    <id>4</id>
    <outboundGroup>false</outboundGroup>
    <description>sdf</description>
    <deviceNamePrefix>cti</deviceNamePrefix>
    <numOfCTIPorts>2</numOfCTIPorts>
    <mediaTerminationSupport>false</mediaTerminationSupport>
  </callControlGroup>
  <callControlGroup>
    <self type="callControlGroup" href="http://uccx-server/adminapi/callControlGroup/2"
    rel="self"/>
    <id>2</id>
    <outboundGroup>false</outboundGroup>
    <description>TEST</description>
    <deviceNamePrefix>cti</deviceNamePrefix>
    <numOfCTIPorts>1</numOfCTIPorts>
    <mediaTerminationSupport>false</mediaTerminationSupport>
  </callControlGroup>
</callControlGroups>
```

Get Call Control Group

HTTP Method	GET
URI	http://<server>/adminapi/callControlGroup/{id}
Example URI	http://uccx-server/adminapi/callControlGroup/12

Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 412, 500, 503
Error Codes	—

Success Response

For LAN

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<callControlGroup>
  <self href="http://uccx-server/adminapi/callControlGroup/107" rel="self"
type="callControlGroup"/>
  <id>107</id>
  <outboundGroup>false</outboundGroup>
  <description>testccg</description>
    <deviceNamePrefix>testc</deviceNamePrefix>
    <numOfCTIPorts>5</numOfCTIPorts>
    <mediaTerminationSupport>false</mediaTerminationSupport>
    <portGroupConfiguration>

<listOfCTIPorts>testc_68900,testc_68907,testc_68908,testc_68909,testc_68910,testc_68911,testc_68912,testc_68913,
testc_68914,testc_68915</listOfCTIPorts>
    <startingDirectoryNumber>68900</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <dnCallingSearchSpace>None</dnCallingSearchSpace>
    <location>Hub_None</location>
    <partition>None</partition>
    <mediaResourceGroupList>None</mediaResourceGroupList>
    <voiceMailProfile>None</voiceMailProfile>
    <presenceGroup>Standard Presence group</presenceGroup>
    <AARGroup>None</AARGroup>
    <userHoldAudioSource>None</userHoldAudioSource>
    <networkHoldAudioSource>None</networkHoldAudioSource>
    <callPickUpGroup>None</callPickUpGroup>
    <alertingNameAscii></alertingNameAscii>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requireDTMFReception>true</requireDTMFReception>
    <display></display>
    <externalPhoneMaskNumber></externalPhoneMaskNumber>
  </portGroupConfiguration>
</callControlGroup>
```

For WAN—When CTI ports are configured for the both nodes

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<callControlGroup>
  <self href="http://uccx-server/adminapi/callControlGroup/12" rel="self"
type="callControlGroup"/>
  <id>2</id>
  <outboundGroup>false</outboundGroup>
  <description>TEST</description>
    <deviceNamePrefix>VISH1</deviceNamePrefix>
    <numOfCTIPorts>1</numOfCTIPorts>
    <mediaTerminationSupport>false</mediaTerminationSupport>
    <portGroupConfiguration>
      <hostName>ccx-94-80</hostName>
      <listOfCTIPorts>VISH1_1000</listOfCTIPorts>
      <startingDirectoryNumber>1000</startingDirectoryNumber>
      <devicePool>Default</devicePool>
      <dnCallingSearchSpace>None</dnCallingSearchSpace>
      <location>Hub_None</location>
      <partition>None</partition>
```

```

    <mediaResourceGroupList>None</mediaResourceGroupList>
    <voiceMailProfile>None</voiceMailProfile>
    <presenceGroup>Standard Presence group</presenceGroup>
    <AARGroup>None</AARGroup>
    <userHoldAudioSource>None</userHoldAudioSource>
    <networkHoldAudioSource>None</networkHoldAudioSource>
    <callPickUpGroup>None</callPickUpGroup>
    <alertingNameAscii></alertingNameAscii>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requireDTMFReception>true</requireDTMFReception>
    <display></display>
    <externalPhoneMaskNumber></externalPhoneMaskNumber>
  </portGroupConfiguration>
</portGroupConfiguration>
  <hostName>ccx-94-81</hostName>
  <listOfCTIPorts>VISH1_576</listOfCTIPorts>
  <startingDirectoryNumber>576</startingDirectoryNumber>
  <devicePool>Default</devicePool>
  <dnCallingSearchSpace>None</dnCallingSearchSpace>
  <location>Hub_None</location>
  <partition>None</partition>
  <mediaResourceGroupList>None</mediaResourceGroupList>
  <voiceMailProfile>None</voiceMailProfile>
  <presenceGroup>Standard Presence group</presenceGroup>
  <AARGroup>None</AARGroup>
  <userHoldAudioSource>None</userHoldAudioSource>
  <networkHoldAudioSource>None</networkHoldAudioSource>
  <callPickUpGroup>None</callPickUpGroup>
  <alertingNameAscii></alertingNameAscii>
  <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
  <requireDTMFReception>true</requireDTMFReception>
  <display></display>
  <externalPhoneMaskNumber></externalPhoneMaskNumber>
</portGroupConfiguration>
</callControlGroup>

```

For WAN—When CTI ports are configured for only one node

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<callControlGroup>
  <self href="http://uccx-server/adminapi/callControlGroup/12" rel="self"
type="callControlGroup"/>
  <id>2</id>
  <outboundGroup>false</outboundGroup>
  <description>TEST</description>
  <deviceNamePrefix>VISH1</deviceNamePrefix>
  <numOfCTIPorts>1</numOfCTIPorts>
  <mediaTerminationSupport>false</mediaTerminationSupport>
  <portGroupConfiguration>
    <hostName>ccx-94-80</hostName>
    <listOfCTIPorts>VISH1_1000</listOfCTIPorts>
    <startingDirectoryNumber>1000</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <dnCallingSearchSpace>None</dnCallingSearchSpace>
    <location>Hub_None</location>
    <partition>None</partition>
    <mediaResourceGroupList>None</mediaResourceGroupList>
    <voiceMailProfile>None</voiceMailProfile>
    <presenceGroup>Standard Presence group</presenceGroup>
    <AARGroup>None</AARGroup>
    <userHoldAudioSource>None</userHoldAudioSource>
    <networkHoldAudioSource>None</networkHoldAudioSource>
    <callPickUpGroup>None</callPickUpGroup>
    <alertingNameAscii></alertingNameAscii>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requireDTMFReception>true</requireDTMFReception>
    <display></display>
    <externalPhoneMaskNumber></externalPhoneMaskNumber>
  </portGroupConfiguration>
</callControlGroup>

```


Create Call Control Group

HTTP Method	POST
URI	http://<server>/adminapi/callControlGroup
Example URI	http://uccx-server/adminapi/callControlGroup
Content Type	Application/XML, Application/JSON
HTTP Success Code	201, 202, 206
HTTP Failure Codes	400, 401, 404, 405, 412, 415, 500, 503
Error Codes	—

Sample Input XML—Create a New Call Control Group in WAN with All Parameters (POST) to Configure CTI Ports on Both Nodes

```
<?xml version="1.0" encoding="UTF-8"?>
<callControlGroup xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="../../../main/resources/xsd/callControlGroup.xsd">
  <outboundGroup>false</outboundGroup>
  <description>description</description>
  <deviceNamePrefix>c11</deviceNamePrefix>
  <numOfCTIPorts>10</numOfCTIPorts>
  <mediaTerminationSupport>false</mediaTerminationSupport>
  <portGroupConfiguration>
    <hostName>hostName1</hostName>
    <startingDirectoryNumber>100012</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <dnCallingSearchSpace>None</dnCallingSearchSpace>
    <location>Hub_None</location>
    <partition>None</partition>
    <mediaResourceGroupList>None</mediaResourceGroupList>
    <voiceMailProfile>None</voiceMailProfile>
    <presenceGroup>Standard Presence group</presenceGroup>
    <AARGroup>None</AARGroup>
    <userHoldAudioSource>None</userHoldAudioSource>
    <networkHoldAudioSource>None</networkHoldAudioSource>
    <callPickUpGroup>None</callPickUpGroup>
    <alertingNameAscii>alteringNameAscii</alertingNameAscii>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requiredDTMFReception>true</requiredDTMFReception>
    <display>display</display>
    <externalPhoneMaskNumber>12345</externalPhoneMaskNumber>
  </portGroupConfiguration>
  <portGroupConfiguration>
    <hostName>hostName1</hostName>
    <startingDirectoryNumber>100012</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <dnCallingSearchSpace>None</dnCallingSearchSpace>
    <location>Hub_None</location>
    <partition>None</partition>
    <mediaResourceGroupList>None</mediaResourceGroupList>
    <voiceMailProfile>None</voiceMailProfile>
    <presenceGroup>Standard Presence group</presenceGroup>
    <AARGroup>None</AARGroup>
    <userHoldAudioSource>None</userHoldAudioSource>
    <networkHoldAudioSource>None</networkHoldAudioSource>
  </portGroupConfiguration>
</callControlGroup>
```

```

        <callPickUpGroup>None</callPickUpGroup>
        <alertingNameAscii>alteringNameAscii</alertingNameAscii>
        <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
        <requireDTMFReception>true</requireDTMFReception>
        <display>display</display>
        <externalPhoneMaskNumber>12345</externalPhoneMaskNumber>
    </portGroupConfiguration>
</callControlGroup>

```

Sample Input XML — Create a New Call Control Group in WAN with All Parameters (POST) to Configure CTI Ports on One Node

```

<?xml version="1.0" encoding="UTF-8"?>
<callControlGroup xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="../../../main/resources/xsd/callControlGroup.xsd">
  <outboundGroup>>false</outboundGroup>
  <description>description</description>
  <deviceNamePrefix>c11</deviceNamePrefix>
  <numOfCTIPorts>10</numOfCTIPorts>
  <mediaTerminationSupport>>false</mediaTerminationSupport>
  <portGroupConfiguration>
    <hostName>hostName1</hostName>
    <startingDirectoryNumber>100012</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <dnCallingSearchSpace>None</dnCallingSearchSpace>
    <location>Hub_None</location>
    <partition>None</partition>
    <mediaResourceGroupList>None</mediaResourceGroupList>
    <voiceMailProfile>None</voiceMailProfile>
    <presenceGroup>Standard Presence group</presenceGroup>
    <AARGroup>None</AARGroup>
    <userHoldAudioSource>None</userHoldAudioSource>
    <networkHoldAudioSource>None</networkHoldAudioSource>
    <callPickUpGroup>None</callPickUpGroup>
    <alertingNameAscii>alteringNameAscii</alertingNameAscii>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requireDTMFReception>true</requireDTMFReception>
    <display>display</display>
    <externalPhoneMaskNumber>12345</externalPhoneMaskNumber>
  </portGroupConfiguration>
</callControlGroup>

```

Sample Input XML—Create a New Call Control Group in WAN with Default Parameters (POST) to Configure CTI Ports on Both Nodes

```

<?xml version="1.0" encoding="UTF-8"?>
<?xml version="1.0" encoding="UTF-8"?>
<callControlGroup xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="../../../main/resources/xsd/callControlGroup.xsd">
  <outboundGroup>>false</outboundGroup>
  <description>description</description>
  <deviceNamePrefix>c1</deviceNamePrefix>
  <numOfCTIPorts>10</numOfCTIPorts>
  <mediaTerminationSupport>>false</mediaTerminationSupport>
  <portGroupConfiguration>
    <startingDirectoryNumber>999001</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <location>Hub_None</location>
    <presenceGroup>Standard Presence group</presenceGroup>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requireDTMFReception>true</requireDTMFReception>
    <hostName>ccx-94-80</hostName>
  </portGroupConfiguration>
  <portGroupConfiguration>
    <startingDirectoryNumber>999001</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <location>Hub_None</location>
    <presenceGroup>Standard Presence group</presenceGroup>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requireDTMFReception>true</requireDTMFReception>
  </portGroupConfiguration>
</callControlGroup>

```

```

        <hostName>ccx-94-81</hostName>
    </portGroupConfiguration>
</callControlGroup>

```

Sample Input XML—Create a New Call Control Group in WAN with Default Parameters (POST) to Configure CTI Ports on One Node

```

<?xml version="1.0" encoding="UTF-8"?>
<?xml version="1.0" encoding="UTF-8"?>
<callControlGroup xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="../../../main/resources/xsd/callControlGroup.xsd">
  <outboundGroup>false</outboundGroup>
  <description>description</description>
  <deviceNamePrefix>c1</deviceNamePrefix>
  <numOfCTIPorts>10</numOfCTIPorts>
  <mediaTerminationSupport>false</mediaTerminationSupport>
  <portGroupConfiguration>
    <startingDirectoryNumber>999001</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <location>Hub_None</location>
    <presenceGroup>Standard Presence group</presenceGroup>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requiredDTMFReception>true</requireDTMFReception>
    <hostName>ccx-94-80</hostName>
  </portGroupConfiguration>
</callControlGroup>

```

Sample Input XML—Create a New Call Control Group in LAN with All Parameters (POST)

```

<?xml version="1.0" encoding="UTF-8"?>
<callControlGroup xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="../../../main/resources/xsd/callControlGroup.xsd">
  <outboundGroup>false</outboundGroup>
  <description>description</description>
  <deviceNamePrefix>c11</deviceNamePrefix>
  <numOfCTIPorts>10</numOfCTIPorts>
  <mediaTerminationSupport>false</mediaTerminationSupport>
  <portGroupConfiguration>
    <hostName>hostName1</hostName>
    <startingDirectoryNumber>100012</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <dnCallingSearchSpace>None</dnCallingSearchSpace>
    <location>Hub_None</location>
    <partition>None</partition>
    <mediaResourceGroupList>None</mediaResourceGroupList>
    <voiceMailProfile>None</voiceMailProfile>
    <presenceGroup>Standard Presence group</presenceGroup>
    <AARGroup>None</AARGroup>
    <userHoldAudioSource>None</userHoldAudioSource>
    <networkHoldAudioSource>None</networkHoldAudioSource>
    <callPickUpGroup>None</callPickUpGroup>
    <alertingNameAscii>alteringNameAscii</alertingNameAscii>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requiredDTMFReception>true</requireDTMFReception>
    <display>display</display>
    <externalPhoneMaskNumber>12345</externalPhoneMaskNumber>
  </portGroupConfiguration>
</callControlGroup>

```

Sample Input XML—Create a New Call Control Group in LAN with Default Parameters (POST)

```

<?xml version="1.0" encoding="UTF-8"?>
<callControlGroup xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="../../../main/resources/xsd/callControlGroup.xsd">
  <outboundGroup>false</outboundGroup>
  <description>description</description>
  <deviceNamePrefix>c1</deviceNamePrefix>
  <numOfCTIPorts>10</numOfCTIPorts>
  <mediaTerminationSupport>false</mediaTerminationSupport>
  <portGroupConfiguration>

```

```

    <startingDirectoryNumber>999001</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <location>Hub_None</location>
    <presenceGroup>Standard Presence group</presenceGroup>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requireDTMFReception>true</requireDTMFReception>
  </portGroupConfiguration>
</callControlGroup>

```

Modify Call Control Group

HTTP Method	PUT
URI	http://<server>/adminapi/callControlGroup/{id}
Example URI	http://uccx-server/adminapi/callControlGroup/12
Content Type	Application/XML, Application/JSON
HTTP Success Code	200, 202, 206
HTTP Failure Codes	400, 401, 404, 405, 412, 500, 503
Error Codes	—

Sample Input XML—Modify Common Parameters of an Existing Call Control Group in WAN when CTI Ports are Configured for Both Nodes (PUT)

```

<?xml version="1.0" encoding="UTF-8"?>
<callControlGroup xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="../../../main/resources/xsd/callControlGroup.xsd">
  <id>7</id>
  <outboundGroup>false</outboundGroup>
  <description>description</description>
  <deviceNamePrefix>mod1</deviceNamePrefix>
  <numOfCTIPorts>10</numOfCTIPorts>
  <mediaTerminationSupport>true</mediaTerminationSupport>
  <portGroupConfiguration>
    <startingDirectoryNumber>999001</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <location>Hub_None</location>
    <presenceGroup>Standard Presence group</presenceGroup>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requireDTMFReception>false</requireDTMFReception>
    <hostName>ccx-94-80</hostName>
  </portGroupConfiguration>
  <portGroupConfiguration>
    <startingDirectoryNumber>999001</startingDirectoryNumber>
    <devicePool>mod_DP</devicePool>
    <location>Hub_None</location>
    <presenceGroup>Standard Presence group</presenceGroup>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requireDTMFReception>true</requireDTMFReception>
    <hostName>ccx-94-81</hostName>
  </portGroupConfiguration>
</callControlGroup>

```

Sample Input XML—Modify Node-Specific Parameters of an Existing Call Control Group for One Node in WAN when CTI Ports are Created for Both Nodes (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<callControlGroup xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="../../../../main/resources/xsd/callControlGroup.xsd">
  <id>7</id>
  <outboundGroup>false</outboundGroup>
  <description>description</description>
  <deviceNamePrefix>mod1</deviceNamePrefix>
  <numOfCTIPorts>10</numOfCTIPorts>
  <mediaTerminationSupport>true</mediaTerminationSupport>
  <portGroupConfiguration>
    <startingDirectoryNumber>999001</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <location>Hub_None</location>
    <presenceGroup>Standard Presence group</presenceGroup>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requiredDTMFReception>false</requiredDTMFReception>
    <hostName>ccx-94-80</hostName>
  </portGroupConfiguration>
</callControlGroup>
```

Sample Input XML—Modify an Existing Call Control Group in WAN with All Parameters (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<callControlGroup xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="../../../../main/resources/xsd/callControlGroup.xsd">
  <id>5</id>
  <outboundGroup>false</outboundGroup>
  <description>description</description>
  <deviceNamePrefix>c11</deviceNamePrefix>
  <numOfCTIPorts>10</numOfCTIPorts>
  <mediaTerminationSupport>false</mediaTerminationSupport>
  <portGroupConfiguration>
    <hostName>hostName1</hostName>
    <startingDirectoryNumber>100012</startingDirectoryNumber>
    <devicePool>mod_De</devicePool>
    <dnCallingSearchSpace>None</dnCallingSearchSpace>
    <location>Hub_None</location>
    <partition>Mod_Part</partition>
    <mediaResourceGroupList>None</mediaResourceGroupList>
    <voiceMailProfile>None</voiceMailProfile>
    <presenceGroup>Standard Presence group</presenceGroup>
    <AARGroup>None</AARGroup>
    <userHoldAudioSource>None</userHoldAudioSource>
    <networkHoldAudioSource>None</networkHoldAudioSource>
    <callPickUpGroup>None</callPickUpGroup>
    <alertingNameAscii>alteringNameAscii</alertingNameAscii>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requiredDTMFReception>true</requiredDTMFReception>
    <display>display</display>
    <externalPhoneMaskNumber>12345</externalPhoneMaskNumber>
  </portGroupConfiguration>
  <portGroupConfiguration>
    <hostName>hostName1</hostName>
    <startingDirectoryNumber>100012</startingDirectoryNumber>
    <devicePool>Default</devicePool>
    <dnCallingSearchSpace>None</dnCallingSearchSpace>
    <location>Hub_None</location>
    <partition>Mod_Part</partition>
    <mediaResourceGroupList>Mod_MRGL</mediaResourceGroupList>
    <voiceMailProfile>None</voiceMailProfile>
    <presenceGroup>Standard Presence group</presenceGroup>
    <AARGroup>None</AARGroup>
    <userHoldAudioSource>None</userHoldAudioSource>
    <networkHoldAudioSource>None</networkHoldAudioSource>
    <callPickUpGroup>None</callPickUpGroup>
    <alertingNameAscii>alteringNameAscii</alertingNameAscii>
    <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
    <requiredDTMFReception>true</requiredDTMFReception>
    <display>display</display>
```

```

        <externalPhoneMaskNumber>12345</externalPhoneMaskNumber>
    </portGroupConfiguration>
</callControlGroup>

```

Sample Input XML—Modify an Existing Call Control Group in LAN with All Parameters (PUT)

```

<?xml version="1.0" encoding="UTF-8"?>
<callControlGroup xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
    xsi:noNamespaceSchemaLocation="../../../main/resources/xsd/callControlGroup.xsd">
    <id>23</id>
    <outboundGroup>false</outboundGroup>
    <description>description</description>
    <deviceNamePrefix>c11</deviceNamePrefix>
    <numOfCTIPorts>10</numOfCTIPorts>
    <mediaTerminationSupport>false</mediaTerminationSupport>
    <portGroupConfiguration>
        <hostName>hostName1</hostName>
        <startingDirectoryNumber>100012</startingDirectoryNumber>
        <devicePool>ModDevPool</devicePool>
        <dnCallingSearchSpace>None</dnCallingSearchSpace>
        <location>Hub_None</location>
        <partition>None</partition>
        <mediaResourceGroupList>None</mediaResourceGroupList>
        <voiceMailProfile>None</voiceMailProfile>
        <presenceGroup>Standard Presence group</presenceGroup>
        <AARGroup>None</AARGroup>
        <userHoldAudioSource>None</userHoldAudioSource>
        <networkHoldAudioSource>None</networkHoldAudioSource>
        <callPickUpGroup>None</callPickUpGroup>
        <alertingNameAscii>alteringNameAscii</alertingNameAscii>
        <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
        <requireDTMFReception>true</requireDTMFReception>
        <display>display</display>
        <externalPhoneMaskNumber>12345</externalPhoneMaskNumber>
    </portGroupConfiguration>
</callControlGroup>

```

Sample Input XML—Modify an Existing Call Control Group in LAN with Default Parameters (PUT)

```

<?xml version="1.0" encoding="UTF-8"?>
<?xml version="1.0" encoding="UTF-8"?>
<callControlGroup xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
    xsi:noNamespaceSchemaLocation="../../../main/resources/xsd/callControlGroup.xsd">
    <id>24</id>
    <outboundGroup>false</outboundGroup>
    <description>description</description>
    <deviceNamePrefix>mod</deviceNamePrefix>
    <numOfCTIPorts>10</numOfCTIPorts>
    <mediaTerminationSupport>false</mediaTerminationSupport>
    <portGroupConfiguration>
        <startingDirectoryNumber>999001</startingDirectoryNumber>
        <devicePool>Default</devicePool>
        <location>Hub_None</location>
        <presenceGroup>Standard Presence group</presenceGroup>
        <redirectCallingSearchSpace>Redirect Party</redirectCallingSearchSpace>
        <requireDTMFReception>true</requireDTMFReception>
    </portGroupConfiguration>
</callControlGroup>

```

Delete Call Control Group

HTTP Method	DELETE
URI	http://<server>/adminapi/callControlGroup/{id}

Example URI	http://uccx-server/adminapi/callControlGroup/12
Content Type	Application/XML, Application/JSON
HTTP Success Code	200, 202, 206
HTTP Failure Codes	401, 404, 405, 412, 500, 503
Error Codes	—

Check Status of POST/PUT/DELETE

HTTP Method	GET
URI	http://<server>/adminapi/callControlGroup/{id}/status
Example URI	http://uccx-server:8080/adminapi/callControlGroup/12/status
Content Type	Application/XML, Application/JSON
HTTP Success Code	201, 206
HTTP Failure Codes	401, 404, 410, 500, 503
Error Codes	—



Attention

After a POST, PUT or DELETE, perform a GET for the status of the job. If you do not perform a GET request within 5 minutes, a PUT or DELETE request on the same Call ControlGroup is not allowed.

Success Response

For Create

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ccgJobStatus>
  <totalPorts>120</totalPorts>
  <updatePorts>5</updatePorts>
  <lastUpdatedPort>V11_840024</lastUpdatedPort>
  <type>created</type>
  <completed>true</completed>
</ccgJobStatus>
```

**Note**

After the last port is created and the Call Control Group is saved, the completed field will be true.

For Modify

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ccgJobStatus>
  <totalPorts>120</totalPorts>
  <updatePorts>5</updatePorts>
  <lastUpdatedPort>V11_840024</lastUpdatedPort>
  <type>modified</type>
  <completed>true</completed>
</ccgJobStatus>
```

**Note**

After the last port is modified and the Call Control Group is saved, the completed field will be true.

For Delete

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ccgJobStatus>
  <totalPorts>120</totalPorts>
  <updatePorts>5</updatePorts>
  <lastUpdatedPort>V11_840024</lastUpdatedPort>
  <type>deleted</type>
  <completed>true</completed>
</ccgJobStatus>
```

**Note**

After the last port is deleted and the Call Control Group is saved, the completed field will be true.

Campaign

Campaigns are logical entities that group a set of contacts together in a dialing list. Campaigns deliver outgoing calls to agents. Typical applications include appointment and bill payment reminders.

If you select the IVR-based option for a campaign, the outbound calls are handled by the IVR scripts.

If you select the Agent-based option for a campaign, the outbound calls are handled by the available agents.

Data Structure for Campaign

Attribute Name	Base Type	Restrictions	Description
campaignId	baseIdInt	1 to 2147483647	Unique identifier for the campaign.

Attribute Name	Base Type	Restrictions	Description
campaignName	string	minLength value = 1 maxLength value = 40 Campaign name contains alphanumeric characters, spaces, underscores (_), and hyphens (-) without leading or trailing white spaces.	Unique name for the campaign. Note PUT operation cannot modify the campaign name. If you try to modify the name, REST API throws 400 Bad Request error.
enabled	boolean	default = false	Indicates if the campaign is currently active.
description	string	minLength value = 0 maxLength value = 50	Description of the campaign.
startTime	timeType, string	Between 00:00 to 23:59 inclusive default = 08:00	Campaign start time.
endTime	timeType, string	Between 00:00 to 23:59 inclusive default = 21:00	Campaign end time.
timeZone	string	—	Time zone of the campaign. Note When you create a campaign, the time zone if given is ignored and the server time zone is considered by default. This field is read only and cannot be modified through PUT operation.
campaignType	enum	enum values = AGENT, IVR	Type of campaign to be used for outbound calls. You can specify one of the following two campaign types: <ul style="list-style-type: none"> • Agent-based—All the outbound calls in the campaign are handled by the available agents. • IVR-based—All the outbound calls in the campaign are handled by the IVR scripts.

Attribute Name	Base Type	Restrictions	Description
dialerType	enum	enum values = DIRECT_PREVIEW, PROGRESSIVE, PREDICTIVE	The dialer type options available for a campaign vary depending on the campaign type. For Agent-based campaign type: <ul style="list-style-type: none"> • Direct Preview • Progressive • Predictive For IVR-based campaign type: <ul style="list-style-type: none"> • Progressive • Predictive
pendingContacts	unsignedInt	default = 0	Indicates the number of contacts that are yet to be dialed, contacts that request a callback, and contacts that will be tried again because of unsuccessful prior attempts.
associatedSupervisors	sequence (supervisor : nameUrlPair)	minOccurs = 0 maxOccurs = 1 nillable = false For the supervisor element, minOccurs = 1 maxOccurs = 1 nillable = false	Indicates a campaign to which a supervisor is associated with.

Common Data Structure for IVR-Based and Agent-Based Campaigns

Attribute Name	Base Type	Restrictions	Description
campaignCallingNum	string	minLength value = 1 maxLength value = 16 The calling number can have up to 15 digits with an optional plus (+) prefix. Matches the E.164 standard.	The campaign calling number is the number that appears to the contact. This number is used by the dialer.

maxDialAttempts	unsignedInt	minInclusive value = 1 maxInclusive value = 3 default = 3	The maximum number of times to dial a contact beyond which the call status is marked as Closed.
callbackTimeLimit	unsignedInt	minInclusive value = 1 maxInclusive value = 60 default = 15	The duration before and after the scheduled callback time during which a callback is attempted.
treatLowVolAsVoice	boolean	default = true	Determines whether a low-volume call is treated as voice or disconnected.
noAnswerRingLimit	unsignedInt	minInclusive value = 1 maxInclusive value = 60 default = 15	The duration for which the Progressive/Predictive dialer allows the phone to ring before disconnecting an unanswered call.
abandonedCallWait Time	unsignedInt	minInclusive value = 1 maxInclusive value = 10 default = 2	If the customer disconnects the call within the time that is here, then the call is classified as customer abandoned.
retryNoAnswerDelay	unsignedInt	minInclusive value = 0 maxInclusive value = 65535 default = 60	Duration for which the dialer waits before calling back a no-answer call.
retryBusySignalDelay	unsignedInt	minInclusive value = 0 maxInclusive value = 65535 default = 60	Duration for which the dialer waits before calling back a busy telephone number.
retryCustAbandoned Delay	unsignedInt	minInclusive value = 0 maxInclusive value = 65535 default = 0	If a customer abandons a call, the duration after which the dialer calls back the customer.
retryDialerAbandoned Delay	unsignedInt	minInclusive value = 0 maxInclusive value = 65535 default = 0	If the dialer abandons a call, the duration after which the dialer calls back the customer.

Common Data Structure for Outbound IVR - Progressive and Predictive Campaigns

Attribute Name	Base Type	Restrictions	Description
applicationTrigger	nameUriPair	—	The JTAPI trigger that is associated with the campaign.
numDedicatedPorts	unsignedInt	—	Number of dedicated IVR ports that you want to reserve for this campaign.
linesPerPort	float	minInclusive value = 1.0 maxInclusive value = 3.0 default = 1.0	Number of lines to be dialed for each port.

Data Structure for Outbound IVR - Predictive Campaign

Attribute Name	Base Type	Restrictions	Description
maxLinesPerPort	float	minInclusive = 1.0 maxInclusive = 3.0 default = 3.0	Maximum number of lines to be dialed for each port.
predictiveCorrectionPace	unsignedInt	minInclusive = 10 maxInclusive = 1000 default = 100	The number of calls that were answered by live voice that the predictive algorithm considers for each iteration.
predictiveGain	float	minEnclusive = 0.0 maxInclusive = 1.0 default = 1.0	Controls the size of the lines-per-port corrections.
callAbandonLimit	float	minEnclusive = 0.0 maxInclusive = 100.0 default = 3.0	Call abandon percentage.

Data Structure for Preview Campaign

Attribute Name	Base Type	Restrictions	Description
maxDialAttempts	unsignedInt	minInclusive = 1 maxInclusive = 3 default = 3	The maximum number of times a contact is dialed.
cacheSize	unsignedInt	minInclusive = 1 maxInclusive = 100 default = 20	The number of contact records that are retrieved from the database in bulk for dialing.
ansMachineRetry	boolean	default = false	If this attribute is enabled, the phone number is dialed again at a later time if an answering machine is reached the first time.
callbackTimeLimit	unsignedInt	minInclusive = 1 maxInclusive = 60 default = 15	The customer-specified callback time.
missedCallbackAction	string	enum values = NEXT_DAY, RETRY, CLOSE default = NEXT_DAY	The callback action if a callback is missed.
assignedCSQs	string	minLength value = 1	The Contact Service Queues (CSQs) from which agents are selected for outbound calls for the campaign.

Common Data Structure for Outbound Agent - Progressive and Predictive Campaigns

Attribute Name	Base Type	Restrictions	Description
linesPerAgent	float	minInclusive value = 1.0 maxInclusive value = 3.0 default = 1.0	Number of lines to be dialed for each agent.
assignedCSQs	string	minLength value = 1	The Contact Service Queues (CSQs) from which agents are selected for outbound calls for the campaign.

Attribute Name	Base Type	Restrictions	Description
ansMachineTreatment	string	enum values = TRANSFER_TO_IVR, END_CALL default = TRANSFER_TO_IVR	Specifies how to handle an outbound call if an answering machine is reached.
answerMachineTreatmentTrigger	nameUriPair	minOccurs= 0	The JTAPI trigger that is associated with the campaign. Note Application trigger is used only when you choose the transfer to IVR option for an outbound call.
abandonedCallTreatment	string	enum values = TRANSFER_TO_IVR, ABANDON_CALL default = TRANSFER_TO_IVR	Specifies how to handle an outbound call if agents are not available.
abandonedCallTreatmentTrigger	nameUriPair	minOccurs= 0	The JTAPI trigger that is associated with the campaign. Note Application trigger is used only when you choose the transfer to IVR option for an outbound call.
missedCallbackAction	string	enum values = NEXT_DAY, RETRY, CLOSE default = NEXT_DAY	The callback action if a callback is missed.

Data Structure for Outbound Agent - Predictive Campaign

Attribute Name	Base Type	Restrictions	Description
maxLinesPerAgent	float	minInclusive = 1.0 maxInclusive = 3.0 default = 3.0	Maximum number of lines to be dialed for each agent.
predictiveCorrectionPace	unsignedInt	minInclusive = 10 maxInclusive = 1000 default = 100	The number of calls that were answered by live voice that the predictive algorithm considers for each iteration.

Attribute Name	Base Type	Restrictions	Description
predictiveGain	float	minExclusive = 0.0 maxInclusive = 1.0 default = 1.0	Controls the size of the lines-per-port corrections.
callAbandonLimit	float	minExclusive = 0.0 maxInclusive = 100.0 default = 3.0	Call abandon percentage.

Get List of Campaigns

HTTP Method	GET
URI	http://<server>/adminapi/campaign
Example URI	http://uccx-server/adminapi/campaign
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<campaigns>
  <campaign>
    <self>https://uccx-server/adminapi/campaign/202</self>
    <campaignId>202</campaignId>
    <campaignName>IVRPredictive</campaignName>
    <enabled>>false</enabled>
    <description>This is IVR Predictive campaign</description>
    <startTime>08:00</startTime>
    <endTime>21:00</endTime>
    <timeZone>India Standard Time</timeZone>
    <campaignType>IVR</campaignType>
    <dialerType>PREDICTIVE</dialerType>
    <pendingContacts>0</pendingContacts>
  </campaign>
  <campaign>
    <self>https://uccx-server/adminapi/campaign/201</self>
    <campaignId>201</campaignId>
    <campaignName>IVRProgressive</campaignName>
    <enabled>>false</enabled>
    <description>This is IVR Progressive campaign</description>
    <startTime>08:00</startTime>
    <endTime>21:00</endTime>
    <timeZone>India Standard Time</timeZone>
  </campaign>
</campaigns>
```

```

    <campaignType>IVR</campaignType>
    <dialerType>PROGRESSIVE</dialerType>
    <pendingContacts>0</pendingContacts>
  </campaign>
  <campaign>
    <self>https://uccx-server/adminapi/campaign/200</self>
    <campaignId>200</campaignId>
    <campaignName>OBPreview</campaignName>
    <enabled>>false</enabled>
    <description>This is Outbound Preview campaign</description>
    <startTime>08:00</startTime>
    <endTime>21:00</endTime>
    <timeZone>India Standard Time</timeZone>
    <campaignType>AGENT</campaignType>
    <dialerType>DIRECT_PREVIEW</dialerType>
    <pendingContacts>0</pendingContacts>
  </campaign>
  <campaign>
    <self>https://uccx-server/adminapi/campaign/200</self>
    <campaignId>200</campaignId>
    <campaignName>Agent progressive</campaignName>
    <enabled>>false</enabled>
    <description>This is Outbound Preview campaign</description>
    <startTime>08:00</startTime>
    <endTime>21:00</endTime>
    <timeZone>India Standard Time</timeZone>
    <campaignType>AGENT</campaignType>
    <dialerType>PROGRESSIVE</dialerType>
    <pendingContacts>0</pendingContacts>
  </campaign>
  <campaign>
    <self>https://uccx-server/adminapi/campaign/200</self>
    <campaignId>200</campaignId>
    <campaignName>Agent predictive</campaignName>
    <enabled>>false</enabled>
    <description>This is Outbound Preview campaign</description>
    <startTime>08:00</startTime>
    <endTime>21:00</endTime>
    <timeZone>India Standard Time</timeZone>
    <campaignType>AGENT</campaignType>
    <dialerType>PREDICTIVE</dialerType>
    <pendingContacts>0</pendingContacts>
  </campaign>
</campaigns>

```

Get Campaign

HTTP Method	GET
URI	http://<server>/adminapi/campaign/{id}
Example URI	http://uccx-server/adminapi/campaign/200
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self>https://uccx-server/adminapi/campaign/200</self>
  <campaignId>200</campaignId>
  <campaignName>OBPreview</campaignName>
  <enabled>false</enabled>
  <description>This is Outbound Preview campaign</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>AGENT</campaignType>
  <dialerType>DIRECT_PREVIEW</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obPreview>
      <maxDialAttempts>3</maxDialAttempts>
      <cacheSize>20</cacheSize>
      <ansMachineRetry>false</ansMachineRetry>
      <callbackTimeLimit>15</callbackTimeLimit>
      <missedCallbackAction>NEXT_DAY</missedCallbackAction>
      <assignedCSQs>
        <csq name="1">
          <refURL>https://uccx-server/adminapi/csq/1</refURL>
        </csq>
      </assignedCSQs>
    </obPreview>
  </typeSpecificInfo>
</campaign>
```

If a campaign is associated with a supervisor, the sample response would be as below:

```
<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self></self>
  <campaignId>200</campaignId>
  <campaignName>OBPreview</campaignName>
  <enabled>false</enabled>
  <description>This is Outbound Preview campaign</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>AGENT</campaignType>
  <dialerType>DIRECT_PREVIEW</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obPreview>
      <maxDialAttempts>3</maxDialAttempts>
      <cacheSize>20</cacheSize>
      <ansMachineRetry>false</ansMachineRetry>
      <callbackTimeLimit>15</callbackTimeLimit>
      <missedCallbackAction>NEXT_DAY</missedCallbackAction>
      <assignedCSQs>
        <csq name="1">
          <refURL>https://uccx-server/adminapi/csq/1</refURL>
        </csq>
      </assignedCSQs>
    </obPreview>
  </typeSpecificInfo>
  <associatedSupervisors>
    <supervisor name="OBAgent101">
      <refURL>https://uccx-server/adminapi/csq/1</refURL>
    </supervisor>
  </associatedSupervisors>
</campaign>
```

Create Campaign

HTTP Method	POST
--------------------	------

URI	http://<server>/adminapi/campaign
Example URI	http://uccx-server/adminapi/campaign
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	400, 401, 405
Error Codes	—

**Note**

When Cisco Finesse is deactivated, new agent predictive and agent progressive campaigns cannot be created.

Success Response

HTTP/1.1 201 Created

Sample Input XML—Outbound IVR - Progressive Campaign

```
<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self>https://uccx-server/adminapi/campaign/201</self>
  <campaignId>201</campaignId>
  <campaignName>IVRProgressive</campaignName>
  <enabled>false</enabled>
  <description>This is IVR Progressive campaign</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>IVR</campaignType>
  <dialerType>PROGRESSIVE</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obIvrProgressive>
      <campaignCallingNum>12345</campaignCallingNum>
      <applicationTrigger name="5657656">
        <refURL>https://uccx-server/adminapi/trigger/5657656</refURL>
      </applicationTrigger>
      <maxDialAttempts>3</maxDialAttempts>
      <callbackTimeLimit>15</callbackTimeLimit>
      <numDedicatedPorts>0</numDedicatedPorts>
      <linesPerPort>1.0</linesPerPort>
      <treatLowVolAsVoice>true</treatLowVolAsVoice>
      <ansMachineTreatment>TRANSFER TO IVR</ansMachineTreatment>
      <noAnswerRingLimit>15</noAnswerRingLimit>
      <abandonedCallWaitTime>2</abandonedCallWaitTime>
      <retryNoAnswerDelay>60</retryNoAnswerDelay>
      <retryBusySignalDelay>60</retryBusySignalDelay>
      <retryCustAbandonedDelay>30</retryCustAbandonedDelay>
      <retryDialerAbandonedDelay>60</retryDialerAbandonedDelay>
    </obIvrProgressive>
  </typeSpecificInfo>
</campaign>
```

Sample Input XML—Outbound IVR - Predictive Campaign

```

<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self>https://uccx-server/adminapi/campaign/202</self>
  <campaignId>202</campaignId>
  <campaignName>IVRPredictive</campaignName>
  <enabled>>false</enabled>
  <description>This is IVR Predictive campaign</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>IVR</campaignType>
  <dialerType>PREDICTIVE</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obIvrPredictive>
      <campaignCallingNum>112233</campaignCallingNum>
      <applicationTrigger name="464355">
        <refURL>https://uccx-server/adminapi/trigger/464355</refURL>
      </applicationTrigger>
      <maxDialAttempts>3</maxDialAttempts>
      <callbackTimeLimit>15</callbackTimeLimit>
      <numDedicatedPorts>0</numDedicatedPorts>
      <linesPerPort>1.5</linesPerPort>
      <treatLowVolAsVoice>true</treatLowVolAsVoice>
      <ansMachineTreatment>TRANSFER TO IVR</ansMachineTreatment>
      <noAnswerRingLimit>15</noAnswerRingLimit>
      <abandonedCallWaitTime>2</abandonedCallWaitTime>
      <retryNoAnswerDelay>60</retryNoAnswerDelay>
      <retryBusySignalDelay>60</retryBusySignalDelay>
      <retryCustAbandonedDelay>30</retryCustAbandonedDelay>
      <retryDialerAbandonedDelay>60</retryDialerAbandonedDelay>
      <maxLinesPerPort>3.0</maxLinesPerPort>
      <predictiveCorrectionPace>100</predictiveCorrectionPace>
      <predictiveGain>1.0</predictiveGain>
      <callAbandonLimit>3.0</callAbandonLimit>
    </obIvrPredictive>
  </typeSpecificInfo>
</campaign>

```

Sample Input XML—Preview Campaign

```

<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self>https://uccx-server/adminapi/campaign/200</self>
  <campaignId>200</campaignId>
  <campaignName>OBPreview</campaignName>
  <enabled>>false</enabled>
  <description>This is Outbound Preview campaign</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>AGENT</campaignType>
  <dialerType>DIRECT_PREVIEW</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obPreview>
      <maxDialAttempts>3</maxDialAttempts>
      <cacheSize>20</cacheSize>
      <ansMachineRetry>>false</ansMachineRetry>
      <callbackTimeLimit>15</callbackTimeLimit>
      <missedCallbackAction>NEXT_DAY</missedCallbackAction>
      <assignedCSQs>
        <csq name="1">
          <refURL>https://uccx-server/adminapi/csq/1</refURL>
        </csq>
      </assignedCSQs>
    </obPreview>
  </typeSpecificInfo>
</campaign>

```

Sample Input XML—Outbound Agent - Progressive Campaign

```

<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self>http://uccx-server/adminapi/campaign/105</self>
  <campaignId>105</campaignId>
  <campaignName>Agent Progressive</campaignName>
  <enabled>>false</enabled>
  <description>description</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>AGENT</campaignType>
  <dialerType>PROGRESSIVE</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obAgentProgressive>
      <campaignCallingNum>7777</campaignCallingNum>
      <maxDialAttempts>3</maxDialAttempts>
      <callbackTimeLimit>15</callbackTimeLimit>
      <treatLowVolAsVoice>true</treatLowVolAsVoice>
      <noAnswerRingLimit>15</noAnswerRingLimit>
      <abandonedCallWaitTime>2</abandonedCallWaitTime>
      <retryNoAnswerDelay>60</retryNoAnswerDelay>
      <retryBusySignalDelay>60</retryBusySignalDelay>
      <retryCustAbandonedDelay>0</retryCustAbandonedDelay>
      <retryDialerAbandonedDelay>0</retryDialerAbandonedDelay>
      <linesPerAgent>1.0</linesPerAgent>
      <assignedCSQs>
        <csq>
          <csq name="37">
            <refURL>http://uccx-server/adminapi/csq/37</refURL>
          </csq>
        </assignedCSQs>
      <answerMachineTreatment>TRANSFER_TO_IVR</answerMachineTreatment>
      <answerMachineTreatmentTrigger name="4600">
        <refURL>http://uccx-server/adminapi/trigger/4600</refURL>
      </answerMachineTreatmentTrigger>
      <abandonedCallTreatment>TRANSFER_TO_IVR</abandonedCallTreatment>
      <abandonedCallTreatmentTrigger name="4800">
        <refURL>http://uccx-server/adminapi/trigger/4800</refURL>
      </abandonedCallTreatmentTrigger>
      <missedCallbackAction>NEXT_DAY</missedCallbackAction>
    </obAgentProgressive>
  </typeSpecificInfo>
</campaign>

```

Sample Input XML—Outbound Agent - Predictive Campaign

```
<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self>http://uccx-server/adminapi/campaign/114</self>
  <campaignId>114</campaignId>
  <campaignName>Agent predictive</campaignName>
  <enabled>>false</enabled>
  <description>description</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>AGENT</campaignType>
  <dialerType>PREDICTIVE</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obAgentPredictive>
      <campaignCallingNum>7777</campaignCallingNum>
      <maxDialAttempts>3</maxDialAttempts>
      <callbackTimeLimit>15</callbackTimeLimit>
      <treatLowVolAsVoice>true</treatLowVolAsVoice>
      <noAnswerRingLimit>15</noAnswerRingLimit>
      <abandonedCallWaitTime>2</abandonedCallWaitTime>
      <retryNoAnswerDelay>60</retryNoAnswerDelay>
      <retryBusySignalDelay>60</retryBusySignalDelay>
      <retryCustAbandonedDelay>0</retryCustAbandonedDelay>
      <retryDialerAbandonedDelay>0</retryDialerAbandonedDelay>
      <linesPerAgent>2.0</linesPerAgent>
      <assignedCSQs>
        </csq>
        <csq name="37">
          <refURL>http://uccx-server/adminapi/csq/37</refURL>
        </csq>
      </assignedCSQs>
      <answerMachineTreatment>TRANSFER_TO_IVR</answerMachineTreatment>
      <answerMachineTreatmentTrigger name="4600">
        <refURL>http://uccx-server/adminapi/trigger/4600</refURL>
      </answerMachineTreatmentTrigger>
      <abandonedCallTreatment>TRANSFER_TO_IVR</abandonedCallTreatment>
      <abandonedCallTreatmentTrigger name="4800">
        <refURL>http://uccx-server/adminapi/trigger/4800</refURL>
      </abandonedCallTreatmentTrigger>
      <missedCallbackAction>NEXT_DAY</missedCallbackAction>
      <maxLinesPerAgent>2.0</maxLinesPerAgent>
      <predictiveCorrectionPace>100</predictiveCorrectionPace>
      <predictiveGain>1.0</predictiveGain>
      <callAbandonLimit>0.0</callAbandonLimit>
    </obAgentPredictive>
  </typeSpecificInfo>
</campaign>
```

Modify Campaign

HTTP Method	PUT
URI	http://<server>/adminapi/campaign/{id}
Example URI	http://uccx-server/adminapi/campaign/200
Content Type	Application/XML, Application/JSON
HTTP Success Code	200

HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sample Input XML—Outbound IVR - Progressive Campaign

```
<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self>https://uccx-server/adminapi/campaign/201</self>
  <campaignId>201</campaignId>
  <campaignName>IVRProgressive</campaignName>
  <enabled>>false</enabled>
  <description>This is IVR Progressive campaign</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>IVR</campaignType>
  <dialerType>PROGRESSIVE</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obIvrProgressive>
      <campaignCallingNum>12345</campaignCallingNum>
      <applicationTrigger name="5657656">
        <refURL>https://uccx-server/adminapi/trigger/5657656</refURL>
      </applicationTrigger>
      <maxDialAttempts>3</maxDialAttempts>
      <callbackTimeLimit>15</callbackTimeLimit>
      <numDedicatedPorts>0</numDedicatedPorts>
      <linesPerPort>1.0</linesPerPort>
      <treatLowVolAsVoice>true</treatLowVolAsVoice>
      <ansMachineTreatment>TRANSFER TO IVR</ansMachineTreatment>
      <noAnswerRingLimit>15</noAnswerRingLimit>
      <abandonedCallWaitTime>2</abandonedCallWaitTime>
      <retryNoAnswerDelay>60</retryNoAnswerDelay>
      <retryBusySignalDelay>60</retryBusySignalDelay>
      <retryCustAbandonedDelay>30</retryCustAbandonedDelay>
      <retryDialerAbandonedDelay>60</retryDialerAbandonedDelay>
    </obIvrProgressive>
  </typeSpecificInfo>
</campaign>
```

Sample Input XML—Outbound IVR - Predictive Campaign

```

<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self>https://uccx-server/adminapi/campaign/202</self>
  <campaignId>202</campaignId>
  <campaignName>IVRPredictive</campaignName>
  <enabled>>false</enabled>
  <description>This is IVR Predictive campaign</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>IVR</campaignType>
  <dialerType>PREDICTIVE</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obIvrPredictive>
      <campaignCallingNum>112233</campaignCallingNum>
      <applicationTrigger name="464355">
        <refURL>https://uccx-server/adminapi/trigger/464355</refURL>
      </applicationTrigger>
      <maxDialAttempts>3</maxDialAttempts>
      <callbackTimeLimit>15</callbackTimeLimit>
      <numDedicatedPorts>0</numDedicatedPorts>
      <linesPerPort>1.5</linesPerPort>
      <treatLowVolAsVoice>true</treatLowVolAsVoice>
      <ansMachineTreatment>TRANSFER_TO_IVR</ansMachineTreatment>
      <noAnswerRingLimit>15</noAnswerRingLimit>
      <abandonedCallWaitTime>2</abandonedCallWaitTime>
      <retryNoAnswerDelay>60</retryNoAnswerDelay>
      <retryBusySignalDelay>60</retryBusySignalDelay>
      <retryCustAbandonedDelay>30</retryCustAbandonedDelay>
      <retryDialerAbandonedDelay>60</retryDialerAbandonedDelay>
      <maxLinesPerPort>3.0</maxLinesPerPort>
      <predictiveCorrectionPace>100</predictiveCorrectionPace>
      <predictiveGain>1.0</predictiveGain>
      <callAbandonLimit>3.0</callAbandonLimit>
    </obIvrPredictive>
  </typeSpecificInfo>
</campaign>

```


Sample Input XML—Preview Campaign

```
<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self>https://uccx-server/adminapi/campaign/200</self>
  <campaignId>200</campaignId>
  <campaignName>OBPreview</campaignName>
  <enabled>>false</enabled>
  <description>This is Outbound Preview campaign</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>AGENT</campaignType>
  <dialerType>DIRECT_PREVIEW</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obPreview>
      <maxDialAttempts>3</maxDialAttempts>
      <cacheSize>20</cacheSize>
      <ansMachineRetry>>false</ansMachineRetry>
      <callbackTimeLimit>15</callbackTimeLimit>
      <missedCallbackAction>NEXT_DAY</missedCallbackAction>
      <assignedCSQs>
        <csq name="1">
          <refURL>https://uccx-server/adminapi/csq/1</refURL>
        </csq>
      </assignedCSQs>
    </obPreview>
  </typeSpecificInfo>
</campaign>
```

Sample Input XML—Outbound Agent - Progressive Campaign

```

<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self>http://uccx-server/adminapi/campaign/105</self>
  <campaignId>105</campaignId>
  <campaignName>Agent Progressive</campaignName>
  <enabled>>false</enabled>
  <description>description</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>AGENT</campaignType>
  <dialerType>PROGRESSIVE</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obAgentProgressive>
      <campaignCallingNum>7777</campaignCallingNum>
      <maxDialAttempts>3</maxDialAttempts>
      <callbackTimeLimit>15</callbackTimeLimit>
      <treatLowVolAsVoice>true</treatLowVolAsVoice>
      <noAnswerRingLimit>15</noAnswerRingLimit>
      <abandonedCallWaitTime>2</abandonedCallWaitTime>
      <retryNoAnswerDelay>60</retryNoAnswerDelay>
      <retryBusySignalDelay>60</retryBusySignalDelay>
      <retryCustAbandonedDelay>0</retryCustAbandonedDelay>
      <retryDialerAbandonedDelay>0</retryDialerAbandonedDelay>
      <linesPerAgent>1.0</linesPerAgent>
      <assignedCSQs>
        </csq>
        <csq name="37">
          <refURL>http://uccx-server/adminapi/csq/37</refURL>
        </csq>
      </assignedCSQs>
      <answerMachineTreatment>TRANSFER_TO_IVR</answerMachineTreatment>
      <answerMachineTreatmentTrigger name="4600">
        <refURL>http://uccx-server/adminapi/trigger/4600</refURL>
      </answerMachineTreatmentTrigger>
      <abandonedCallTreatment>TRANSFER_TO_IVR</abandonedCallTreatment>
      <abandonedCallTreatmentTrigger name="4800">
        <refURL>http://uccx-server/adminapi/trigger/4800</refURL>
      </abandonedCallTreatmentTrigger>
      <missedCallbackAction>NEXT_DAY</missedCallbackAction>
    </obAgentProgressive>
  </typeSpecificInfo>
</campaign>

```

Sample Input XML—Outbound Agent - Predictive Campaign

```

<?xml version="1.0" encoding="UTF-8"?>
<campaign>
  <self>http://uccx-server/adminapi/campaign/114</self>
  <campaignId>114</campaignId>
  <campaignName>Agent predictive</campaignName>
  <enabled>>false</enabled>
  <description>description</description>
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <timeZone>India Standard Time</timeZone>
  <campaignType>AGENT</campaignType>
  <dialerType>PREDICTIVE</dialerType>
  <pendingContacts>0</pendingContacts>
  <typeSpecificInfo>
    <obAgentPredictive>
      <campaignCallingNum>7777</campaignCallingNum>
      <maxDialAttempts>3</maxDialAttempts>
      <callbackTimeLimit>15</callbackTimeLimit>
      <treatLowVolAsVoice>true</treatLowVolAsVoice>
      <noAnswerRingLimit>15</noAnswerRingLimit>
      <abandonedCallWaitTime>2</abandonedCallWaitTime>
      <retryNoAnswerDelay>60</retryNoAnswerDelay>
      <retryBusySignalDelay>60</retryBusySignalDelay>
      <retryCustAbandonedDelay>0</retryCustAbandonedDelay>
      <retryDialerAbandonedDelay>0</retryDialerAbandonedDelay>
      <linesPerAgent>2.0</linesPerAgent>
      <assignedCSQs>
        </csq>
        <csq name="37">
          <refURL>http://uccx-server/adminapi/csq/37</refURL>
        </csq>
      </assignedCSQs>
      <answerMachineTreatment>TRANSFER_TO_IVR</answerMachineTreatment>
      <answerMachineTreatmentTrigger name="4600">
        <refURL>http://uccx-server/adminapi/trigger/4600</refURL>
      </answerMachineTreatmentTrigger>
      <abandonedCallTreatment>TRANSFER_TO_IVR</abandonedCallTreatment>
      <abandonedCallTreatmentTrigger name="4800">
        <refURL>http://uccx-server/adminapi/trigger/4800</refURL>
      </abandonedCallTreatmentTrigger>
      <missedCallbackAction>NEXT_DAY</missedCallbackAction>
      <maxLinesPerAgent>2.0</maxLinesPerAgent>
      <predictiveCorrectionPace>100</predictiveCorrectionPace>
      <predictiveGain>1.0</predictiveGain>
      <callAbandonLimit>0.0</callAbandonLimit>
    </obAgentPredictive>
  </typeSpecificInfo>
</campaign>

```

Delete Campaign

HTTP Method	DELETE
URI	http://<server>/adminapi/campaign/{id}
Example URI	http://uccx-server/adminapi/campaign/200
Content Type	Application/XML, Application/JSON
HTTP Success Code	200

HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Modify Campaign State

HTTP Method	PUT
URI	http://<server>/adminapi/campaign/{id}/state/{enable or disable}
Example URI	http://uccx-server/adminapi/campaign/200/state/enable http://uccx-server/adminapi/campaign/200/state/disable
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Code	400, 404, 500
Error Codes	—

Success Response

HTTP/1.1 200 OK

Campaign Contacts

Campaign contacts are contacts that are associated with the campaigns as campaign members.

Data Structure for Campaign Contacts

Attribute Name	Base Type	Restrictions	Description
campaign	nameUriPair	—	The campaign to which the contacts are associated.

Attribute Name	Base Type	Restrictions	Description
allowDuplicateContacts	boolean	This is an optional attribute. Only one occurrence of this attribute is permitted.	Importing of duplicate contacts is permitted. Duplicate contacts can be in the same contact file or it can be in different contact files.
csvdata	string	<ul style="list-style-type: none"> The first non-empty line is treated as header line. The following case-insensitive headers are supported: <ul style="list-style-type: none"> Account Number First Name Last Name Phone1 Phone2 Phone3 Dial Time Phone1 is mandatory and must be specified. Dial Time field is applicable only for UCCX Agent Direct Preview campaigns. Tomcat has a 3 MB size restriction, so GET operation returns a maximum of 10,000 records. 	List of contacts with relevant information for each contact in a comma-separated text file.

Get List of Pending Contacts for Campaign

HTTP Method	GET
URI	http://<server>/adminapi/campaign/{id}/contacts
Example URI	http://uccx-server/adminapi/campaign/200/contacts
Content Type	Application/XML, Application/JSON
HTTP Success Code	200

HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<campaignContacts>
  <campaign name="previewCampaign">
    <link href="http://uccx-server/adminapi/campaign/932"
      rel="campaign" type="campaign"/>
  </campaign>
  <csvdata>account number, first name, last name, phone1,
    phone2, phone3, dial time

    , , , 1000, , , 10:45
    , , , 1001, , , 10:45
    , , , 1002, , , 10:45
    , , , 1003, , , 10:45
    , , , 1004, , , 10:45
  </csvdata>
</campaignContacts>

<?xml version="1.0" encoding="UTF-8"?>
<campaignContacts>
  <campaign name="previewCampaign">
    <refURL>https://uccx-server/adminapi/campaign/932</refURL>
  </campaign>
  <csvdata>account number, first name, last name, phone1,
    phone2, phone3, dial time, call result, callback number, call status, call result
01, call result 02, call result 03, last number dialled, calls made to phone 01, calls made
to phone 02, calls made to phone 03, retry, num missed call back

    , , , 1000, , , 10:45, 0, , 5, 0, 0, 0, 0, 0, 0, 0, false, 0
    , , , 1001, , , 10:45, 0, , 5, 0, 0, 0, 0, 0, 0, 0, false, 0
    , , , 1002, , , 10:45, 0, , 5, 0, 0, 0, 0, 0, 0, 0, false, 0
    , , , 1003, , , 10:45, 0, , 5, 0, 0, 0, 0, 0, 0, 0, false, 0
    , , , 1004, , , 10:45, 0, , 5, 0, 0, 0, 0, 0, 0, 0, false, 0
  </csvdata>
</campaignContacts>
```

Get List of Pending Contacts for Campaign with Specific Call Status

This API allows you to provide a specific call status to list the pending contacts for a campaign that exists in the system. The following call statuses are supported:

- PENDING
- CALLBACK
- RETRY
- RETRIES_WITH_DELAY
- MAX_CALLS
- UNKNOWN

HTTP Method	GET
--------------------	-----

URI	http://<server>/adminapi/campaign/{id}/contacts?q={callstatus}
Example URI	http://uccx-server/adminapi/campaign/200/contacts?q=CALLBACK
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<campaignContacts>
  <campaign name="previewCampaign">
    <refURL>http://uccx-server/adminapi/campaign/200</refURL>
  </campaign>
  <csvdata>account number, first name, last name, phone1,
    phone2, phone3, dial time
    , , , 1000, , , 10:45
    , , , 1001, , , 10:45
    , , , 1002, , , 10:45
    , , , 1003, , , 10:45
    , , , 1004, , , 10:45
  </csvdata>
</campaignContacts>

<?xml version="1.0" encoding="UTF-8"?>
<campaignContacts>
  <campaign name="previewCampaign">
    <refURL>http://uccx-server/adminapi/campaign/200</refURL>
  </campaign>
  <csvdata>account number, first name, last name, phone1,
    phone2, phone3, dial time, call result, callback number, call status, call result
01, call result 02, call result 03, last number dialled, calls made to phone 01, calls made
to phone 02, calls made to phone 03, retry, num missed call back

    , , , 1000, , , 10:45,0, , 5, 0, 0, 0, 0, 0, 0, 0, 0, false, 0
    , , , 1001, , , 10:45,0, , 5, 0, 0, 0, 0, 0, 0, 0, 0, false, 0
    , , , 1002, , , 10:45,0, , 5, 0, 0, 0, 0, 0, 0, 0, 0, false, 0
    , , , 1003, , , 10:45,0, , 5, 0, 0, 0, 0, 0, 0, 0, 0, false, 0
    , , , 1004, , , 10:45,0, , 5, 0, 0, 0, 0, 0, 0, 0, 0, false, 0
  </csvdata>
</campaignContacts>
```

Add Contacts to Campaign

HTTP Method	POST
URI	http://<server>/adminapi/campaign/{id}/contacts
Example URI	http://uccx-server/adminapi/campaign/200/contacts
Content Type	Application/XML, Application/JSON

HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<campaignContacts>
  <campaign name="Campaign1">
    <refURL>https://uccx-server/adminapi/campaign/200</refURL>
  </campaign>
  <csvdata/>
</campaignContacts>
```

Sample Input XML

```
<?xml version="1.0" encoding="UTF-8"?>
<campaignContacts xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="campaignContacts.xsd">
  <campaign name="Campaign1">
    <refURL>https://uccx-server/adminapi/campaign/200</refURL>
  </campaign>
  <allowDuplicateContacts>true</allowDuplicateContacts>
  <csvdata>
Account Number, First Name, Last Name ,Phone1, Phone2, Phone3, Dial Time
ABCD1234, John , Doe, 1401111, 1402222, 1403333, 12:35
ABCD1235, Jane , Smith, 1504444, 1505555, 1506666, 12:35
  </csvdata>
</campaignContacts>
```

**Note**

Dial Time field is applicable only for UCCX Agent Direct Preview campaigns.

Delete All Contacts from Campaign

HTTP Method	DELETE
URI	http://<server>/adminapi/campaign/{id}/contacts
Example URI	http://uccx-server/adminapi/campaign/200/contacts
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Channel Parameters

Channel parameters are parameters that are associated with chat and email contact channels.

Data Structure for Channel Parameters

Attribute Name	Base Type	Restrictions	Description
agentNoAnswerTimeout	int	minInclusive =10 maxInclusive =3600 nillable=false default =15	Specifies the time in seconds for an agent to respond to the chat request after which, the chat request is routed back to the chat queue. This attribute is also used for the chat toaster fade out time. Note When you use Chrome or Firefox, the browser overrides the chat toaster notification to fade out in 20 seconds, even if it is configured to a higher value.
agentJoinTimeout	int	minInclusive =60 maxInclusive =3600 nillable=false default =60	Specifies the time in seconds after which, the customer initiates a chat and, if an agent is not joined, the customer gets a custom error message.
inactivityTimeout	int	minInclusive =60 maxInclusive =3600 nillable=false default =300	Specifies the customer inactivity time in seconds after which, the system ends the chat. This timeout is on the customer side only.
offerChatWhenOnVoice	boolean	nillable="false" default="true"	Enables or disables the option to offer a chat contact to an agent who is on a voice call.
offerVoiceWhenOnChat	boolean	nillable="false" default="true"	Enables or disables the option to offer a voice call to an agent who is on chat.

Attribute Name	Base Type	Restrictions	Description
maxChatSessionsPerAgent	int	minInclusive =1 maxInclusive =5 nillable=false default =1	Specifies the maximum number of chat sessions configured per agent.
maxEmailSessionsPerAgent	int	minInclusive =1 maxInclusive =5 nillable=false default =5	Specifies the maximum number of email sessions configured per agent.
stickyTimeout	int	minInclusive =1 maxInclusive =120 nillable=false default =4	Specify the amount of time (in hours) for which an email message waits in a specific agent CSQ.

Get Channel Parameters Information

HTTP Method	GET
URI	http://<server>/adminapi/channelParameters
Example URI	http://uccx-server/adminapi/channelParameters
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 402, 405, 412
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<channelParameters>
  <chatParameters>
    <agentNoAnswerTimeout>12</agentNoAnswerTimeout>
    <agentJoinTimeout>60</agentJoinTimeout>
    <inactivityTimeout>300</inactivityTimeout>
    <offerChatWhenOnVoice>false</offerChatWhenOnVoice>
    <offerVoiceWhenOnChat>false</offerVoiceWhenOnChat>
    <maxChatSessionsPerAgent>2</maxChatSessionsPerAgent>
  </chatParameters>
</channelParameters>
```

```

<emailParameters>
  <maxEmailSessionsPerAgent>3</maxEmailSessionsPerAgent>
  <stickyTimeout>100</stickyTimeout>
</emailParameters>
</channelParameters>

```

Put Channel Parameters Information

HTTP Method	PUT
URI	http://<server>/adminapi/channelParameters
Example URI	http://uccx-server/adminapi/channelParameters
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 402, 405, 412
Error Codes	—

Success Response

HTTP/1.1 200OK

Sample Input XML—PUT

```

<?xml version="1.0" encoding="UTF-8"?>
<channelParameters>
  <chatParameters>
    <agentNoAnswerTimeout>12</agentNoAnswerTimeout>
    <agentJoinTimeout>60</agentJoinTimeout>
    <inactivityTimeout>360</inactivityTimeout>
    <offerChatWhenOnVoice>false</offerChatWhenOnVoice>
    <offerVoiceWhenOnChat>false</offerVoiceWhenOnChat>
    <maxChatSessionsPerAgent>2</maxChatSessionsPerAgent>
  </chatParameters>
  <emailParameters>
    <maxEmailSessionsPerAgent>3</maxEmailSessionsPerAgent>
  </emailParameters>
</channelParameters>

```

Channel Provider

Channel provider is used to configure the noninteractive channels in Unified CCX. Email is the only non-interactive channel that is supported.

Data Structure for Channel Provider

Attribute Name	Base Type	Restrictions	Description
type	string	minOccurs = 1 maxOccurs = 1 nillable = false Enumeration = email	Type of contact channel.
fqdn	string	minOccurs = 1 maxOccurs = 1 nillable = false Regex = (?=^.{1,255}\$) (^((?!-)[a-zA-Z0-9-]{1,63} (?!-))((?!-)[a-zA-Z0-9-] {1,63}(?!-)\.)+[a-zA-Z]{2,63})\$	Fully qualified domain name (FQDN) of the channel provider. FQDN is a combination of the channel server hostname and domain name. Do not enter the IP address. Example: <i>host.example.com</i>
protocol	string	minOccurs = 1 maxOccurs = 1 nillable = false Enumeration <ul style="list-style-type: none"> • IMAP for receiving • SMTP for sending 	Protocol that is used to communicate with the channel provider.
port	int	minOccurs = 1 maxOccurs = 1 nillable = false minInclusive = 1 maxInclusive = 65535	Valid 16-bit port number on the channel provider to establish communication.
description	string	minOccurs = 0 maxOccurs = 1 nillable = false minLength = 1 maxLength = 100 Description can contain up to 100 UTF-8 characters.	Description of the channel provider. This field is optional .

Attribute Name	Base Type	Restrictions	Description
proxyType	string	socks or none default = none Regex = [Ss][Oo] [Cc][Kk][Ss][Nn][Oo][Nn][Ee]	Determines if the socks proxy should be used to connect to the channel provider server or not

Get List of Channel Providers

HTTP Method	GET
URI	http://<server>/adminapi/channelProvider
Example URI	http://uccx-server/adminapi/channelProvider
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	500
Error Codes	—

Success Response

```
<?xmlversion="1.0"encoding="UTF-8"standalone="yes"?>
<channelProviders>
  <channelProvider>
    <self>http://uccx-server/adminapi/channelProvider/8</self>
    <id>8</id>
    <type>email</type>
    <proxyType>none</proxyType>
    <send>
      <fqdn>host.example.com</fqdn>
      <port>465</port>
      <protocol>SMTP</protocol>
    </send>
    <receive>
      <fqdn>host.example.com</fqdn>
      <port>993</port>
      <protocol>IMAP</protocol>
    </receive>
    <description>This is a channel provider.</description>
  </channelProvider>
</channelProviders>
```

Get List of Channel Providers by Type

HTTP Method	GET
-------------	-----

URI	http://<server>/adminapi/channelProvider?type=<type>
Example URI	http://uccx-server/adminapi/channelProvider?type=email
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	500
Error Codes	—

Success Response

```
<?xmlversion="1.0"encoding="UTF-8"standalone="yes"?>
<channelProvider>
  <self>http://uccx-server/adminapi/channelProvider/8</self>
  <id>8</id>
  <type>email</type>
  <proxyType>none</proxyType>
  <send>
    <fqdn>host.example.com</fqdn>
    <port>465</port>
    <protocol>SMTP</protocol>
  </send>
  <receive>
    <fqdn>host.example.com</fqdn>
    <port>993</port>
    <protocol>IMAP</protocol>
  </receive>
  <description>This is a channel provider.</description>
</channelProvider>
```

Get a Channel Provider

HTTP Method	GET
URI	http://<server>/adminapi/channelProvider/<ID>
Example URI	http://uccx-server/adminapi/channelProvider/8
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	404, 500
Error Codes	—

Success Response

```
<?xmlversion="1.0"encoding="UTF-8"standalone="yes"?>
<channelProvider>
  <self>http://uccx-server/adminapi/channelProvider/8</self>
  <id>8</id>
  <type>email</type>
  <proxyType>none</proxyType>
  <send>
    <fqdn>host.example.com</fqdn>
    <port>465</port>
    <protocol>SMTP</protocol>
  </send>
  <receive>
    <fqdn>host.example.com</fqdn>
    <port>993</port>
    <protocol>IMAP</protocol>
  </receive>
  <description>This is a channel provider.</description>
</channelProvider>
```

Create a Channel Provider

HTTP Method	POST
URI	http://<server>/adminapi/channelProvider
Example URI	http://uccx-server/adminapi/channelProvider
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	400, 412, 500
Error Codes	—

Success Response

```
HTTP/1.1 201 CREATED
http://uccx-server/adminapi/channelProvider/8
```

Restriction

You can create only one channel provider of a given type in Unified CCX.

Sample Input XML— POST

```
<?xmlversion="1.0"encoding="UTF-8"standalone="yes"?>
<channelProvider>
  <type>email</type>
  <proxyType>none</proxyType>
  <send>
    <fqdn>host.example.com</fqdn>
    <port>465</port>
    <protocol>SMTP</protocol>
  </send>
  <receive>
```

```

    <fqdn>host.example.com</fqdn>
    <port>993</port>
    <protocol>IMAP</protocol>
  </receive>
  <description>This is a channel provider.</description>
</channelProvider>

```

Modify a Channel Provider

HTTP Method	PUT
URI	http://<server>/adminapi/channelProvider/<ID>
Example URI	http://uccx-server/adminapi/channelProvider/2
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	400, 404, 500
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sample Input XML— POST

```

<?xmlversion="1.0"encoding="UTF-8"standalone="yes"?>
<channelProvider>
  <type>email</type>
  <proxyType>none</proxyType>
  <send>
    <fqdn>host.example.com</fqdn>
    <port>465</port>
    <protocol>SMTP</protocol>
  </send>
  <receive>
    <fqdn>host.example.com</fqdn>
    <port>993</port>
    <protocol>IMAP</protocol>
  </receive>
  <description>This is a channel provider.</description>
</channelProvider>

```

Delete a Channel Provider

HTTP Method	DELETE
URI	http://<server>/adminapi/channelProvider/<ID>
Example URI	http://uccx-server/adminapi/channelProvider/2

Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	404, 412, 500
Error Codes	—

Success Response

HTTP/1.1 200 OK

Restriction

You can delete a channel provider only if there are no email Contact Service Queues (CSQs) associated with the channel provider.

Chat Widget

Chat Widget is a chat program that is run by Unified CCX.

Data Structure for Chat Widget

Attribute Name	Base Type	Restrictions	Description
id	int	minOccurs = 0 minValue = 1 maxValue = 2147483647	Unique ID for each widget.
name	string	minLength = 1 maxLength = 50 occurrences = 1 Regex = ([^<~`!@#%?&*()= []{}; / '+:.,"])+	Name of the chat widget.
description	string	minLength = 1 maxLength = 50 occurrences = 1 Regex = ([^<~`!@#%?&*()= []{}; / '+:.,"])+	Description of the widget that is configured in Unified CCX Administration.

Attribute Name	Base Type	Restrictions	Description
contextServiceFieldsets	string	minLength = 1 maxLength = 1024 maxOccurs = 1 minOccurs = 0 Regex = ([0-9a-zA-Z]+([,._-][0-9a-zA-Z]+)*)*	Valid fieldsets that will be entered by the Admin while configuring the chat widgets. Note <ul style="list-style-type: none"> Fieldsets are comma separated strings in the format fieldset1,fieldset2 (for example: cisco.base.pod, cisco.ccx.pod). All the Selected User Form Fields except Name and Email should be part of the FieldSets specified, otherwise Context Service operations for chat will fail. To perform Context Service Lookup Customer for chat, the Email field is mandatory in the chat form.
formFields	string	minLength = 1 maxLength = 50 occurrences = 10 Regex = ([^<~!@#\$%?&*()=[]{ } ; , / ' + . : , "]) +	Fields that are present in the form.
logoURL	string	minLength = 1 maxLength = 255 minOccurs = 0 maxOccurs = 1 Regex = ([^< & # * @ ! ' () { } [] : , ; , / ' + . : , "]) +	Location of the logo file that is displayed in the widget.

Attribute Name	Base Type	Restrictions	Description
welcomeMessage	string	minLength = 1 maxLength = 255 minOccurs = 0 maxOccurs = 1 Regex = ([^< ()"])+ Default = "Welcome. Please wait while we connect you to a customer care representative."	Message that is displayed to the customer when the customer starts a chat session.
agentJoinTimeoutMsg	string	minLength = 1 maxLength = 255 minOccurs = 0 maxOccurs = 1 Regex = ([^< ()"])+ Default = "All customer care representatives are busy. Please wait or try again later. "	Message that is displayed to the customer when a chat request is not handled within the set time.
chatErrorMsg	string	minLength = 1 maxLength = 255 minOccurs = 0 maxOccurs = 1 Regex = ([^< ()"])+ Default = "Sorry, the chat service is currently not available. Please try again later. "	Message that is displayed to the customer when Unified CCX or chat service is not available to handle chat requests.
problemStatementCSQPair	problemStatementscsq	minlength = 1 maxlength = 100 occurrences = Unbounded Regex = ([^<~`!@#%?&*()= [] {} ; / ' + : . , "])+	Definition of the problem.

Simple Data Structure and Elements That Are Used in Chat Widget

Attribute Name	Base Type	Restrictions	Description
problemStatement	string	minOccurs = 1 maxOccurs = 1 Regex = ([^'])+	
csq	nameUriPair	minOccurs = 1 maxOccurs = 1	

Create Chat Widget

HTTP Method	POST
URI	http://<server>/adminapi/chatWidget
Example URI	http://uccx-server/adminapi/chatWidget
Content Type	Application/XML, Application/JSON
HTTP Success code	201
HTTP Failure Codes	401, 404, 405, 409
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML— POST

```
<?xml version="1.0" encoding="UTF-8"?>
<chatWidget>
  <self href=http://uccx-server:8080/adminapi/chatWidget rel="self" type="chatWidget"/>
  <name>ChatWidget1</name>
  <description>description chatWidget1</description>
  <formField>formField test</formField>
  <logoURL>./img/myLogo.png</logoURL>
  <welcomeMessage>Welcome, please wait while we connect you with a customer care
representative.</welcomeMessage>
  <agentJoinTimeoutMsg>All customer care representatives are busy assisting other clients.
Please continue to wait or try again later.</agentJoinTimeoutMsg>
  <chatErrorMsg>Sorry, the chat service is currently not available. Please try again
later.</chatErrorMsg>
  <problemStatementCSQPair>
    <problemStatement>problemStatement test</problemStatement>
    <csq name="Auto_Voice_CSQ">
      <link href=http://uccx-server/adminapi/csq/1 rel="" type=""/>
    </csq>
  </problemStatementCSQPair>
</chatWidget>
```

Get List of Chat Widgets

HTTP Method	GET
URI	http://<server>/adminapi/chatWidget
Example URI	http://uccx-server/adminapi/chatWidget
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
  <chatWidgets>
    <chatWidget>
      <self href="http://uccx-server:8080/adminapi/chatWidget/2" rel="self"
type="chatWidget"/>
      <id>2</id>
      <name>TESTCHATWIDGET0</name>
      <description>DESCRIPTION</description>
      <formField>NAME</formField>
      <formField>EMAIL</formField>
      <formField>ADDRESS</formField>
      <formField>CITY</formField>
      <formField>AGE</formField>
      <logoURL>./img/ciscoLogoColor.png</logoURL>
      <welcomeMessage>Welcome, please wait while we connect you with a customer care
representative.</welcomeMessage>
      <agentJoinTimeoutMsg>All customer care representatives are busy assisting other clients.
Please continue to wait or try again later.</agentJoinTimeoutMsg>
      <chatErrorMsg>Sorry, the chat service is currently not available. Please try again
later.</chatErrorMsg>
      <problemStatementCSQPair>
        <problemStatement>problemStatement 0</problemStatement>
        <csq name="Auto_Chat_CSQ">
          <link href="http://uccx-server:8080/adminapi/csq/1" rel="used by" type="csq"/>
        </csq>
      </problemStatementCSQPair>
    </chatWidget>
    <chatWidget>
      <self href="http://uccx-server:8080/adminapi/chatWidget/3" rel="self"
type="chatWidget"/>
      <id>3</id>
      <name>TESTCHATWIDGET1</name>
      <description>DESCRIPTION</description>
      <formField>NAME</formField>
      <formField>EMAIL</formField>
      <formField>ADDRESS</formField>
      <formField>CITY</formField>
      <formField>AGE</formField>
      <logoURL>./img/ciscoLogoColor.png</logoURL>
      <welcomeMessage>Welcome, please wait while we connect you with a customer care
representative.</welcomeMessage>
      <agentJoinTimeoutMsg>All customer care representatives are busy assisting other clients.
Please continue to wait or try again later.</agentJoinTimeoutMsg>
      <chatErrorMsg>Sorry, the chat service is currently not available. Please try again
later.</chatErrorMsg>
      <problemStatementCSQPair>
        <problemStatement>problemStatement 0</problemStatement>
        <csq name="Auto_Chat_CSQ">
          <link href="http://uccx-server:8080/adminapi/csq/1" rel="used by" type="csq"/>
        </csq>
      </problemStatementCSQPair>
    </chatWidget>
  </chatWidgets>
```

Get Chat Widget (XML)

HTTP Method	GET
URI	http://<server>/adminapi/chatWidget/<chatWidget id>
Example URI	http://uccx-server/adminapi/chatWidget/2

Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
  <chatWidget>
    <self href="http://uccx-server:8080/adminapi/chatWidget/2" rel="self"
type="chatWidget"/>
    <id>2</id>
    <name>TESTCHATWIDGET0</name>
    <description>DESCRIPTION</description>
    <formField>NAME</formField>
    <formField>EMAIL</formField>
    <formField>ADDRESS</formField>
    <formField>CITY</formField>
    <formField>AGE</formField>
    <logoURL>./img/ciscoLogoColor.png</logoURL>
    <welcomeMessage>Welcome, please wait while we connect you with a customer care
representative.</welcomeMessage>
    <agentJoinTimeoutMsg>All customer care representatives are busy assisting other clients.
Please continue to wait or try again later.</agentJoinTimeoutMsg>
    <chatErrorMsg>Sorry, the chat service is currently not available. Please try again
later.</chatErrorMsg>
    <problemStatementCSQPair>
      <problemStatement>problemStatement 0</problemStatement>
      <csq name="Auto_Chat_CSQ">
        <link href="http://uccx-server:8080/adminapi/csq/1" rel="used by" type="csq"/>
      </csq>
    </problemStatementCSQPair>
  </chatWidget>
```

Get Chat Widget (HTML)

HTTP Method	GET
URI	http://<server>/adminapi/chatWidget/<chatWidget id>
Example URI	http://uccx-server/adminapi/chatWidget/2
Content Type	Application/HTML
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405, 409
Error Codes	—

Success Response

```

<html> <head>
<meta http-equiv="Content-Type" content="text/html; charset=utf-8">
<script language="JavaScript">
    function updateAuthor(theForm){
        if(theForm.extensionField_Name){
            if(theForm.extensionField_Name.value!=""){
                theForm.author.value=theForm.extensionField_Name.value;
                theForm.extensionField_Name.name='extensionField_h_Name';
                return(true);}}
        if(theForm.extensionField_Email){
            if(theForm.extensionField_Email.value!=""){
                theForm.author.value=theForm.extensionField_Email.value;
                theForm.extensionField_Email.name='extensionField_h_Email';
                return(true);}}
        return(true);}
</script>
</head>
<body>
<form action="https://server.com/chatproxy/api/chat/form/100000" method="post"
onsubmit="return updateAuthor(this)">
<style type="text/css">span { display: inline-block; width: 120px; }</style>
    <span>NAME:</span><input type="text" name="extensionField_NAME" /><br/>
    <span>EMAIL:</span><input type="text" name="extensionField_EMAIL" /><br/>
    <span>ADDRESS:</span><input type="text" name="extensionField_ADDRESS" /><br/>
    <span>CITY:</span><input type="text" name="extensionField_CITy" /><br/>
    <span>AGE:</span><input type="text" name="extensionField_AGE" /><br/>
    <span>Problem:</span>
    <select name="extensionField_ccxqueueetag"><br/>
        <option value="Chat_Csqr">problemStatement 0</option>
    </select><br/>
    <input type="submit" value="Submit"/><input type="hidden" name="author"
value="Customer"/><br/>
    <input type="hidden" name="title" value="ccx chat"/><br/>
    <input type="hidden" name="extensionField_h_widgetName123456" value="TESTCHATWIDGET0"/><br/>
    <!-- The following optional, hidden fields are available in order to customize the Customer
    Chat user interface.
    Unlike other extension fields, these are not added to the social contact, and therefore
    do not display in the Agent Chat user interface.-->
    <input type="hidden" name="extensionField_chatLogo" value="./img/ciscoLogoColor.png"><br/>
    <input type="hidden" name="extensionField_chatWaiting" value="Welcome, please wait while
    we connect you with a customer care representative.">
    <input type="hidden" name="extensionField_chatAgentJoinTimeOut" value="All customer care
    representatives are busy assisting other clients. Please continue to wait or try again
    later.">
    <input type="hidden" name="extensionField_chatError" value="Sorry, the chat service is
    currently not available. Please try again later.">
</form></body>
</html>

```

Modify Chat Widget

HTTP Method	PUT
URI	http://<server>/adminapi/chatWidget/<chatWidget id>
Example URI	http://uccx-server/adminapi/chatWidget/2
Content Type	Application/XML, Application/JSON
HTTP Success Code	200

HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sample Input XML— PUT

```
<?xml version="1.0" encoding="UTF-8"?>
<chatWidget>
  <self href="http://uccx-server:8080/adminapi/chatWidget/2" rel="self" type="chatWidget"/>

  <name>ChatWidget1</name>
  <description>description can be changed </description>
  <formField>formField can be changed</formField>
  <logoURL>./img/myLogo.png</logoURL>
  <welcomeMessage>Welcome, please wait while we connect you with a customer care
representative.</welcomeMessage>
  <agentJoinTimeoutMsg>All customer care representatives are busy assisting other clients.
Please continue to wait or try again later.</agentJoinTimeoutMsg>
  <chatErrorMsg>Sorry, the chat service is currently not available. Please try again
later.</chatErrorMsg>
  <problemStatementCSQPair>
    <problemStatement>problemStatement testcan be changed</problemStatement>
    <csq name="Auto_Voice_CSQ">
      <link href="http://uccx-server/adminapi/csq/2" rel="" type="" />
    </csq>
  </problemStatementCSQPair>
</chatWidget>
```

Delete Chat Widget

HTTP Method	DELETE
URI	http://<server>/adminapi/chatWidget/<chatWidget id>
Example URI	http://uccx-server/adminapi/chatWidget/2
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Failure Response	HTTP/1.1 400 Bad Request
Error Codes	—

Success Response

HTTP/1.1 200 OK

Contact Service Queue

The Contact Service Queue (CSQ) controls incoming calls by determining where an incoming call is placed in the queue and to which agent the call is sent.

CSQ Data Structure

Attribute Name	Base Type	Restrictions	Description
name	string	minLength = 1 maxLength = 50 minOccurs = 1 maxOccurs = 1 nillable = false Name contains alphanumeric characters, special characters, spaces, underscores (_), and hyphens (-) without leading or trailing white spaces.	Name of the CSQ as set up in Unified CCX Administration
queueType	string	minOccurs = 1 maxOccurs = 1 nillable = false Enumerations = VOICE, EMAIL, CHAT	A type of the CSQ. Possible values: 0—voice CSQ 1—email CSQ 2—chat CSQ
queueAlgorithm	string	minOccurs = 1 maxOccurs = 1 nillable = false Enumerations = FIFO	Criterion that specifies how contacts are queued, as set up in Unified CCX Administration.
autoWork	boolean	minOccurs = 0 maxOccurs = 1 nillable = false default = false	Whether an agent goes to Work State after handling a call from this CSQ: f —No t —Yes

Attribute Name	Base Type	Restrictions	Description
wrapupTime	int	minOccurs = 0 maxOccurs = 1 nillable = false minInclusive = 0 maxInclusive = 7200	Time in seconds that agent is placed in Work state. Possible values: 1—7200 0—disabled
resourcePoolType	string	minOccurs = 1 maxOccurs = 1 nillable = false Enumerations = skillGroup, ResourceGroup	Type of resource pool that is set up in Unified CCX Administration: 1—Resource groups 2—Resource skills
serviceLevel	baseIdInt	minOccurs = 0 maxOccurs = 1 nillable = false default = 5	Goal, in seconds, for the maximum time that a caller spends in the queue before the call is answered by an agent, as set up in Unified CCX Administration.
serviceLevelPercentage	int	minOccurs = 0 maxOccurs = 1 nillable = false default = 70 minInclusive = 1 maxInclusive = 100	Goal for the percentage of calls that meet the service level that is shown in the serviceLevel field, as set up in Unified CCX Administration.
poolSpecificInfo	skillorResourceGroup	minOccurs = 1 maxOccurs = 1	Specific information about the pool, such as Skill Group or Resources Group.
RoutingType	string	minOccurs = 0 maxOccurs = 1 nillable = false Enumerations: VOICE, INTERACTIVE, and NONINTERACTIVE	The Routing Type element is mandatory for the Email CSQ and it should be set to "NONINTERACTIVE". For all other media types including the Voice and Chat, it is not mandatory to specify the routing type.

Mapping Between the CSQ Types and Routing Types That Are Used

CSQ Type	Routing Type
VOICE	VOICE
EMAIL	NONINTERACTIVE
CHAT	INTERACTIVE

**Note**

The support for Routing Type "EMAIL" has been ended from Unified CCX 11.0(1) release onward. If CSQ type is "EMAIL", then the Routing Type can only be specified as "NONINTERACTIVE".

Email CSQ Data Structure

Attribute Name	Base Type	Restrictions	Description
accountUserId	string	minLength = 5 maxLength = 75 minOccurs = 0 maxOccurs = 1 nillable = false Name contains alphanumeric characters, special characters, spaces, dots (.), underscores (_), and hyphens (-) without leading or trailing white spaces. The account user ID cannot have consecutive dots. The domain can have up to four characters.	Email account userid from which emails are retrieved for this CSQ. One email address is associated with only one Email CSQ. This field is mandatory for the Email CSQ.
accountPassword	string	minLength = 1 maxLength = 128 minOccurs = 0 maxOccurs = 1 nillable = false	Password for the account user ID. This field is mandatory for the Email CSQ.

Attribute Name	Base Type	Restrictions	Description
channelProvider	nameUriPair	minOccurs = 0 maxOccurs = 1 nillable = false	Stores information about the source of the contacts. In case of email, it is the mail server. This field is mandatory for the Email CSQ.
pollingInterval	int	minOccurs = 0 maxOccurs = 1 nillable = false minInclusive = 10 maxInclusive = 86400 default = 600	Frequency to fetch emails from the server in seconds. This field is mandatory for the Email CSQ. The pollingInterval is specified in seconds.
folderName	string	minLength = 1 maxLength = 255 minOccurs = 0 maxOccurs = 1 nillable = false default = "Inbox"	The folder that holds the email messages in the email account. This field is mandatory for the Email CSQ.
snapshotAge	int	minOccurs = 0 maxOccurs = 1 nillable = false minInclusive = 10 maxInclusive = 43200 default = 120	Specify the time in minutes from when the emails are to be fetched. This field is mandatory for the Email CSQ. The snapshotAge is specified in minutes.

Skill or Resource Group Data Structure

Attribute Name	Base Type	Restrictions	Description
skillGroup	(choice) skillCompetencyList	minOccurs = 1 maxOccurs = 1	Unique identifier that is used to locate the associated skill group in the Skill Group table.

Attribute Name	Base Type	Restrictions	Description
resourceGroup	(choice) resourceGrouplist	minOccurs = 1 maxOccurs = 1	Unique identifier that is used to locate the associated resource group in the Resource Group table.

Skill Competency Data Structure

Attribute Name	Base Type	Restrictions	Description
skillCompetency	skillDetails	minOccurs = 0 maxOccurs = 50	Minimum acceptable skill level for agents with this skill, as set up in the Unified CCX Administration. Values range from 1 (lowest) to 10 (highest).
selectionCriteria	string	minOccurs = 1 maxOccurs = 1 Enumerations = Longest Available, Most Handled Contacts, Shortest Average Handle Time, Most Skilled, Least Skilled, Most Skilled by Weight, Least Skilled by Weight, Most Skilled by Order, Least Skilled by Order.	Resource pool selection model that is set up in the Unified CCX Administration.

Skill Details Data Structure

Attributes	Base Type	Restrictions	Description
	(extension) skillCompetency	minOccurs = 0 maxOccurs = 1	

Attributes	Base Type	Restrictions	Description
weight	int	minOccurs = 0 maxOccurs = 1 nillable = false default = 1 minInclusive = 1 maxInclusive = 1000	Skills within a CSQ can be assigned weights. This field is used in the weighted skill calculation of the skill-based resource selection algorithm. Default value is 1.
order	baseIdInt	minOccurs = 0 maxOccurs = 1 nillable = false	Skills within a CSQ can be ordered. This field is used in the order skill calculation of the skill-based resource selection algorithm. Default value is 1.

Resource Group Lists Data Structure

Attribute	Base Type	Restrictions	Description
resourceGroupNameUriPair	nameUriPair	minOccurs = 1 maxOccurs = 1 nillable = false	Name of the resource group, as set up in the Unified CCX Administration.
selectionCriteria	string	minOccurs = 1 maxOccurs = 1 Enumerations=Longest Available, Linear, Circular, Most Handled Contacts, and Shortest Average Handle Time.	Resource pool selection model that is set up in the Unified CCX Administration.
resourceAndOrder	resourceOrder	minOccurs = 0 maxOccurs = unbounded nillable = false	Order in which the resource resides within the resource group.

Resource Order Data Structure

Attributes	Base Type	Restrictions	Description
resource	nameUriPair	minOccurs = 1 maxOccurs = 1 nillable = false	Name of the resource. Resource groups are collections of agents that your CSQ uses to handle incoming calls.
order	baseIdInt	minOccurs = 0 maxOccurs = 1 nillable = false	Order in which the resource resides within the resource group.

Get List of CSQs

HTTP Method	GET
URI	http://<server>/adminapi/csq
Example URI	http://uccx-server/adminapi/csq
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<csqs>
  <csq>
    <self>https://uccx-server/adminapi/csq/1</self>
    <id>1</id>
    <name>Auto_Sanity_CSQ</name>
    <queueType>VOICE</queueType>
    <queueAlgorithm>FIFO</queueAlgorithm>
    <autoWork>false</autoWork>
    <wrapupTime>0</wrapupTime>
    <resourcePoolType>SKILL_GROUP</resourcePoolType>
    <serviceLevel>5</serviceLevel>
    <serviceLevelPercentage>70</serviceLevelPercentage>
    <poolSpecificInfo>
      <skillGroup>
        <skillCompetency>
          <competencelevel>5</competencelevel>
        </skillCompetency>
      </skillGroup>
    </poolSpecificInfo>
  </csq>
</csqs>
```



```

        <skillNameUriPair name="chat">
          <refURL>https://uccxip/adminapi/Skill/2</refURL>
        </skillNameUriPair>
        <weight>1</weight>
      </skillCompetency>
      <selectionCriteria>Longest Available</selectionCriteria>
    </skillGroup>
  </poolSpecificInfo>
</csq>
<csq>
  <self>https://uccx-server/adminapi/csq/2</self>
  <id>2</id>
  <name>icdcsq</name>
  <queueType>VOICE</queueType>
  <queueAlgorithm>FIFO</queueAlgorithm>
  <autoWork>false</autoWork>
  <wrapupTime>0</wrapupTime>
  <resourcePoolType>SKILL_GROUP</resourcePoolType>
  <serviceLevel>5</serviceLevel>
  <serviceLevelPercentage>70</serviceLevelPercentage>
  <poolSpecificInfo>
    <skillGroup>
      <skillCompetency>
        <competencelevel>5</competencelevel>
        <skillNameUriPair name="icd">
          <refURL>https://uccx-server/adminapi/Skill/3</refURL>
        </skillNameUriPair>
        <weight>1</weight>
      </skillCompetency>
      <selectionCriteria>Longest Available</selectionCriteria>
    </skillGroup>
  </poolSpecificInfo>
</csq>
<csq>
  <self>https://uccx-server/adminapi/csq/3</self>
  <id>3</id>
  <name>outboundCsq</name>
  <queueType>VOICE</queueType>
  <queueAlgorithm>FIFO</queueAlgorithm>
  <autoWork>false</autoWork>
  <wrapupTime>0</wrapupTime>
  <resourcePoolType>SKILL_GROUP</resourcePoolType>
  <serviceLevel>5</serviceLevel>
  <serviceLevelPercentage>70</serviceLevelPercentage>
  <poolSpecificInfo>
    <skillGroup>
      <skillCompetency>
        <competencelevel>5</competencelevel>
        <skillNameUriPair name="ob_skill">
          <refURL>https://uccx-server/adminapi/Skill/4</refURL>
        </skillNameUriPair>
        <weight>1</weight>
      </skillCompetency>
      <selectionCriteria>Longest Available</selectionCriteria>
    </skillGroup>
  </poolSpecificInfo>
</csq>
</csqs>
<csq>
  <self></self>
  <id>60</id>
  <name>EmailCSQ1</name>
  <queueType>EMAIL</queueType>
  <routingType>NONINTERACTIVE</routingType>
  <queueAlgorithm>FIFO</queueAlgorithm>
  <autoWork>false</autoWork>
  <resourcePoolType>SKILL_GROUP</resourcePoolType>
  <serviceLevel>5</serviceLevel>
  <serviceLevelPercentage>70</serviceLevelPercentage>
  <poolSpecificInfo>
    <skillGroup>
      <skillCompetency>
        <competencelevel>5</competencelevel>

```

```

        <skillNameUriPair name="S1">
          <refURL></refURL>
        </skillNameUriPair>
        <weight>1</weight>
        </skillCompetency>
        <selectionCriteria>Longest Available</selectionCriteria>
      </skillGroup>
    </poolSpecificInfo>
    <accountUserId>abc@cisco.com</accountUserId>
    <accountPassword>accountpassword</accountPassword>
    <reviewQueue name="RevQueue1">
      <refURL></refURL>
    </reviewQueue>
    <channelProvider name="1">
      <refURL>https://uccx-server/adminapi/channelServer/1</refURL>
    </channelProvider>
    <pollingInterval>600</pollingInterval>
    <folderName>Inbox</folderName>
    <snapshotAge>120</snapshotAge>
  </csq>
</csq>
  <self href="http://uccx-server/adminapi/csq/23" rel="self" type="csq" />
  <id>23</id>
  <name>csqlweitorder</name>
  <queueType>VOICE</queueType>          <routingType>VOICE</routingType>
  <queueAlgorithm>FIFO</queueAlgorithm>
  <autoWork>false</autoWork>
  <wrapupTime>0</wrapupTime>
  <resourcePoolType>SKILL_GROUP</resourcePoolType>
  <serviceLevel>5</serviceLevel>
  <serviceLevelPercentage>70</serviceLevelPercentage>
  <poolSpecificInfo>
    <skillGroup>
      <skillCompetency>
        <competencelevel>4</competencelevel>
        <skillNameUriPair name="aa">
          <link href="http://uccx-server/adminapi/Skill/2" rel="selectedSkill"
            type="Skill" />
        </skillNameUriPair>
        <weight>1</weight>
      </skillCompetency>
      <skillCompetency>
        <competencelevel>5</competencelevel>
        <skillNameUriPair name="bb">
          <link href="http://uccx-server/adminapi/Skill/3" rel="selectedSkill"
            type="Skill" />
        </skillNameUriPair>
        <weight>1</weight>
      </skillCompetency>
      <selectionCriteria>Least Skilled by Order</selectionCriteria>
    </skillGroup>
  </poolSpecificInfo>
</csq>
</csqs>

```

HTTP Method	GET
URI	http://<server>/adminapi/csq?detail=full
Example URI	http://uccx-server/adminapi/csq?detail=full
Content Type	Application/XML, Application/JSON
HTTP Success Code	200

HTTP Failure Codes	400, 401, 403, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<csqs>
  <csq>
    <self>http://uccx-server/adminapi/csq/1</self>
    <id>1</id>
    <name>chatcsq1</name>
    <queueType>CHAT</queueType>
    <routingType>INTERACTIVE</routingType>
    <queueAlgorithm>FIFO</queueAlgorithm>
    <autoWork>false</autoWork>
    <resourcePoolType>SKILL_GROUP</resourcePoolType>
    <serviceLevel>5</serviceLevel>
    <serviceLevelPercentage>70</serviceLevelPercentage>
    <poolSpecificInfo>
      <skillGroup>
        <skillCompetency>
          <competencelevel>5</competencelevel>
          <skillNameUriPair name="chatskill1">
            <refURL>http://uccx-server/adminapi/skill/2</refURL>
          </skillNameUriPair>
          <weight>1</weight>
        </skillCompetency>
        <skillCompetency>
          <competencelevel>5</competencelevel>
          <skillNameUriPair name="chatskill2">
            <refURL>http://uccx-server/adminapi/skill/3</refURL>
          </skillNameUriPair>
          <weight>1</weight>
        </skillCompetency>
        <selectionCriteria>Longest Available</selectionCriteria>
      </skillGroup>
    </poolSpecificInfo>
  </csq>
  <csq>
    <self>http://uccx-server/adminapi/csq/4</self>
    <id>4</id><name>QueueEmail</name>
    <queueType>EMAIL</queueType>
    <routingType>NONINTERACTIVE</routingType>
    <queueAlgorithm>FIFO</queueAlgorithm>
    <autoWork>false</autoWork>
    <resourcePoolType>SKILL_GROUP</resourcePoolType>
    <serviceLevel>5</serviceLevel>
    <serviceLevelPercentage>70</serviceLevelPercentage>
    <poolSpecificInfo><skillGroup><skillCompetency>
      <competencelevel>5</competencelevel>
      <skillNameUriPair name="email1">
        <refURL>http://uccx-server/adminapi/skill/4</refURL>
      </skillNameUriPair>
      <weight>1</weight>
    </skillCompetency><selectionCriteria>Longest Available</selectionCriteria></skillGroup>
    <accountUserId>abc-def@uccx-dev.com</accountUserId>
    <accountPassword></accountPassword><channelProvider name="2">
      <refURL>http://uccx-server/adminapi/channelProvider/2</refURL>
    </channelProvider><pollingInterval>600</pollingInterval>
    <folderName>Inbox</folderName>
    <snapshotAge>120</snapshotAge>
  </csq>
  <csq><self>http://uccx-server/adminapi/csq/5</self>
    <id>5</id>
    <name>QueueEmail2</name>
    <queueType>EMAIL</queueType>
    <routingType>NONINTERACTIVE</routingType>
```

```

    <queueAlgorithm>FIFO</queueAlgorithm>
    <autoWork>false</autoWork>
    <resourcePoolType>SKILL_GROUP</resourcePoolType>
    <serviceLevel>5</serviceLevel>
    <serviceLevelPercentage>70</serviceLevelPercentage>
    <poolSpecificInfo>
    <skillGroup>
    <skillCompetency><competencelevel>5</competencelevel>
    <skillNameUriPair name="email1">
    <refURL>http://uccx-server/adminapi/skill/4</refURL>
    </skillNameUriPair>
    <weight>1</weight>
    </skillCompetency>
    <selectionCriteria>Longest Available</selectionCriteria>
    </skillGroup>
    </poolSpecificInfo>
    <accountUserId>abc-def@uccx-dev.com</accountUserId>
    <accountPassword></accountPassword>
    <channelProvider name="2">
    <refURL>http://uccx-server/adminapi/channelProvider/2</refURL>
    </channelProvider>
    <pollingInterval>600</pollingInterval>
    <folderName>Inbox</folderName>
    <snapshotAge>120</snapshotAge>
  </csq>
<csq>
  <self>http://uccx-server/adminapi/csq/7</self>
  <id>7</id>
  <name>sad</name>
  <queueType>VOICE</queueType>
  <routingType>VOICE</routingType>
  <queueAlgorithm>FIFO</queueAlgorithm>
  <autoWork>false</autoWork>
  <wrapupTime>0</wrapupTime>
  <resourcePoolType>SKILL_GROUP</resourcePoolType>
  <serviceLevel>5</serviceLevel>
  <serviceLevelPercentage>70</serviceLevelPercentage>
  <poolSpecificInfo><skillGroup><skillCompetency>
  <competencelevel>5</competencelevel>
  <skillNameUriPair name="chatskill2">
  <refURL>http://uccx-server/adminapi/skill/3</refURL>
  </skillNameUriPair>
  <weight>1</weight>
  </skillCompetency>
  <selectionCriteria>Longest Available</selectionCriteria>
  </skillGroup></poolSpecificInfo>
</csq>
<csq>
  <self>http://uccx-server/adminapi/csq/6</self>
  <id>6</id>
  <name>test_chat</name>
  <queueType>CHAT</queueType>
  <routingType>INTERACTIVE</routingType>
  <queueAlgorithm>FIFO</queueAlgorithm>
  <autoWork>false</autoWork>
  <resourcePoolType>SKILL_GROUP</resourcePoolType>
  <serviceLevel>5</serviceLevel>
  <serviceLevelPercentage>70</serviceLevelPercentage>
  <poolSpecificInfo><skillGroup><skillCompetency>
  <competencelevel>5</competencelevel>
  <skillNameUriPair name="chatskill1">
  <refURL>http://uccx-server/adminapi/skill/2</refURL>
  </skillNameUriPair>
  <weight>1</weight>
  </skillCompetency>
  <selectionCriteria>Longest Available</selectionCriteria>
  </skillGroup>
  </poolSpecificInfo>
</csq>

```

</csqs>

HTTP Method	GET
URI	http://<server>/adminapi/csq?detail=<string>
Example URI	http://uccx-server/adminapi/csq?detail=<string>
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	400, 401, 403, 405
Error Codes	—

**Note**

<string> can be any other string except full and fetchRequeueCsqList.

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<results><names><name name="chatcsq1">
  <refURL>http://uccx-server/adminapi/csq/1</refURL></name><name name="QueueEmail">
  <refURL>http://uccx-server/adminapi/csq/4</refURL></name><name name="QueueEmail2">
  <refURL>http://uccx-server/adminapi/csq/5</refURL></name><name name="CSQ1">
  <refURL>http://uccx-server/adminapi/csq/7</refURL></name><name name="CSQ2">
  <refURL>http://uccx-server/adminapi/csq/6</refURL></name></names></results>
```

HTTP Method	GET
URI	http://<server>/adminapi/csq?detail=fetchRequeueCsqList&mediaType=chat
Example URI	http://uccx-server/adminapi/csq?detail=fetchRequeueCsqList&mediaType=chat
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	400, 401, 403, 405
Error Codes	—

**Note**

Users with Agent and Supervisor Roles can also access this get list. However, Users with Agent roles have limited access to this URI with only chat and email media types.

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<results><names><name name="chatcsq1">
<refURL>http://uccx-server/adminapi/csq/1</refURL>
</name><name name="chatcsq2">
<refURL>http://uccx-server/adminapi/csq/6</refURL>
</name></names></results>
```

Get CSQ

HTTP Method	GET
URI	http://<server>/adminapi/csq/{id}
Example URI	http://uccx-server/adminapi/csq/22
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<csq>
<self>https://uccx-server/adminapi/csq/3</self>
<id>3</id>
<name>outboundCsq</name>
<queueType>VOICE</queueType>
<queueAlgorithm>FIFO</queueAlgorithm>
<autoWork>false</autoWork>
<wrapupTime>0</wrapupTime>
<resourcePoolType>SKILL_GROUP</resourcePoolType>
<serviceLevel>5</serviceLevel>
<serviceLevelPercentage>70</serviceLevelPercentage>
<poolSpecificInfo>
<skillGroup>
<skillCompetency>
<competencelevel>5</competencelevel>
<skillNameUriPair name="ob_skill">
<refURL>https://uccx-server/adminapi/Skill/4</refURL>
</skillNameUriPair>
<weight>1</weight>
</skillCompetency>
<selectionCriteria>Longest Available</selectionCriteria>
</skillGroup>
</poolSpecificInfo>
</csq>
```

Success Response—New Email CSQ

```
<?xml version="1.0" encoding="UTF-8"?>
<csq>
  <self></self>
  <id>28</id>
  <name>Email_Csq26</name>
  <queueType>EMAIL</queueType>
  <routingType>NONINTERACTIVE</routingType>
  <queueAlgorithm>FIFO</queueAlgorithm>
  <resourcePoolType>SKILL_GROUP</resourcePoolType>
  <poolSpecificInfo>
    <skillGroup>
      <selectionCriteria>Longest Available</selectionCriteria>
    </skillGroup>
  </poolSpecificInfo>
  <accountUserId>abc@cisco.com</accountUserId>
  <accountPassword>accountpassword</accountPassword>
  <channelProvider name="2">
    <refURL></refURL>
  </channelProvider>
  <pollingInterval>600</pollingInterval>
  <folderName>Inbox</folderName>
  <snapshotAge>120</snapshotAge>
</csq>
```

Create CSQ

HTTP Method	POST
URI	http://<server>/adminapi/csq
Example URI	http://uccxserver/adminapi/csq
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, 409, 412
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML—Create a CSQ (POST)

```

<csq xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="csq.xsd">
  <self href="" rel="" type="" />
  <name>vcsq1</name>
  <queueType>VOICE</queueType>
  <queueAlgorithm>FIFO</queueAlgorithm>
  <autoWork>true</autoWork>
  <wrapupTime>1</wrapupTime>
  <resourcePoolType>SKILL_GROUP</resourcePoolType>
  <serviceLevel>5</serviceLevel>
  <serviceLevelPercentage>70</serviceLevelPercentage>
  <poolSpecificInfo>
    <skillGroup>
      <skillCompetency>
        <competencelevel>5</competencelevel>
        <skillNameUriPair name="skill1">
          <refURL>URL</refURL>
        </skillNameUriPair>
        <weight>1</weight>
      </skillCompetency>
      <skillCompetency>
        <competencelevel>5</competencelevel>
        <skillNameUriPair name="skill2">
          <refURL>URL</refURL>
        </skillNameUriPair>
        <weight>1</weight>
      </skillCompetency>
      <selectionCriteria>Longest Available</selectionCriteria>
    </skillGroup>
  </poolSpecificInfo>
</csq>

```


Sample Input XML—New Email CSQ

```

<csq xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="csq.xsd">
  <self href="" rel="" type="" />
  <name>newEmail73</name>
  <queueType>EMAIL</queueType>
  <routingType>NONINTERACTIVE</routingType>
  <queueAlgorithm>FIFO</queueAlgorithm>
  <autoWork>true</autoWork>
  <wrapupTime>1</wrapupTime>
  <resourcePoolType>SKILL_GROUP</resourcePoolType>
  <serviceLevel>5</serviceLevel>
  <serviceLevelPercentage>70</serviceLevelPercentage>
  <poolSpecificInfo>
    <skillGroup>
      <skillCompetency>
        <competencelevel>5</competencelevel>
        <skillNameUriPair name="skill1">
          <refURL></refURL>
        </skillNameUriPair>
        <weight>1</weight>
      </skillCompetency>
      <selectionCriteria>Longest Available</selectionCriteria>
    </skillGroup>
  </poolSpecificInfo>
  <accountUserId>abc@cisco.com</accountUserId>
  <accountPassword>abc123</accountPassword>
  <reviewQueue name="test_CSQ_1">
    <refURL></refURL>
  </reviewQueue>
  <channelProvider name="3">
    <refURL>http://uccx-server/adminapi/channelServer/3</refURL>
  </channelProvider>
  <pollingInterval>600</pollingInterval>
  <folderName>Inbox</folderName>
  <snapshotAge>120</snapshotAge>
</csq>

```

Modify CSQ

HTTP Method	PUT
URI	http://<server>/adminapi/csq/{id}
Example URI	http://uccxserver/adminapi/csq/22
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sample Input XML—Modify a CSQ (PUT)

```

<csq xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="csq.xsd">
  <self href="" rel="" type="" />
  <name>Modifiedchatcsq</name>
  <queueType>CHAT</queueType>
  <queueAlgorithm>FIFO</queueAlgorithm>
  <resourcePoolType>SKILL_GROUP</resourcePoolType>
  <poolSpecificInfo>
    <skillGroup>
      <skillCompetency>
        <competencelevel>8</competencelevel>
        <skillNameUriPair name="skill1">
          <refURL>URL</refURL>
        </skillNameUriPair>
        <weight>1</weight>
      </skillCompetency>
      <skillCompetency>
        <competencelevel>10</competencelevel>
        <skillNameUriPair name="skill2">
          <refURL>URL</refURL>
        </skillNameUriPair>
        <weight>1</weight>
      </skillCompetency>
      <selectionCriteria>Longest Available</selectionCriteria>
    </skillGroup>
  </poolSpecificInfo>
</csq>

```

Sample Input XML—New Email CSQ

```
<csq xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="csq.xsd">
  <self href="" rel="" type="" />
  <name>modifiedEmailCsq</name>
  <queueType>EMAIL</queueType>
  <routingType>NONINTERACTIVE</routingType>
  <queueAlgorithm>FIFO</queueAlgorithm>
  <autoWork>true</autoWork>
  <wrapupTime>1</wrapupTime>
  <resourcePoolType>SKILL_GROUP</resourcePoolType>
  <serviceLevel>5</serviceLevel>
  <serviceLevelPercentage>70</serviceLevelPercentage>
  <poolSpecificInfo>
    <skillGroup>
      <skillCompetency>
        <competencelevel>5</competencelevel>
        <skillNameUriPair name="skill1">
          <refURL></refURL>
        </skillNameUriPair>
        <weight>1</weight>
      </skillCompetency>
      <selectionCriteria>Longest Available</selectionCriteria>
    </skillGroup>
  </poolSpecificInfo>
  <accountUserId>abc@cisco.com</accountUserId>
  <accountPassword>abc123</accountPassword>
  <reviewQueue name="test_CSQ_1">
    <refURL></refURL>
  </reviewQueue>
  <channelProvider name="3">
    <refURL>https://uccx-server/adminapi/channelServer/3</refURL>
  </channelProvider>
  <pollingInterval>600</pollingInterval>
  <folderName>Inbox</folderName>
  <snapshotAge>120</snapshotAge>
</csq>
```

Delete CSQ

HTTP Method	DELETE
URI	http://<server>/adminapi/csq/{id}
Example URI	http://uccxserver/adminapi/csq/22
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 409
Error Codes	—

Success Response

HTTP/1.1 200 OK

Context Service

Cisco Context Service is a cloud-based omnichannel solution for Cisco Contact Center Express and Contact Center Enterprise. It enables you to capture your customer's interaction history by providing flexible storage of customer-interaction data across any channel.

Context Service works with Cisco Customer Collaboration products. Context Service also provides an SDK interface for integration with your own applications or third-party applications to capture end-to-end customer-interaction data.

For more information about Context Service and to check service availability, see <http://cisco.com/go/contextservice>.

Data Structure for ContextService Configuration

Attribute Name	Base Type	Restrictions	Description
labMode	boolean	default = false	Indicates if the Context Service is in production mode or lab mode.
requestTimeoutMillis	int	200 to 5000 default = 5000	The number of milliseconds (ms) the system should wait before rejecting the Context Service cloud connectivity.
proxyType	string	http or none default = none	Determines if the http proxy is used for Context Service connectivity.

Get ContextService Configuration

HTTP Method	GET
URI	http://<server>/adminapi/contextserviceconfiguration
Example URI	http://uccx-server/adminapi/contextserviceconfiguration
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	400, 500
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<contextServiceConfiguration>
<labMode>false</labMode>
<requestTimeoutMillis>5000</requestTimeoutMillis>
<proxyType>none</proxyType>
</contextServiceConfiguration>
```

Update Context Service Configuration

HTTP Method	PUT
URI	http://<server>/adminapi/contextserviceconfiguration
Example URI	http://uccx-server/adminapi/contextserviceconfiguration
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	400, 500
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sample Input XML — Modify ContextService Configuration (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<contextServiceConfiguration>
<labMode>false</labMode>
<requestTimeoutMillis>5000</requestTimeoutMillis>
<proxyType>none</proxyType>
</contextServiceConfiguration>
```

**Note**

Proxy Parameters should be configured prior to choosing Proxy Type for Context Service.

Data Source

Data sources are databases that are configured to communicate with the Unified CCX system.

Data Structure for Data Source

Attribute Name	Base Type	Restrictions	Description
id	int	minOccurs = 0 maxOccurs = 1 nillable = false	Unique identifier for the data source
name	string	minLength value = 1 maxLength value = 65 minOccurance = 1 maxOccurance = 1 Data source name contains alphanumeric characters, spaces, underscores (_), hyphens (-), plus signs (+), pipes (), colons (:), periods (.), and slashes (/) without leading or trailing white spaces.	Unique name for the data source
userName	string	minLength value = 1 maxLength value = 128 minOccurences = 1 maxOccurences = 1 Special characters like , {, }, <, >, ', \", (,), \, /, %, \+, ?, *, &, and comma are not allowed.	Username that is defined for connecting to the enterprise database
password	string	minLength value = 1 maxLength value = 128 minOccurences = 1 Special characters like &, \", <, >, \', %, and comma are not allowed.	Password that is defined for connecting to the enterprise database
maxConnection	int	minInclusive value = 2 maxInclusive value = 10000 minOccurences = 1	Maximum number of connections that are allowed to connect to the database

Attribute Name	Base Type	Restrictions	Description
driver	string	enumeration <ul style="list-style-type: none"> • oracle.jdbc.driver.OracleDriver • com.ibm.db2.jcc.DB2Driver • net.sourceforge.jtds.jdbc.Driver • com.sybase.jdbc2.jdbc.SybDriver 	Driver for this data source to communicate to the enterprise database
jdbcURL	string	minLength value = 1 maxLength value = 256 minOccurrences = 1	JDBC URL that is used to obtain a connection to the enterprise database

Get List of Data Sources

HTTP Method	GET
URI	http://<server>/adminapi/datasource
Example URI	http://uccx-server/adminapi/datasource
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Code	401, 404, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<datasources>
<datasource>
<self>URL</self>
<id>15</id>
<name>oracle1</name>
<userName>System</userName>
<password>MTJDY2JlMTI=</password>
<maxConnection>10</maxConnection>
<driver>oracle.jdbc.driver.OracleDriver</driver>
<jdbcURL>jdbc:oracle:thin://@uccx-server:1521/XE</jdbcURL>
</datasource>
</datasources>
```

Get Data Source

HTTP Method	GET
URI	http://<server>/adminapi/dataSource/{id}
Example URI	http://uccx-server/adminapi/dataSource/21
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Code	401, 404, 405
Error Codes	HTTP/1.1 404 Not Found

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<DataSource>
<self>http://uccx-server/adminapi/dataSource/</self>
<id>15</id>
<name>oracle1</name>
<userName>System</userName>
<password>MTJDY2JlMTI=</password><maxConnection>10</maxConnection>
<driver>oracle.jdbc.driver.OracleDriver</driver>
<jdbcURL>jdbc:oracle:thin://@uccx-server:1521/XE</jdbcURL>
</DataSource>
```

Create Data Source

HTTP Method	POST
URI	http://<server>/adminapi/dataSource
Example URI	http://uccx-server/adminapi/dataSource
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Code	400, 401, 405
Error Codes	HTTP/1.1 400 Bad Request

Success Response

HTTP/1.1 201 Created

Sample Input XML—Create DataSource (POST)

```
<?xml version="1.0" encoding="UTF-8"?>
<DataSource>
  <name>oracle1</name>
  <userName>System</userName>
  <password>MTJDY2JlMTI=</password>
  <maxConnection>10</maxConnection>
  <driver>oracle.jdbc.driver.OracleDriver</driver>
  <jdbcURL>jdbc:oracle:thin:@uccx-server:1521/XE</jdbcURL>
</DataSource>
```

Modify Data Source

HTTP Method	PUT
URI	http://<server>/adminapi/dataSource/{id}
Example URI	http://uccx-server/adminapi/dataSource/21
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Code	400, 401, 404, 405
Error Codes	HTTP/1.1 400 Bad Request

Success Response

HTTP/1.1 200 OK

Sample Input XML—Modify DataSource (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<DataSource>
  <self>URL</self>
  <id>15</id>
  <name>oracle1</name>
  <userName>System2</userName>
  <password>MTJDY2JlMTI=</password>
  <maxConnection>10</maxConnection>
  <driver>oracle.jdbc.driver.OracleDriver</driver>
  <jdbcURL>jdbc:oracle:thin:@uccx-server:1521/XE</jdbcURL>
</DataSource>
```

Delete Data Source

HTTP Method	DELETE
--------------------	--------

URI	http://<server>/adminapi/dataSource/{id}
Example URI	http://uccx-server/adminapi/dataSource/21
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Code	401, 404, 405
Error Codes	HTTP/1.1 404 Not Found

Success Response

HTTP/1.1 200 OK

Test Connection for Data Source

HTTP Method	GET
URI	http://<server>/adminapi/dataSource/{id}/testConnection
Example URI	http://uccx-server/adminapi/dataSource/30/testConnection
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Code	401, 404, 405
Error Codes	<?xml version="1.0" encoding="UTF-8" standalone="yes"?> <DatabaseTestResult><testResult>false</testResult></DatabaseTestResult>

Success Response

HTTP/1.1 200 OK

DB Purge Schedule Configuration

DB purge schedule configuration schedules a DB purge with given configurations and triggers automatic purge at a given time stamp.

Data Structure for DB Purge Schedule Configuration

Attribute Name	Base Type	Restrictions	Description
retaininterval	int	minInclusive = 1 maxInclusive = 99	Data older than the specified number of months to be purged.
hrdbdays	int	minInclusive = 1 maxInclusive = 99	Data older than the specified number of days to be purged.
hrdbmaxsize	int	minInclusive = 5 maxInclusive = 95	Percentage of the maximum database size at which an automatic purge is initiated.
scheduledTime	string	nillable= false Regex: [(0[1-9] 1[0-2]):[0] (AM PM)]	Time of the day for the daily purge with the time zone. The time displayed here is based on the primary time zone specified during initial setup of Unified CCX Administration. Note In a High Availability over WAN deployment, the purge schedule happens at the time zone of the primary node.
purge run time	int	minInclusive = 1 maxInclusive = 23	The total duration for which the purge process should run.
initiate automatic purge when extent size exceeds	int	minInclusive = 60 maxInclusive = 90	Percentage of the maximum extents size of any table above which an automatic purge is initiated.

Get Purge Configuration Information

HTTP Method	GET
URI	http://<server>/adminapi/dbpurge
Example URI	http://uccx-server/adminapi/dbpurge
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405

Error Codes	—
--------------------	---

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<dbpurge>
  <retaininterval>6</retaininterval>
  <hrdbdays>1</hrdbdays>
  <hrdbmaxsize>5</hrdbmaxsize>
  <scheduledTime>04:00 PM</scheduledTime>
</dbpurge>
```

Update Purge Configuration Information

HTTP Method	PUT
URI	http://<server>/adminapi/dbpurge
Example URI	http://uccx-server/adminapi/dbpurge
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sample Input XML — Modify a DB Purge Configuration (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<dbpurge>
  <retaininterval>months</retaininterval>
  <hrdbdays>days</hrdbdays>
  <hrdbmaxsize>dbsize</hrdbmaxsize>
  <scheduledTime>time</scheduledTime>
</dbpurge>
```

DB Purge Now Configuration

DB purge now configuration purges the database manually at any time with the given configuration values.

Data Structure for DB Purge Now Configuration

Attribute Name	Base Type	Restrictions	Description
months	int	minInclusive = 0 maxInclusive = 99	Data older than the specified number of months to be purged.
days	int	minInclusive = 1 maxInclusive = 99	Data older than the specified number of days to be purged.
purge run time	int	minInclusive = 1 maxInclusive = 23	The total duration for which the purge process should run.

Update Purge Now Configuration

HTTP Method	PUT
URI	http://<server>/adminapi/dbpurgeNow
Example URI	http://uccx-server/adminapi/dbpurgeNow
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sample Input XML — Modify and initiate a DB Purge now (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<dbpurgeNow>
  <months>months</months>
  <days>days</days>
</dbpurgeNow>
```

DB Purge Configuration Status

DB purge configuration status gets the status of manual and schedule purge.

Data Structure for DB Purge Configuration Status

Attribute Name	Base Type	Restrictions	Description
purgeState	string	minOccurs = 1 maxOccurs = 1 nillable = false	State of the purge.
purgeTimeStamp	string	minOccurs = 1 maxOccurs = 1 nillable = false	Time stamp of the purge.
purgeType	string	minOccurs = 1 maxOccurs = 1 nillable = false	Type of the purge.

Get Purge Configuration Status

HTTP Method	GET
URI	http://<server>/adminapi/purgeConfigStatus
Example URI	http://uccx-server/adminapi/purgeConfigStatus
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<purgeConfigStatus>
  <purgeState>COMPLETED_SUCCESSFULLY</purgeState>
  <purgeTimeStamp>Mon Sep 30 12:00:24 PM 2013</purgeTimeStamp>
```

```
<purgeType>SCHEDULED</purgeType>
</purgeConfigStatus>
```

Dialog Group

A dialog group is a pool of dialog channels in which each channel is used to perform dialog interactions with a caller, during which the caller responds to automated prompts by pressing buttons on a touchtone phone.

Data Structure for Dialog Group

Attribute Name	Base Type	Restrictions	Description
id	int	Min Value = 0 Max Value = 65535 Multiplicity = Required	Numeric identifier of the application
dialogGroupDesc	string	Min length = 1 Max length = 80 Multiplicity = Required Dialog Group Description contains alphanumeric characters, special characters, spaces, underscores (_), and hyphens (-) without leading or trailing white spaces.	Descriptor for the dialog group
groupType	string	Multiplicity = Required Enumeration = <ul style="list-style-type: none"> • Cisco Media Termination • MRCP ASR 	Type of the group, corresponding to type of the channels that are managed by the group as defined since CRS 3.0
Cisco Media Termination	Cisco Media Termination	Min length = 1 Max length = 65535 Multiplicity = Required	Media termination value

Attribute Name	Base Type	Restrictions	Description
MRCPASR	MRCPASR	Min length = 1 Max length = 20 Multiplicity = Required Nillable = False MRCPASR contains alphanumeric characters, special characters, spaces, underscores (_), and hyphens (-) without leading or trailing white spaces.	Value for MRCPASR

Get List of Dialog Groups

HTTP Method	GET
URI	http://<server>/adminapi/dialogGroup
Example URI	http://uccx-server/adminapi/dialogGroup
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

```

<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<dialogGroups>
  <dialogGroup>
    <self>https://uccx-server/adminapi/dialogGroup/0</self>
    <id>0</id>
    <dialogGroupDesc>Default</dialogGroupDesc>
    <groupType>Cisco Media Channel</groupType>
    <CiscoMediaTermination>
      <channels>300</channels>
    </CiscoMediaTermination>
  </dialogGroup>
  <dialogGroup>
    <self>https://uccx-server/adminapi/dialogGroup/1</self>
    <id>1</id>
    <dialogGroupDesc>CMT Auto#8</dialogGroupDesc>
    <groupType>Cisco Media Channel</groupType>
    <CiscoMediaTermination>
      <channels>1</channels>
    </CiscoMediaTermination>
  </dialogGroup>
</dialogGroups>

```



```
</dialogGroup>
</dialogGroups>
```

Get Dialog Group

HTTP Method	GET
URI	http://<server>/adminapi/dialogGroup/<dialog group id>
Example URI	http://uccx-server/adminapi/dialogGroup/1
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<dialogGroup>
  <self>https://uccx-server/adminapi/dialogGroup/1</self>
  <id>1</id>
  <dialogGroupDesc>CMT Auto#8</dialogGroupDesc>
  <groupType>Cisco Media Channel</groupType>
  <CiscoMediaTermination>
    <channels>1</channels>
  </CiscoMediaTermination>
</dialogGroup>
```

Create Dialog Group

HTTP Method	POST
URI	http://<server>/adminapi/dialogGroup
Example URI	http://uccx-server/adminapi/dialogGroup
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Code	401, 405, 409
Error Codes	—

Success Response

HTTP/1.1 201 Created

Modify Dialog Group

HTTP Method	PUT
URI	http://<server>/adminapi/dialogGroup
Example URI	http://uccx-server/adminapi/dialogGroup/1
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Delete Dialog Group

HTTP Method	DELETE
URI	http://<server>/adminapi/dialogGroup/<dialog group id>
Example URI	http://uccx-server/adminapi/dialogGroup/1
Content Type	Application/XML, Application/JSON
HTTP Success code	200
HTTP Failure Codes	401, 404, 412
Error Codes	—

Success Response

HTTP/1.1 200 OK

Email SMTP Server Configuration

The Unified CCX system uses the eMail subsystem to communicate with your email server and enable your applications to create and send email.

Datastructure for Email SMTP Server Configuration

Attribute Name	Base Type	Restrictions	Description
mail_server	xs:string	minOccurs = 1 maxOccurs = 1 Regex: [A-Za-z0-9_-\]\+ \d{1,3}\d{1,3}\d{1,3}\d{1,3}	Email SMTP server address
email_address	xs:string	minOccurs = 1 maxOccurs = 1 Regex: ([0-9a-zA-Z][-_&])* [0-9a-zA-Z]@[(-0-9a-zA-Z)[.]) [a-zA-Z]+	Sender address, usually CCX administrator email address.

Get Email SMTP Server Configuration

HTTP Method	GET
URI	http://<server>/adminapi/email
Example URI	http://uccx-server/adminapi/email
Content Type	Text/XML, Text/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 402, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<emailControlGroups>
  <emailControlGroup>
    <mail_server>mail.cisco.com</mail_server>
    <email_address>mailid@cisco.com</email_address>
  </emailControlGroup>
</emailControlGroups>
```

Create Email SMTP Server Configuration

HTTP Method	POST
URI	http://<server>/adminapi/email
Example URI	http://uccx-server/adminapi/email
Content Type	Text/XML
HTTP Success Code	200, 201
HTTP Failure Code	401, 402, 405
Error Codes	—

Success Response

```
http://uccx-server/adminapi/email/0
```

Modify Email SMTP Server Configuration

HTTP Method	PUT
URI	http://<server>/adminapi/email/<id>
Example URI	http://uccx-server/adminapi/email/0
Content Type	Text/XML
HTTP Success Code	200
HTTP Failure Codes	401, 402, 404, 405
Error Codes	—

Success Response

—

Delete Email SMTP Server Configuration

HTTP Method	DELETE
URI	http://<server>/adminapi/email/<id>
Example URI	http://uccx-server/adminapi/email/0
Content Type	Text/XML
HTTP Success code	200
HTTP Failure Codes	401, 402, 404, 405
Error Codes	—

Success Response

—

Files (Script, Prompt, Grammar, and Document)

Unified CCX applications can make use of many auxiliary files that interact with callers, such as scripts, pre-recorded prompts, grammars, and custom Java classes.

To manage these auxiliary files, you must complete the following tasks:

- Provision telephony and media resources.
- Provision Unified CCX subsystem, if required.
- Provision additional subsystems, if required.
- Configure Cisco script applications.

Depending on your particular Unified CCX implementation, your applications might make use of some or all the file types. Any file you create needs to be available to the Unified CCX engine before a Unified CCX application can use them. This is done through the Unified CCX cluster's Repository datastore, where the script, prompt, grammar, and document files are created, stored, and updated.

Data Structure for Files

Attribute Name	Base Type	Restrictions	Description
Script Prompt Grammar Document AARDocument	xs: string	minOccurs = 1 maxOccurs = unbounded	Auxiliary files.
Folder	xs: string	minOccurs = 0 maxOccurs = unbounded	Path of the current item with respect to the root folder.
File	xs: string	minOccurs = 0 maxOccurs = unbounded	File information.
LanguageDetails	xs: string	minOccurs = 0 maxOccurs = unbounded	Details about the language.
Path	xs: string	nillable = false	Regex: ([^\>%&* '?:"])+
FileName	xs: string	nillable = false	Name of the file. Regex: ([^\>%&* '?:"])+
Details	xs: string	minOccurs = 0 maxOccurs = 1	
ReNameTo	xs: string	minOccurs = 0 maxOccurs = 1	Lets you rename an existing file.
AARFileName	xs: string	minLength = 1 maxLength = 64	
LanguageName	xs: string	nillable = false	Regex: ([^\>%&*() {} /'+?"])+
FolderName	xs: string	nillable = false	Regex: ([^\>%&* '?:"])+

Attribute Name	Base Type	Restrictions	Description
Size	xs: string	nillable = true	The size of the file prefixed with KB. The file size is converted from bytes to KB.
DateModified	xs: string	nillable = true	The date and time when the document was last uploaded or changed along with time zone.
modifiedBy	xs: string	nillable = true	The user ID of the person who performed these modifications.

Create a New Language for Prompt

HTTP Method	POST
URI	http://<server>/adminapi/prompt
Example URI	http://uccx-server/adminapi/prompt
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML — Create a Language

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Prompt>
    <LanguageDetails>
      <path>/</path>
      <LanguageName>FTCustomPromptLanguage1</LanguageName>
    </LanguageDetails>
  </Prompt>
</Files>
```

Create a New Language for Document

HTTP Method	POST
-------------	------

URI	http://<server>/adminapi/document
Example URI	http://uccx-server/adminapi/document
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML — Create a Language

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Document>
    <LanguageDetails>
      <path>/</path>
      <LanguageName>FTCustomDocLanguage1</LanguageName>
    </LanguageDetails>
  </Document>
</Files>
```

Create a New Language for Grammar

HTTP Method	POST
URI	http://<server>/adminapi/grammar
Example URI	http://uccx-server/adminapi/grammar
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML — Create a Language

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Grammar>
    <LanguageDetails>
      <path>/</path>
      <LanguageName>FTCustomGrammarLanguage1</LanguageName>
    </LanguageDetails>
  </Grammar>
</Files>
```

Create a New Folder

You must create a folder to store the files that the Unified CCX system can use.

Create a New Folder for Script

HTTP Method	POST
URI	http://<server>/adminapi/script
Example URI	http://uccx-server/adminapi/script
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML — Create a Folder

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Script>
    <Folder>
      <path>/</path>
      <FolderName>FTCustomScriptF1</FolderName>
    </Folder>
  </Script>
</Files>
```

Create a New Folder for Prompt

HTTP Method	POST
--------------------	------

URI	http://<server>/adminapi/prompt
Example URI	http://uccx-server/adminapi/prompt
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML — Create a Folder

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Prompt>
    <Folder>
      <path>/FTCustomPromptLanguage1</path>
      <FolderName>FTCustomPromptFolder1</FolderName>
    </Folder>
  </Prompt>
</Files>
```

Create a New Folder for Document

HTTP Method	POST
URI	http://<server>/adminapi/document
Example URI	http://uccx-server/adminapi/document
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML — Create a Folder

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Document>
    <Folder>
      <path>/FTCustomDocLanguage1</path>
      <FolderName>FTCustomDocFolder1</FolderName>
    </Folder>
  </Document>
</Files>
```

Create a New Folder for Grammar

HTTP Method	POST
URI	http://<server>/adminapi/grammar
Example URI	http://uccx-server/adminapi/grammar
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

HTTP/1.1 201 No Content

Sample Input XML — Create a Folder

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Grammar>
    <Folder>
      <path>/FTCustomGrammarLanguage1</path>
      <FolderName>FTCustomGrammarFolder1</FolderName>
    </Folder>
  </Grammar>
</Files>
```

Upload Files to a Temporary Folder

You must upload the file to a temporary location before storing it in the actual folder path.

Procedure

-
- Step 1** From the **REST API Client**, Choose the **Content Type** as multipart/form-data.
- Step 2** In the *Key-Value* pair fields, enter **file** in the Key field. For the Value field, Click **Choose Files** to navigate to the directory that contains the required file.
- Step 3** Click the **Send** button to upload the new file to the repository. Display of the **Success Code** confirms the successful upload of the files.
- Note** If you try to upload invalid files, the upload will be unsuccessful and the **Failure Codes** will be displayed.
-

Upload Files to a Temporary Folder for Script

HTTP Method	POST
URI	http://<server>/adminapi/script/uploadFile
Example URI	http://uccx-server/adminapi/script/uploadFile
Content Type	multipart/form-data
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

HTTP/1.1 201 Created

Upload Files to a Temporary Folder for Prompt

HTTP Method	POST
URI	http://<server>/adminapi/prompt/uploadFile
Example URI	http://uccx-server/adminapi/prompt/uploadFile
Content Type	multipart/form-data
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500

Error Codes	—
--------------------	---

Success Response

HTTP/1.1 201 Created

Upload Files to a Temporary Folder for Document

HTTP Method	POST
URI	http://<server>/adminapi/document/uploadFile
Example URI	http://uccx-server/adminapi/document/uploadFile
Content Type	multipart/form-data
HTTP Success Code	201
HTTP Failure Codes	401, 405, and 500
Failure Response	HTTP/1.1 400 Bad Request
Error Codes	—

Success Response

HTTP/1.1 201 Created

Upload Files to a Temporary Folder for Grammar

HTTP Method	POST
URI	http://<server>/adminapi/grammar/uploadFile
Example URI	http://uccx-server/adminapi/grammar/uploadFile
Content Type	multipart/form-data
HTTP Success Code	201
HTTP Failure Codes	401, 405, and 500
Failure Response	HTTP/1.1 400 Bad Request
Error Codes	—

Success Response

HTTP/1.1 201 Created

Store Files in Database from a Temporary folder

The files uploaded in the Temporary location is retrieved and stored in the Folder path specified. The Content Type should be either Application/XML or Application/JSON.

Store Files in Database from a Temporary Folder for Script

HTTP Method	POST
URI	http://<server>/adminapi/script
Example URI	http://uccx-server/adminapi/script
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, and 500
Failure Response	HTTP/1.1 400 Bad Request
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML — Create a Configuration Object for a VXML File

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Script>
    <File>
      <path>/FTCustomScriptFolder/FTCustomScriptFolder1/</path>
      <FileName>FTCustomScript3.vxml</FileName>
    </File>
  </Script>
</Files>
```

Store Files in Database from a Temporary Folder for Prompt

HTTP Method	POST
--------------------	------

URI	http://<server>/adminapi/prompt
Example URI	http://uccx-server/adminapi/prompt
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500
Failure Response	HTTP/1.1 400 Bad Request
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML — Create a Configuration Object for a VXML File

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Prompt>
    <File>
      <path>/FTCustomPromptLanguage1/FTCustomPromptFolder1/</path>
      <FileName>FTCustomPrompt3.vxml</FileName>
    </File>
  </Prompt>
</Files>
```

Store Files in Database from a Temporary Folder for Document

HTTP Method	POST
URI	http://<server>/adminapi/document
Example URI	http://uccx-server/adminapi/document
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML — Create a Configuration Object for a VXML File

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Document>
    <File>
      <path>/FTCustomDocLanguage1/FTCustomDocFolder1/</path>
      <FileName>FTCustomDoc3.vxml</FileName>
    </File>
  </Document>
</Files>
```

Store Files in Database from a Temporary Folder for Grammar

HTTP Method	POST
URI	http://<server>/adminapi/grammar
Example URI	http://uccx-server/adminapi/grammar
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML — Create a Configuration Object for a VXML File

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Grammar>
    <File>
      <path>/FTCustomGrammarLanguage1/FTCustomGrammarFolder1/</path>
      <FileName>FTCustomGrammar3.vxml</FileName>
    </File>
  </Grammar>
</Files>
```

Get List for Script Files and Folder

HTTP Method	GET
--------------------	-----

URI	http://<server>/adminapi/script
Example URI	http://uccx-server/adminapi/script
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

```
<files>
  <Script>
    <Folder>
      <path>/default/FTCustomScriptF11363861050449/</path>
      <FolderName>FTCustomScriptF11363861050449</FolderName>
      <Details><size>0 KB</size><dateModified>03/21/2013 03:48:00 PM India
        Standard Time</dateModified><modifiedBy>Administrator</modifiedBy></Details>
    </Folder>
  </Script>
</files>
```

Get List for Prompt Files and Folder

HTTP Method	GET
URI	http://<server>/adminapi/prompt
Example URI	http://uccx-server/adminapi/prompt
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

```
<files>
  <Prompt>
    <Folder>
      <path>/en/</path>
      <FolderName>en</FolderName>
      <Details><size>0 KB</size><dateModified>03/21/2013 03:47:24 PM India
        Standard Time</dateModified><modifiedBy>Administrator</modifiedBy></Details>
    </Folder>
```

```
</Prompt>
</files>
```

Get List for Grammar Files and Folder

HTTP Method	GET
URI	http://<server>/adminapi/grammar
Example URI	http://uccx-server/adminapi/grammar
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

```
<files>
  <Grammar>
    <Folder>
      <path>/en/</path>
      <FolderName>en</FolderName>
      <Details><size>0 KB</size><dateModified>03/21/2013 03:47:24 PM India
        Standard Time</dateModified><modifiedBy>Administrator</modifiedBy></Details>
    </Folder>
  </Grammar>
</files>
```

Get List for Document Files and Folder

HTTP Method	GET
URI	http://<server>/adminapi/document
Example URI	http://uccx-server/adminapi/document
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

```

<Files>
  <Document>
    <Folder>
      <path>/default/FTCustomDocF11363861050449/</path>
      <FolderName>FTCustomScriptF11363861050449</FolderName>
      <Details><size>0 KB</size><dateModified>03/21/2013 03:48:00 PM India
        Standard Time</dateModified><modifiedBy>Administrator</modifiedBy></Details>
    </Folder>
  </Document>
</Files>

```

Get Script Files and Folder

HTTP Method	GET
URI	http://<server>/adminapi/script/{FilePath/FolderPath} Note FilePath is the fully qualified name of the file. FolderPath is the fully qualified name of the folder.
Example URI	http://uccx-server/adminapi/script/FolderPath/ http://uccx-server/adminapi/script/FilePath/
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

```

<Files>
  <Script>
    <Folder>
      <path>/FolderName//</path>
      <FolderName>SUBFolderName</FolderName>
      <Details><size>0 KB</size><dateModified>03/21/2013 03:48:01 PM India
        Standard Time</dateModified><modifiedBy>Administrator</modifiedBy></Details>
    </Folder>
  </Script>
</Files>

```

Get Prompt Files and Folder

HTTP Method	GET
--------------------	-----

URI	http://<server>/adminapi/prompt/{FilePath/FolderPath} Note FilePath is the fully qualified name of the file. FolderPath is the fully qualified name of the folder.
Example URI	http://uccx-server/adminapi/prompt/FolderPath/ http://uccx-server/adminapi/prompt/FilePath/
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

```

<Files>
  <Prompt>
    <Folder>
      <path>/FolderName//</path>
      <FolderName>SUBFolderName</FolderName>
      <Details><size>0 KB</size><dateModified>03/21/2013 03:48:01 PM India
        Standard Time</dateModified><modifiedBy>Administrator</modifiedBy></Details>
    </Folder>
  </Prompt>
</Files>

```

Get Grammar Files and Folder

HTTP Method	GET
URI	http://<server>/adminapi/grammar/{FilePath/FolderPath} Note FilePath is the fully qualified name of the file. FolderPath is the fully qualified name of the folder.
Example URI	http://uccx-server/adminapi/grammar/FolderPath/ http://uccx-server/adminapi/grammar/FilePath/
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

```

<Files>
  <Grammar>
    <Folder>
      <path>/FolderName//</path>
      <FolderName>SUBFolderName</FolderName>
      <Details><size>0 KB</size><dateModified>03/21/2013 03:48:01 PM India
        Standard Time</dateModified><modifiedBy>Administrator</modifiedBy></Details>
    </Folder>
  </Grammar>
</Files>

```

Get Document Files and Folder

HTTP Method	GET
URI	http://<server>/adminapi/document/{FilePath/FolderPath} Note FilePath is the fully qualified name of the file. FolderPath is the fully qualified name of the folder.
Example URI	http://uccx-server/adminapi/document/FolderPath/ http://uccx-server/adminapi/document/FilePath/
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 500
Error Codes	—

Success Response

```

<Files>
  <Document>
    <Folder>
      <path>/FolderName//</path>
      <FolderName>SUBFolderName</FolderName>
      <Details><size>0 KB</size><dateModified>03/21/2013 03:48:01 PM India
        Standard Time</dateModified><modifiedBy>Administrator</modifiedBy></Details>
    </Folder>
  </Document>
</Files>

```

Get FreeSpace and UsedSpace for Script/Prompt/Grammar/Document

HTTP Method	GET
--------------------	-----

URI	http://<server>/adminapi/ResourceName}/space/{FolderPath}/ Where "ResourceName" is the "script/prompt/grammar/document" and FolderPath is a fully qualified name of the folder.
Example URI	http://uccx-server:8080/adminapi/prompt/space/default/ http://uccx-server:8080/adminapi/script/space/default/ http://uccx-server:8080/adminapi/document/space/default/ http://uccx-server:8080/adminapi/grammar/space/default/
Content Type	Application/XML
HTTP Success Code	200
HTTP Failure Codes	401, 402, 405, 500
Error Codes	—

Success Response

200 OK

Download Script/Prompt

HTTP Method	GET
URI	http://<server>/adminapi/ResourceName}/download/{FilePath} Where "ResourceName" is the "script/prompt" and FilePath is a fully qualified name of the file.
Example URI	http://uccx-server:8080/adminapi/prompt/download/default/beep.wav http://uccx-server:8080/adminapi/script/download/default/iod_brkpt.aef
Content Type	Application/XML
HTTP Success Code	200
HTTP Failure Codes	401, 402, 405, 500
Error Codes	—

Success Response

200 OK

Modify Script Folder Name

HTTP Method	PUT
URI	http://<server>/adminapi/script/FolderPath
Example URI	http://uccx-server/adminapi/script/folder/
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	404, 500
Error Codes	—

Success Response

—

Modify File

HTTP Method	PUT
URI	http://<server>/adminapi/{ResourceName}/FilePath
Example URI	http://uccx-server/adminapi/{ResourceName}/file/ Note ResourceName can be script, prompt, grammar, or document.
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	404, 500
Error Codes	—

Success Response

—

Sample Input XML — Modifying a Script File Name

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
```

```

xsi:noNamespaceSchemaLocation="../../adminapi/src/main/resources/xsd/Files.xsd">
  <Script>
    <File>
      <path>/</path>
      <FileName>CustomScript1.aef</FileName>
      <reNameTo>CustomScript1Mod.aef</reNameTo>
    </File>
  </Script>
</Files>

```

Sample Input XML — Refreshing a Script File Content

```

<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="../../adminapi/src/main/resources/xsd/Files.xsd">
  <Script>
    <File>
      <path>/</path>
      <FileName>CustomScript1.aef</FileName>
      <refresh>true</refresh>
    </File>
  </Script>
</Files>

```



Note

If you want to upload the modified script file, upload the file first and use PUT operation to store the uploaded script.

If the refresh attribute is set to true, application immediately uses the uploaded script.

Modify Prompt Folder Name or Language Name

HTTP Method	PUT
URI	http://<server>/adminapi/prompt/FolderPath http://<server>/adminapi/prompt/LanguagePath
Example URI	http://uccx-server/adminapi/prompt/language/ http://uccx-server/adminapi/prompt/folder/
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	404, 500
Error Codes	—

Success Response

—

Sample Input XML — Modifying a Folder

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Prompt>
    <Folder>
      <path>/PrmoptLanguage1</path>
      <FolderName>PrmoptFolder1</FolderName>
      <reNameTo>ModPrmoptFolder1</reNameTo>
    </Folder>
  </Prompt>
</Files>
```

Modify Grammar Folder Name or Language Name

HTTP Method	PUT
URI	http://<server>/adminapi/grammar/FolderPath http://<server>/adminapi/grammar/LanguagePath
Example URI	http://uccx-server/adminapi/grammar/language/ http://uccx-server/adminapi/grammar/folder/
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	404, 500
Error Codes	—

Success Response

—

Sample Input XML — Renaming the Language

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Grammar>
    <LanguageDetails>
      <path>/</path>
      <LanguageName>FTCustomDocLanguage1</LanguageName>
      <reNameTo>FTCustomModDocLanguage1</reNameTo>
    </LanguageDetails>
  </Grammar>
</Files>
```

Sample Input XML — Renaming the Folder

```
<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Grammar>
    <Folder>
```

```

    <path>/FTCustomModDocLanguage1</path>
    <FolderName>FTCustomDocumentFolder1</FolderName>
    <reNameTo>FTCustomModDocumentFolder1</reNameTo>
  </Folder>
</Grammar>
</Files>

```

Modify Document Folder Name or Language Name

HTTP Method	PUT
URI	http://<server>/adminapi/document/FolderPath http://<server>/adminapi/document/LanguagePath
Example URI	http://uccx-server/adminapi/document/language/ http://uccx-server/adminapi/document/folder/
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	404, 500
Error Codes	—

Success Response

—

Sample Input XML — Renaming the Language

```

<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Document>
    <LanguageDetails>
      <path>/</path>
      <LanguageName>FTCustomDocLanguage1</LanguageName>
      <reNameTo>FTCustomModDocLanguage1</reNameTo>
    </LanguageDetails>
  </Document>
</Files>

```

Sample Input XML — Renaming the Folder

```

<?xml version="1.0" encoding="UTF-8"?>
<Files xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="Files.xsd">
  <Document>
    <Folder>
      <path>/FTCustomModDocLanguage1</path>
      <FolderName>FTCustomDocumentFolder1</FolderName>
      <reNameTo>FTCustomModDocumentFolder1</reNameTo>
    </Folder>
  </Document>
</Files>

```

Delete Script Files and Folder

HTTP Method	DELETE
URI	http://<server>/adminapi/script/{File/FolderPath}
Example URI	http://uccx-server/adminapi/script/folder/ http://uccx-server/adminapi/script/folder/Test.aef
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	404, 500
Error Codes	—

Success Response

—

Delete Prompt Files and Folder

HTTP Method	DELETE
URI	http://<server>/adminapi/prompt/{File/FolderPath}
Example URI	http://uccx-server/adminapi/prompt/folder/ http://uccx-server/adminapi/prompt/folder/Test.wav
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	404, 500
Error Codes	—

Success Response

—

Delete Grammar Files and Folder

HTTP Method	DELETE
URI	http://<server>/adminapi/grammar/{File/FolderPath}
Example URI	http://uccx-server/adminapi/grammar/folder/ http://uccx-server/adminapi/grammar/folder/Test.grxml
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	404, 500
Error Codes	—

Success Response

—

Delete Document Files and Folder

HTTP Method	DELETE
URI	http://<server>/adminapi/document/{File/FolderPath}
Example URI	http://uccx-server/adminapi/document/folder/ http://uccx-server/adminapi/document/Test.vxml
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	404, 500
Error Codes	—

Success Response

—

HTTP Trigger

An HTTP trigger is the relative URL a user enters into the client browser to start the application. You can upload either eXtensible Style Language Transformation (XSLT) templates or Java Server Pages (JSP) templates to serve as your HTTP trigger.

Data Structure for HTTP Trigger

Attribute Name	Base Type	Restrictions	Description
name	string	Min length = 2 Max length = 45 HTTP Trigger name starts with / character and contains alphanumeric and special characters such as -#%&=.\?/ characters without leading and trailing white-space characters.	Name of the HTTP Trigger
application	nameUriPair	nillable = false minOccurs = 1 minOccurs = 1	Name of application
maxSessions	baseIdInt	nillable = false minOccurs = 1 minOccurs = 1	Maximum number of sessions
idleTimeout	idleTimeout	nillable = false minOccurs = 0 minOccurs = 1 default = 1000	Idle timeout value
locale	string	Min length = 1 Max length = 50 Locale contains alphanumeric characters, special characters, spaces, underscores (_), and hyphens (-) without leading or trailing white spaces.	Defines the locale
enabled	boolean	default = true	Indicates if the HTTP Trigger is enabled

Sample Input XML

```
<?xml version="1.0" encoding="UTF-8"?>
<httpTrigger>
  <self>URL</self>
  <name>/test</name>
  <application name="app1">
    <refURL>URL</refURL>
  </application>
  <maxSessions>1</maxSessions>
  <idleTimeout>1000</idleTimeout>
  <locale>en_US</locale>
  <enabled>true</enabled>
</httpTrigger>
```

Get List of HTTP Triggers

HTTP Method	GET
URI	http://<server>/adminapi/httpTrigger
Example URI	http://uccx-server/adminapi/httpTrigger
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<httpTriggers>
  <httpTrigger>
    <self>https://uccx-server/adminapi/httpTrigger/redirect_Cisco</self>
    <name>/redirect_Cisco</name>
    <application name="Auto_App_HTTP">
      <refURL>https://uccx-server/adminapi/application/Auto_App_HTTP</refURL>
    </application>
    <maxSessions>10</maxSessions>
    <idleTimeout>2000</idleTimeout>
    <locale>en_US</locale>
    <enabled>true</enabled>
  </httpTrigger>
  <httpTrigger>
    <self>https://uccx-server/adminapi/httpTrigger/Trigger1355924928134</self>
    <name>/Trigger1355924928134</name>
    <application name="ForHttpTriggerFT">
      <refURL>https://uccx-server/adminapi/application/ForHttpTriggerFT</refURL>
    </application>
    <maxSessions>1</maxSessions>
    <idleTimeout>1</idleTimeout>
    <locale>en_US</locale>
```

```

    <enabled>true</enabled>
  </httpTrigger>
</httpTrigger>
<self>https://uccx-server/adminapi/httpTrigger/Trigger</self>
<name>/Trigger</name>
<application name="ForHttpTriggerFT">
  <refURL>https://uccx-server/adminapi/application/ForHttpTriggerFT</refURL>
</application>
<maxSessions>1</maxSessions>
<idleTimeout>1</idleTimeout>
<locale>en_US</locale>
<enabled>true</enabled>
</httpTrigger>
<httpTrigger>
  <self>https://uccx-server/adminapi/httpTrigger/Trigger1355924936759</self>
  <name>/Trigger1355924936759</name>
  <application name="ForHttpTriggerFT">
    <refURL>https://uccx-server/adminapi/application/ForHttpTriggerFT</refURL>
  </application>
  <maxSessions>15</maxSessions>
  <idleTimeout>1500</idleTimeout>
  <locale>en</locale>
  <enabled>false</enabled>
</httpTrigger>
</httpTriggers>

```

Get HTTP Trigger

HTTP Method	GET
URI	http://<server>/adminapi/httpTrigger/{httpTriggerName}
Example URI	http://uccx-server/adminapi/httpTrigger
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

```

<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<httpTrigger>
  <self>https://uccx-server/adminapi/httpTrigger/redirect_Cisco</self>
  <name>/redirect_Cisco</name>
  <application name="Auto_App_HTTP">
    <refURL>https://uccx-server/adminapi/application/Auto_App_HTTP</refURL>
  </application>
  <maxSessions>10</maxSessions>
  <idleTimeout>2000</idleTimeout>
  <locale>en_US</locale>
  <enabled>true</enabled>
</httpTrigger>

```

Create HTTP Trigger

HTTP Method	POST
URI	http://<server>/adminapi/httpTrigger
Example URI	http://uccx-server/adminapi/httpTrigger
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

HTTP/1.1 201 Created

Modify HTTP Trigger

HTTP Method	PUT
URI	http://<server>/adminapi/httpTrigger/{httpTriggerName}
Example URI	http://uccx-server/adminapi/httpTrigger/TestHttpTrigger
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Delete HTTP Trigger

HTTP Method	DELETE
--------------------	--------

URI	http://<server>/adminapi/httpTrigger/{httpTriggerName}
Example URI	http://uccx-server/adminapi/httpTrigger/TestHttpTrigger
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Outbound General Configuration

General configuration for Outbound refers to the settings information that is common for all the campaigns.

Data Structure for Outbound General Configuration

Attribute Name	Base Type	Restrictions	Description
startTime	timeTypeOB, string	minOccurs = 1 maxOccurs = 1 Regex: ([01]?[0-9] 2[0-3]):[0-5]\d	Outbound campaign start time.
endTime	timeTypeOB, string	minOccurs = 1 maxOccurs = 1 Regex: ([01]?[0-9] 2[0-3]):[0-5]\d	Outbound campaign end time.
callTimeout	int	minOccurs = 1 maxOccurs = 1 minInclusive = 5 maxInclusive = 3600	Timeout duration for an agent to respond to the Outbound call.

Attribute Name	Base Type	Restrictions	Description
dialingPrefix	string	minOccurs = 0 maxOccurs = 1 default = "" minLength = 0 maxLength = 5 The dialing prefix can have 4 digits with plus (+) prefix or 5 digits without plus (+) prefix.	Number to prefix to the phone number for dialing outgoing calls.
longDistancePrefix	string	minOccurs = 0 maxOccurs = 1 default = "" minLength = 0 maxLength = 5 The long distance prefix can 4 digits with plus (+) prefix or 5 digits without plus (+) prefix.	Number to prefix to the phone number for dialing long distance.
internationalPrefix	string	minOccurs = 0 maxOccurs = 1 default = "" minLength = 0 maxLength = 5 The international prefix can to 4 digits with plus (+) prefix or 5 digits without plus (+) prefix.	Number to prefix to the international phone numbers.
localAreaCode	string	minOccurs = 0 maxOccurs = 1 default = "" minLength = 0 maxLength = 10 The local area code can have 9 digits with plus (+) prefix or 10 digits without plus (+) prefix.	Area code of the Unified CCX server location.

Attribute Name	Base Type	Restrictions	Description
includeLocalAreaCode	boolean	minOccurs = 0 maxOccurs = 1 default = false	Local area code to be included when you are dialing the phone numbers.
includeLongDistancePrefix	boolean	minOccurs = 0 maxOccurs = 1 default = false	Number to prefix to the local and non-local phone numbers for dialing long distance.
agentAutoAnswer	boolean	minOccurs = 0 maxOccurs = 1 default = true	Unified CCX automatically answers any predictive or progressive campaign call that gets transferred to the agent.
assignedCSQs	csqListOB, int	minOccurs = 0 maxOccurs = 1	CSQs that are used by the Outbound system.
csq	csqDetailsOB, int	minOccurs = 0 maxOccurs = unbounded	CSQs that are assigned for the Outbound campaign with the corresponding percentage allocation.
csqNameUriPair	nameUriPair	—	CSQs that are assigned for the Outbound campaigns.
percentage	int	minInclusive = 1 maxInclusive = 100	The percentage of logged in agents in each of the selected CSQs that are allocated for handling the Outbound calls.

Get List of Skills for Outbound General Configuration

HTTP Method	GET
URI	http://<server>/adminapi/generalobconfig
Example URI	http://uccx-server/adminapi/generalobconfig
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<generalobconfig xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="../../../../main/resources/xsd/generalobconfig.xsd">
  <startTime>08:00</startTime>
  <endTime>21:00</endTime>
  <callTimeout>10</callTimeout>
  <dialingPrefix>1</dialingPrefix>
  <longDistancePrefix>2</longDistancePrefix>
  <internationalPrefix>1</internationalPrefix>
  <localAreaCode>21</localAreaCode>
  <includeLocalAreaCode>false</includeLocalAreaCode>
  <includeLongDistancePrefix>false</includeLongDistancePrefix>
  <assignedCSQs>
    <csq>
      <csqNameUriPair name="csq1">
        <refURL> http://uccx-server/adminapi/csq/1</refURL>
      </csqNameUriPair>
      <percentage>10</percentage>
    </csq>
  </assignedCSQs>
</generalobconfig>
```

Modify Outbound General Configuration

HTTP Method	PUT
URI	http://<server>/adminapi/generalobconfig
Example URI	http://uccx-server/adminapi/generalobconfig
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Proxy Configuration

Data Structure for Proxy Configuration

Attribute Name	Base Type	Restrictions	Description
httpProxy	string	Host Name cannot be the IP address of the proxy Server. Range: 1 to 65535	<ul style="list-style-type: none"> • hostName: Fully qualified domain name (FQDN) of the HTTP proxy server. • port: Port number that is used to connect to the HTTP proxy server.
socksProxy	string	Host Name cannot be the IP address of the proxy Server. Range: 1 to 65535	<ul style="list-style-type: none"> • hostName: Fully qualified domain name (FQDN) of the SOCKS proxy server. • port: Port number that is used to connect to the SOCKS proxy server. • userName: Username of the Socks Proxy server. • password: Password for the Socks Proxy server

Get Proxy Configuration

HTTP Method	GET
URI	http://<server>/adminapi/proxyConfig
Example URI	http://uccx-Server/adminapi/proxyConfig
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	400, 500
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<proxyConfig>
<httpProxy>
<hostName>proxy.esl.cisco.com</hostName>
<port>80</port>
</httpProxy>
<socksProxy>
<hostName>socks.proxy.com</hostName>
<Port>1080</Port>
<userName>Administrator</userName>
<password>12Ccbul2</password>
</socksProxy>
</proxyConfig>
```

Update Proxy Configuration

HTTP Method	PUT
URI	http://<server>/adminapi/proxyConfig
Example URI	http://uccx-Server/adminapi/proxyConfig
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	400, 500
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sample Input XML — Modify Proxy Configuration (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<proxyConfig>
<httpProxy>
<hostName>proxy.esl.cisco.com</hostName>
<port>80</port>
</httpProxy>
<socksProxy>
<hostName>socks.proxy.com</hostName>
<Port>1080</Port>
<userName>Administrator</userName>
<password>12Ccbul2</password>
</socksProxy>
</proxyConfig>
```

Recording Configuration

Configures the recording server.

Data Structure for Recording Configuration

Attribute Name	Base Type	Restrictions	Description
host1	string	minOccurs = 1 maxOccurs = 1	Fully Qualified Domain Name (FQDN) of host1.
host2	string	minOccurs = 0 maxOccurs = 1	Fully Qualified Domain Name of host2.
userName	string	minOccurs = 1 maxOccurs = 1 minLength = 1 maxLength = 128	User name must be a MediaSense API user. API user name is a Unified CM end user, who is configured in Cisco MediaSense as a MediaSense API user.
password	string	minOccurs = 1 maxOccurs = 1 maxLength = 127	Password to connect to the Recording Server. Note API does not accept the blank password for the first time. Sending blank password the next time, retains the previous password.

Get Recording Configuration Information

HTTP Method	GET
URI	http://<server>/adminapi/recordingConfiguration
Example URI	http://<server>/adminapi/recordingConfiguration
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 412
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>

<recordingConfiguration>
  <host1>host1.cisco.com</host1>
  <host2>host2.cisco.com</host2>
  <userName>admin</userName>
  <password></password>
</recordingConfiguration>
```

Modify Recording Configuration Information

HTTP Method	PUT
URI	http://<server>/adminapi/recordingConfiguration
Example URI	http://<server>/adminapi/recordingConfiguration
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405, 412
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sample Input XML — Modify Recording Configuration Information (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<recordingConfiguration xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="recordingConfiguration.xsd">
  <self>self</self>
  <host1>host1.cisco.com</host1>
  <host2>host2.cisco.com</host2>
  <userName>userName</userName>
  <password>password</password>
</recordingConfiguration>
```

Resource

The Unified CCX system creates a new record in the Resource table when the Unified CCX system retrieves agent information from the Unified CM. A Resource record contains information about the resource (agent). One such record exists for each active and inactive resource.

Data Structure for Resource

Attribute Name	Base Type	Restrictions	Description
resourceId	int	minOccurs = 1 maxOccurs = 1 nillable = false	Numeric identifier of the resource
userID	string	minOccurs = 1 maxOccurs = 1 nillable = false	Numeric identifier of user
fullName	string	minOccurs = 1 maxOccurs = 1 nillable = false	Full name of the user
lastName	string	minOccurs = 1 maxOccurs = 1 nillable = false	Last name of the user
alias	string	minOccurs = 0 maxOccurs = 1 nillable = false minLength = 0 maxLength = 31 Alias contains alphanumeric characters and the special characters hyphens (-), periods (.), and underscores (_), except at the beginning and at the end of the alias name.	Alias name of agent is displayed to the customer when on chat.
extension	string	minOccurs = 1 maxOccurs = 1 nillable = false	Extension of the user
resourceGroup	nameUriPair	minOccurs = 1 maxOccurs = 1 nillable = true	Group of the resource

Attribute Name	Base Type	Restrictions	Description
skillMap	skillMap	minOccurs = 1 maxOccurs = 1 nillable = false	Mapping of skills of the resource
autoAvailable	boolean	—	Availability of resource
type	resourceType	minOccurs = 1 maxOccurs = 1 nillable = false	Type of resource
team	nameUriPair	minOccurs = 1 maxOccurs = 1 nillable = false	Name of the team
primarySupervisorOf	supervisorOf	minOccurs = 1 maxOccurs = 1 nillable = true	Primary supervisor
secondarySupervisorOf	supervisorOf	minOccurs = 1 maxOccurs = 1 nillable = true	Secondary supervisor

Get List of Resources

URI	http://<server>/adminapi/resource
Example URI	http://uccx-server/adminapi/resource
HTTP Method	GET
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response



Note

The response depends on the credentials provided. The following are the use cases that are observed when this API is invoked:

- When an administrator gets the list of resources, the response has the complete list of agents.
- When a supervisor gets the list of resources, the response has the list of agents corresponding to the team of the supervisor. The supervisor can be either a primary or secondary supervisor.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<resources>
  <resource>
    <self>http://uccx-server/adminapi/resource/agent1333</self>
    <userID>agent1333</userID>
    <firstName></firstName>
    <lastName>agent1333</lastName>
    <extension>2244333</extension>
    <alias>uccx</alias>
    <skillMap>
      <skillCompetency>
        <competencelevel>5</competencelevel>
        <skillNameUriPair name="OBAgentSkill">
          <refURL>http://uccx-server/adminapi/skill/3</refURL>
        </skillNameUriPair>
      </skillCompetency>
    </skillMap>
    <autoAvailable>true</autoAvailable>
    <type>1</type>
    <team name="Default">
      <refURL>http://uccx-server/adminapi/team/1</refURL>
    </team>
    <primarySupervisorOf/>
    <secondarySupervisorOf/>
  </resource>
</resources>
```

Get List of Resources by CSQ

URI	http://<server>/adminapi/resource?csqid={id}
Example URI	http://<server>/adminapi/resource?csqid=1
HTTP Method	GET
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	500
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"
standalone="yes"?>
<resources>
  <resource>

<self>http://10.78.95.167/adminapi/resource/agent8000<
/self>
  <userID>agent8000</userID>
  <firstName></firstName>
  <lastName>agent8000</lastName>
  <extension>8000</extension>
  <alias>AgentAlias</alias>
  <resourceGroup name="Auto_Sanity_RG">

<refURL>http://10.78.95.167/adminapi/resourceGroup/2</
refURL>
  </resourceGroup>
  <autoAvailable>true</autoAvailable>
  <type>1</type>
  <team name="Auto_Team">

<refURL>http://10.78.95.167/adminapi/team/2</refURL>
  </team>
  <primarySupervisorOf/>
  <secondarySupervisorOf/>
  </resource>
</resources>
```

Get Resource

URI	http://<server>/adminapi/resource/{id}
Example URI	http://uccx-server/adminapi/resource/12
HTTP Method	GET
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—



Note

The ID in the URI is the user ID of a particular resource. The resource in the Unified Communications Manager environment is an end user. The user ID in Unified CCX can include all the special characters except the forward slash (/) and the backslash (\).

Success Response

```

<resource>
  <self>https://uccx-server/adminapi/resource/uccxautosup1</self>
  <userID>uccxautosup1</userID>
  <firstName />
  <lastName>uccxautosup1</lastName>
  <extension>6003</extension>
  <skillMap />
  <autoAvailable>true</autoAvailable>
  <type>2</type>
  <team name="Team123">
    <refURL>https://uccx-server/adminapi/team/1</refURL>
  </team>
  <primarySupervisorOf>
    <supervisorOfTeamName name="Team123">
      <refURL>https://uccx-server/adminapi/team/1</refURL>
    </supervisorOfTeamName>
    <supervisorOfTeamName name="tempteam1">
      <refURL>https://uccx-server/adminapi/team/3</refURL>
    </supervisorOfTeamName>
    <supervisorOfTeamName name="tempteam3">
      <refURL>https://uccx-server/adminapi/team/5</refURL>
    </supervisorOfTeamName>
    <supervisorOfTeamName name="chatTeamchatTeamchatTeamchatTeam">
      <refURL>https://uccx-server/adminapi/team/7</refURL>
    </supervisorOfTeamName>
    <supervisorOfTeamName name="TeamTest1213497663301901355924770962">
      <refURL>https://uccx-server/adminapi/team/9</refURL>
    </supervisorOfTeamName>
    <supervisorOfTeamName name="TeamTest1213497663301901355924777915">
      <refURL>https://uccx-server/adminapi/team/10</refURL>
    </supervisorOfTeamName>
    <supervisorOfTeamName name="Team123">
      <refURL>https://uccx-server/adminapi/team/11</refURL>
    </supervisorOfTeamName>
  </primarySupervisorOf>
  <secondarySupervisorOf>
    <supervisorOfTeamName name="tempteam2">
      <refURL>https://uccx-server/adminapi/team/4</refURL>
    </supervisorOfTeamName>
    <supervisorOfTeamName name="tempteam4">
      <refURL>https://uccx-server/adminapi/team/6</refURL>
    </supervisorOfTeamName>
  </secondarySupervisorOf>
</resource>

```

Modify Resource

URI	http://<server>/adminapi/resource/{id}
Example URI	http://uccx-server/adminapi/resource/{id}
HTTP Method	PUT
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

**Note**

The ID in the URI is the user ID of a particular resource. The resource in the Unified Communications Manager environment is an end user. The user ID in Unified CCX can include all the special characters except the forward slash (/) and the backslash (\).

Success Response

—

Resource Group

Resource groups are collections of agents that the CSQ uses to handle incoming calls. To use resource-group-based CSQs, you must specify a resource group.

Data Structure for Resource Group

Attribute Name	Base Type	Restrictions	Descriptions
id	int	None	Unique identifier for the resource group.
name	string	minLength value = 1 maxLength value = 30 Occurences = 1 Resource Group name contains alphanumeric characters, spaces, underscores (_), and hyphens (-) without leading or trailing white spaces.	Name of the resource group as set up in Unified CCX administration.

Get List of Resource Groups

HTTP Method	GET
URI	http://<server>/adminapi/resourceGroup
Example URI	http://uccx-server/adminapi/resourceGroup
Content Type	Application/XML, Application/JSON

HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<resourceGroups>
  <resourceGroup>
    <self>https://uccx-server/adminapi/resourceGroup/4</self>
    <id>4</id>
    <name>Auto_RG</name>
  </resourceGroup>
  <resourceGroup>
    <self>https://uccx-server/adminapi/resourceGroup/7</self>
    <id>7</id>
    <name>rg1</name>
  </resourceGroup>
</resourceGroups>
```

Get Resource Group

HTTP Method	GET
URI	http://<server>/adminapi/resourceGroup/{id}
Example URI	http://uccx-server/adminapi/resourceGroup/22
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 404, 405
Error Codes	HTTP/1.1 404 Not Found

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<resourceGroup>
  <self>https://uccx-server/adminapi/resourceGroup/7</self>
  <id>7</id>
  <name>rg1</name>
</resourceGroup>
```

Create Resource Group

HTTP Method	POST
--------------------	------

URI	http://<server>/adminapi/resourceGroup
Example URI	http://uccx-server/adminapi/resourceGroup
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405
Error Codes	HTTP/1.1 404 Not Found

Success Response

HTTP/1.1 201 Created

Sample Input XML—Create Resource Group (POST)

```
<?xml version="1.0" encoding="UTF-8"?>
<ResourceGroup>
  <self/>
  <name>Group-02</name>
</ResourceGroup>
```

Modify Resource Group

HTTP Method	PUT
URI	http://<server>/adminapi/resourceGroup/{id}
Example URI	http://uccx-server/adminapi/resourceGroup/21
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	HTTP/1.1 400 Bad Request

Success Response

HTTP/1.1 200 OK

Sample Input XML—Modify ResourceGroup (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<ResourceGroup>
  <self>http://uccx-server/adminapi/resourceGroup/</self>
  <id>3</id>
  <name>Group-01</name>
</ResourceGroup>
```

Delete Resource Group

HTTP Method	DELETE
URI	http://<server>/adminapi/resourceGroup/{id}
Example URI	http://uccx-server/adminapi/resourceGroup/21
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	HTTP/1.1 404 Not Found

Success Response

HTTP/1.1 200 OK

Skill

Skills are customer-definable labels that are assigned to agents. All the Unified CCX license packages can route incoming calls to agents who have the necessary skills or sets of skills to handle the call.

Data Structure for Skill

Attribute Name	Base Type	Restrictions	Description
skillId	int	None	Numeric identifier of the skill

Attribute Name	Base Type	Restrictions	Description
skillName	string	minlength = 1 maxlength = 24 occurrences = 1 Skill Name contains alphanumeric characters, special characters, spaces, underscores (_), and hyphens (-) without leading or trailing white spaces.	Name of the skill

Get List of Skills


Note

The maximum number of skills is 150.

HTTP Method	GET
URI	http://<server>/adminapi/skill
Example URI	http://uccx-server/adminapi/skill
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<Skills>
  <Skill>
    <self>https://uccx-server/adminapi/skill/2</self>
    <skillId>2</skillId>
    <skillName>Auto_Sanity_Skill</skillName>
  </Skill>
  <Skill>
    <self>https://uccx-server/adminapi/skill/3</self>
    <skillId>3</skillId>
    <skillName>icd</skillName>
  </Skill>
</Skills>
```

Get Skill

HTTP Method	GET
URI	http://<server>/adminapi/skill/{id}
Example URI	http://uccx-server/adminapi/skill/12
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
<Skill>
  <self>https://uccx-server/adminapi/skill/12</self>
  <skillId>12</skillId>
  <skillName>Auto_Sanity_Skill</skillName>
</Skill>
```

Create Skill

Using this API, you can assign customer-definable label to an agent.

HTTP Method	POST
URI	http://<server>/adminapi/skill
Example URI	http://uccx-server/adminapi/skill
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML—Create Skill (POST)

```
<Skill>
<self href="http://uccx-server/adminapi/skill/1" rel="self" type="skill"/>
<skillId>1</skillId>
<skillName>skill1</skillName>
</Skill>
```

Modify Skill

HTTP Method	PUT
URI	http://<server>/adminapi/skill/{id}
Example URI	http://uccx-server/adminapi/skill/12
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sample Input XML—Modify Skill (PUT)

```
<Skill>
<self href="http://uccx-server/adminapi/skill/1" rel="self" type="skill"/>
<skillId>1</skillId>
<skillName>skillNewName</skillName>
</Skill>
```

Delete Skill

When you delete a skill:

- the skill is removed automatically.
- If the skill is associated with any agents or CSQs, you are directed to another web page where you can see a list of the associated CSQs and agents, and you are prompted to confirm whether you want to delete it or not.

HTTP Method	DELETE
URI	http://<server>/adminapi/skill{skillId}
Example URI	http://uccx-server/adminapi/skill/1
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sip Gateway Configuration

SIP Gateways provide media termination and signal translation between the PSTN and the IP networks using the SIP signaling protocol for voice and video traffic. You can add or modify the SIP Gateway parameters using REST API that enable the Outbound subsystem of the Unified CCX to communicate with the SIP gateway.

Call Progress Analysis is a feature of the SIP gateway which determines whether the reached end point is an answering machine, live voice, fax, or beep tone and so on. The SIP gateway performs call progressive analysis of the call and informs the outcome of the call to the Unified CCX

Data Structure for Sip Gateway Configurations

Attribute Name	Base Type	Restrictions	Description
IpAddressorHostName	string	Regex: (([a-zA-Z0-9][a-zA-Z0-9] [a-zA-Z0-9]{0,61}[a-zA-Z0-9]) (\.[a-zA-Z0-9][a-zA-Z0-9] [a-zA-Z0-9]{0,61}[a-zA-Z0-9]))*)	IP Address or hostname of the SIP Gateway. Note The IP address validation for the valid range and the host name validation for the existence of at least one alphabetic character is done using Java code.

Attribute Name	Base Type	Restrictions	Description
GatewayPort	int	minOccurs = 1 maxOccurs = 1 nillable = false minInclusive = 1 maxInclusive = 65535	SIP port used by the gateway to communicate with Unified CCX.
LocalCCXPort	int	minOccurs = 1 maxOccurs = 1 nillable = false minInclusive = 1025 maxInclusive = 32767 minInclusive = 61001 maxInclusive = 65535	Port number used on the Unified CCX server to communicate with the gateway.
transportProtocol	string	default = UDP	Protocol required to send SIP messages.
CpaAnalysisPeriod	int	minOccurs = 1 maxOccurs = 1 nillable = false minInclusive = 1000 maxInclusive = 10000	CPA analysis period.
CpaMinSilencePeriod	int	minOccurs = 1 maxOccurs = 1 nillable = false minInclusive = 100 maxInclusive = 1000	Minimum silence period.
CpaMaxTimeAnalysis	int	minOccurs = 1 maxOccurs = 1 nillable = false minInclusive = 1000 maxInclusive = 10000	Maximum time analysis period.

Attribute Name	Base Type	Restrictions	Description
CpaMinValidSpeechTime	int	minOccurs = 1 maxOccurs = 1 nillable = false minInclusive = 50 maxInclusive = 500	Minimum valid speech time.
CpaMaxTermToneAnalysis	int	minOccurs = 1 maxOccurs = 1 nillable = false minInclusive = 1000 maxInclusive = 60000	Maximum term tone analysis period.

Get List of Sip Gateway Configurations

HTTP Method	GET
URI	http://<server>/adminapi/obsipgatewayconfiguration
Example URI	http://uccx-server/adminapi/obsipgatewayconfiguration
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<obSipGatewayConfiguration>
  <IpAddressorHostName>uccx-server</IpAddressorHostName>
  <GatewayPort>1024</GatewayPort>
  <LocalCCXPort>5678</LocalCCXPort>
  <transportProtocol>UDP</transportProtocol>
  <CpaMinSilencePeriod>1000</CpaMinSilencePeriod>
  <CpaAnalysisPeriod>2010</CpaAnalysisPeriod>
  <CpaMaxTimeAnalysis>3000</CpaMaxTimeAnalysis>
  <CpaMinValidSpeechTime>112</CpaMinValidSpeechTime>
  <CpaMaxTermToneAnalysis>15000</CpaMaxTermToneAnalysis>
</obSipGatewayConfiguration>
```

Update SIP Gateway Configurations

HTTP Method	PUT
URI	http://<server>/adminapi/obsipgatewayconfiguration
Example URI	http://uccx-server/adminapi/obsipgatewayconfiguration
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Sample Input XML — Modify SIP Gateway Configuration (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<obSipGatewayConfiguration>
  <IpAddressorHostName>uccx-server</IpAddressorHostName>
  <GatewayPort>1024</GatewayPort>
  <LocalCCXPort>5678</LocalCCXPort>
  <transportProtocol>UDP</transportProtocol>
  <CpaMinSilencePeriod>1000</CpaMinSilencePeriod>
  <CpaAnalysisPeriod>2010</CpaAnalysisPeriod>
  <CpaMaxTimeAnalysis>3000</CpaMaxTimeAnalysis>
  <CpaMinValidSpeechTime>112</CpaMinValidSpeechTime>
  <CpaMaxTermToneAnalysis>15000</CpaMaxTermToneAnalysis>
</obSipGatewayConfiguration>
```

Standalone Cisco Unified Intelligence Center

Unified CCX 11.0(1) provides support for a standalone Cisco Unified Intelligence Center system in addition to the on-box Cisco Unified Intelligence Center.

A standalone Unified Intelligence Center can be installed with standard, enhanced and premium licenses. The version of the standalone Cisco Unified Intelligence Center should be the same as the Cisco Unified Intelligence Center that is embedded in Unified CCX. The standalone Cisco Unified Intelligence Center supports multiple data source including Unified CCX.

Data Structure for Standalone CUIC

Attribute Name	Base Type	Restrictions	Description
FQDN	string	Regex : [A-Za-z0-9]([A-Z0-9a-z_-\.])+[a-z]{2} minLength = 1 maxLength = 255	Fully Qualified Domain Name of the standalone CUIC server.
Datasource Name	string	minLength = 1	Datasource name to which the CUIC server is pointing.
Username	string	minLength = 1	Username of the CUIC server.
Password	string	minLength = 1	Password of the CUIC server.

Configuration of Standalone CUIC

HTTP Method	URI	Example URI	Description
GET	http://<server>/adminapi/standalonecuicconfiguration	http://uccx-server/adminapi/standalonecuicconfiguration	Get details of the CUIC Server.
PUT	http://<server>/adminapi/standalonecuicconfiguration	http://uccx-server/adminapi/standalonecuicconfiguration	Create or modify the CUIC Server Information.

Sample Input XML - Modify CUIC Configuration (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<standaloneCuicConfiguration xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="standaloneCuicConfiguration.xsd">
  <fqdn>host.cisco.com</fqdn>
  <datasourceName>ucce realtime</datasourceName>
  <userName>userName</userName>
  <password>password</password>
</standaloneCuicConfiguration>
```

Team

A team is a group of agents who report to the same supervisor. A team can have one primary supervisor and optional secondary supervisors. A supervisor can also monitor CSQs that are assigned to the team that is being supervised.

Data Structure for Team

Attribute Name	Base Type	Restrictions	Description
teamName	string	minOccurs = 1 maxOccurs = 1 nillable = false minLength value = 1 maxLength value = 49 Team name contains alphanumeric characters, special characters, spaces, underscores (_), and hyphens (-) without leading or trailing white spaces.	Name of the team
primarySupervisor	nameUriPair	minOccurs = 0 maxOccurs = 1 nillable = false	Name of the primary supervisor of the team
secondarySupervisors	nameUriPair	minOccurs = 0 maxOccurs = 1 nillable = false	Name of the secondary supervisor of the team
resources	nameUriPair	minOccurs = 0 maxOccurs = 1 nillable = false	Name of the resource
csqs	nameUriPair	minOccurs = 0 maxOccurs = 1 nillable = false	Name of the CSQ

Get List of Teams

HTTP Method	GET
-------------	-----

URI	http://<server>/adminapi/team
Example URI	http://uccx-server/adminapi/team
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	HTTP/1.1 404 Not Found

Success Response

—

Get Team

HTTP Method	POST
URI	http://<server>/adminapi/team/{id}
Example URI	http://uccx-server/adminapi/team/12
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405
Error Codes	HTTP/1.1 404 Not Found

Success Response

—

Create Team

HTTP Method	POST
URI	http://<server>/adminapi/team
Example URI	http://uccx-server/adminapi/team

Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

HTTP/1.1 201 Created

Sample Input XML—Create Team (PUT)

```
<?xml version="1.0" encoding="UTF-8"?>
<team xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="team.xsd">
  <self>URL</self>
  <teamId>27</teamId>
  <teamname>TeamTest12</teamname>
  <primarySupervisor name="atagent2">
    <refURL>URL</refURL>
  </primarySupervisor>
  <secondarySupervisors>
    <secondarySupervisor name="atagent1">
      <refURL>URL</refURL>
    </secondarySupervisor>
  </secondarySupervisors>
  <resources>
    <resource name="atagent1">
      <refURL>URL</refURL>
    </resource>
  </resources>
  <csqs>
    <csq name="Q1">
      <refURL>URL</refURL>
    </csq>
  </csqs>
</team>
```

Modify Team

HTTP Method	PUT
URI	http://<server>/adminapi/team/{id}
Example URI	http://uccx-server/adminapi/team/12
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405

Error Codes	—
--------------------	---

Success Response

—

Delete Team

HTTP Method	DELETE
URI	http://<server>/adminapi/team/{id}
Example URI	http://uccx-server/adminapi/team/12
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 405
Error Codes	—

Success Response

—

Trigger

You must configure Unified CM Telephony triggers to invoke application scripts in response to incoming contacts. A Unified CM Telephony trigger responds to calls that arrive on a specific route point by selecting telephony and media resources to serve the call and invoking an application script to handle the call.

Trigger Data Structure

Attribute Name	Base Type	Restrictions	Description
directoryNumber	directoryNumber	minOccurs = 1 maxOccurs = 1	A unique phone number.
locale	RestrictedString	minOccurs = 0 maxOccurs = 1	Defines the locale.

Attribute Name	Base Type	Restrictions	Description
application	nameUriPair	minOccurs = 1 maxOccurs = 1	Application name used to associate with the trigger.
deviceName	deviceName	minOccurs = 1 maxOccurs = 1	A unique identifier for the device.
description	description	minOccurs = 1 maxOccurs = 1	A descriptive name for the CTI route point.
callControlGroup	nameUriPair	minOccurs = 1 maxOccurs = 1	The call control group used to associate with the trigger.
triggerEnabled	boolean	minOccurs = 1 maxOccurs = 1 default = true	Used to enable or disable the trigger.
maxNumOfSessions	baseIdInt	minOccurs = 0 maxOccurs = 1	The maximum number of simultaneous calls that this trigger can handle.
idleTimeout	baseIdInt	minOccurs = 0 maxOccurs = 1 default = "5000"	The number of milliseconds (ms) the system should wait before rejecting the Unified CM Telephony request for this trigger .
overrideMediaTermination	overrideMediaTermination	minOccurs = 0 maxOccurs = 1	Used to enable or disable the media termination.
alertingNameAscii	CCMAAlertingNameASCII	minOccurs = 0 maxOccurs = 1 default = ""	Displays the ASCII name alerts for the following scenarios: <ul style="list-style-type: none"> • if the device is not capable of handling the Unicode strings • if the locale on endpoint devices do not match • if the Unicode string is not specified
devicePool	CCMCommonObjectName	minOccurs = 0 maxOccurs = 1 default = "default"	The device pool to which you want to assign the route point.

Attribute Name	Base Type	Restrictions	Description
location	CCMCommonObjectName	minOccurs = 0 maxOccurs = 1 default = "Hub_none"	The total bandwidth that is available for calls to/from a location.
partition	CCMPartitionName	minOccurs = 0 maxOccurs = 1 default = none	The partition to which the Directory Number belongs.
voiceMailProfile	cucmString	minOccurs = 0 maxOccurs = 1	A list of profiles defined in the Voice Mail Profile Configuration.
callingSearchSpace	CCMCommonObjectName	minOccurs = 0 maxOccurs = 1	A collection of partitions that are searched for numbers that are called from the directory number.
callingSearchSpaceForRedirect	enum	minOccurs = 0 maxOccurs = 1 default = "default" enum values = default, calling.party, redirecting.party	<p>A collection of partitions that are searched to determine how a redirected call is routed.</p> <p>Redirect Calling Search Space options:</p> <ul style="list-style-type: none"> • DN Calling Search Space—Enables the CTI Port to use its directory number CSS when performing a redirect / consult transfer. • Calling Party—Enables the CTI Port to use the calling party's CSS when performing a redirect / consult transfer. • Redirect Party—Enables the CTI Port to use the CTI Route Point's CSS when performing a redirect / consult transfer.

Attribute Name	Base Type	Restrictions	Description
presenceGroup	CCMCommonObjectName	minOccurs = 0 maxOccurs = 1 default = "Standard Presence group"	A list of groups to integrate the device with the <i>iPass</i> server.
forwardBusy	forwardBusy	minOccurs = 0 maxOccurs = 1	Used to configure call forward and pickup settings.

Simple Data Structure and Elements Used in Trigger

Attribute Name	Base Type	Restrictions	Description
directoryNumber	string	minLength = 0 maxLength = 50 To support E.164 compliance, Unified CCX allows to add "+" preceding to an agent extension or a route point directory number. Including "+", the directory number includes numeric characters and the following special characters: X # [] - *	A unique phone number.
deviceName	string	minLength = 1 maxLength = 15 Description type cannot contain special characters <, >, ?, %, (,), \, /, +, ', " and cannot have a leading or trailing spaces.	A unique identifier for this device.
description	string	minLength = 1 maxLength = 50 Description type cannot contain special characters ", \, &, <, >, ,, / and cannot have a leading space.	A descriptive name for the CTI route point.

Attribute Name	Base Type	Restrictions	Description
cucmString	string	minLength = 1 maxLength = 50 Can contain numbers from 0-9, characters a-z, A-Z, .-_ and empty spaces.	Unicode string representing route point information.
display	string	minOccurs = 1 maxOccurs = 30 default = "" Can contain a maximum of 30 alphanumeric characters except \, ", %, <, >, [, & , { and }.	Used to display the user name or the directory number.
externalPhoneMaskNumber	string	minOccurs = 0 maxOccurs = 1 maxLength = 24 All numeric character 0-9 and character #, +, and X are allowed.	externalPhoneMaskNumber
overrideMediaTermination	sequence	minOccurs = 0 maxOccurs = unbounded	Used to enable or disable the media termination.
CCMAAlertingNameASCII	string	minLength = 0 maxLength = 30 All characters are allowed except double quotation marks ("), brackets (<,>), ampersand (&), and percent (%). Do not use the following keywords that are reserved in Unified Communications Manager: Conference, Park Number, Barge, CBarge, Monitor, and Record.	Displays the ASCII name alerts for the following scenarios: <ul style="list-style-type: none"> • The device is not capable of handling the Unicode strings. • The locales on endpoint devices do not match. • The Unicode string is not specified.

Complex Data Structure Defined for forwardBusy

Attribute Name	Base Type	Restrictions	Description
forwardBusyVoiceMail	boolean	default = false minOccurs = 0 maxOccurs = 1	Used to enable or disable settings in the Destination box and Calling Search Space.
forwardBusyDestination	directoryNumber	minOccurs = 0 maxOccurs = 1	Used to set a phone number, including an outside destination.
forwardBusyCallingSearchSpace	string	default = none minOccurs = 1 maxOccurs = 1	Used to apply the call forward setting on all devices that are using the same directory number.

Create a New Trigger

HTTP Method	POST
URI	http://<server>/adminapi/trigger
Example URI	http://uccx-server/adminapi/trigger
Content Type	Application/XML, Application/JSON
HTTP Success Code	201
HTTP Failure Codes	400, 401, 405, 409
Error Codes	—

Success Response

Retrieves the unique URI pointing to the trigger.

Sample Input XML—Create a New Trigger with Default Parameters (POST)

```
<?xml version="1.0" encoding="UTF-8"?>
<trigger>
  <self rel="self" href=http://uccx-server/adminapi/trigger/3000" type="trigger"/>
  <directoryNumber>3000</directoryNumber>
  <locale>en_AU</locale>
  <application name="Auto_OB_Application">
    <refURL>http://uccx-server/adminapi/application/Auto_OB_Application</refURL>
  </application>
</trigger>
```

```

</application>
<deviceName>abcd</deviceName>
<description>abcd</description>
<callControlGroup name="2">
  <refURL>http://uccx-server/adminapi/callControlGroup/2</refURL>
</callControlGroup>
<triggerEnabled>true</triggerEnabled>
<maxNumOfSessions>20</maxNumOfSessions>
<idleTimeout>5000</idleTimeout>
<overrideMediaTermination>
  <dialogGroup name="0">
    <refURL>http://uccx-server/adminapi/dialogGroup/0</refURL>
  </dialogGroup>
</overrideMediaTermination>
<alertingNameAscii></alertingNameAscii>
<devicePool>Default</devicePool>
<location>Hub_None</location>
<partition>None</partition>
<voiceMailProfile>None</voiceMailProfile>
<callingSearchSpace>None</callingSearchSpace>
<callingSearchSpaceForRedirect>default</callingSearchSpaceForRedirect>
<presenceGroup>Standard Presence group</presenceGroup>
<forwardBusy>
  <forwardBusyVoiceMail>false</forwardBusyVoiceMail>
  <forwardBusyDestination>
    </forwardBusyDestination>
  <forwardBusyCallingSearchSpace>None</forwardBusyCallingSearchSpace>
</forwardBusy>
<display></display>
<externalPhoneMaskNumber></externalPhoneMaskNumber>
</trigger>

```

Get a Trigger by Directory Number

HTTP Method	GET
URI	http://<server>/adminapi/trigger/<trigger number>
Example URI	http://uccx-server/adminapi/trigger/876
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 403, 404, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Get list of triggers

HTTP Method	GET
--------------------	-----

URI	http://<server>/adminapi/trigger
Example URI	http://uccx-server/adminapi/trigger
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 403, 404, 405
Error Codes	—

Success Response

HTTP/1.1 200 OK

Modify a Trigger by ID

HTTP Method	PUT
URI	http://<server>/adminapi/trigger/<trigger id>
Example URI	http://uccx-server/adminapi/trigger/876
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	400, 404
Error Codes	—

Success Response

HTTP/1.1 200 OK

Delete a Trigger by ID

HTTP Method	DELETE
URI	http://<server>/adminapi/trigger/<trigger id>
Example URI	http://uccx-server/adminapi/trigger/876

Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	400, 404
Error Codes	—

Success Response

HTTP/1.1 200 OK

TTS Provider

TTS Provider provides the information about the text to speech service provider.

Data Structure for TTS Provider

Attribute Name	Base Type	Restrictions	Description
ttsProviderName	string	Regex: [A-Za-z0-9.-_s]+	Name of the TTS provider.
noOflicenses	int	minOccurs = 0 maxOccurs = 1 nillable = false	The number of TTS licenses.

Get list of TTS Providers

HTTP Method	GET
URI	http://<server>/adminapi/ttsProvider
Example URI	http://uccx-server:8080/adminapi/ttsProvider
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 402, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ttsProviders>
  <ttsProvider>
    <ttsProviderId>47</ttsProviderId>
    <ttsProviderName>Scansoft Realspeak 4.0</ttsProviderName>
    <noOfLicenses>0</noOfLicenses>
  </ttsProvider>
  <ttsProvider>
    <ttsProviderId>51</ttsProviderId>
    <ttsProviderName>Nuance Vocalizer 4.0</ttsProviderName>
    <noOfLicenses>0</noOfLicenses>
  </ttsProvider>
</ttsProviders>
```

Get a TTS Provider

HTTP Method	GET
URI	http://<server>/adminapi/ttsProvider/ttsProviderName
Example URI	http://uccx-server:8080/adminapi/ttsProvider/Scansoft Realspeak 4.0
Content Type	Application/XML
HTTP Success Code	200
HTTP Failure Codes	401, 402, 404, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<ttsProvider>
  <ttsProviderId>44</ttsProviderId>
  <ttsProviderName>Scansoft Realspeak 4.0</ttsProviderName>
  <noOfLicenses>0</noOfLicenses>
</ttsProvider>
```

Create TTS Provider

HTTP Method	POST
URI	http://<server>/adminapi/ttsProvider

Example URI	http://uccx-server:8080/adminapi/ttsProvider
Content Type	Application/XML
HTTP Success Code	200, 201
HTTP Failure Codes	401, 402, 405
Error Codes	—

Success Response

```
http://uccx-server/adminapi/ttsProvider/Nuance%20Vocalizer%204%2E0
```

Sample Input XML

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ttsProvider>
  <ttsProviderName>Scansoft Realspeak 4.0</ttsProviderName>
</ttsProvider>
```

Modify TTS Provider

HTTP Method	PUT
URI	http://<server>/adminapi/ttsProvider/ttsProviderName
Example URI	http://uccx-server:8080/adminapi/ttsProvider/Scansoft Realspeak 4.0
Content Type	Application/XML
HTTP Success Code	200, 201
HTTP Failure Codes	401, 402, 404, 405
Error Codes	—

Sample Input XML

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ttsProvider>
  <ttsProviderName>Scansoft Realspeak 4.0</ttsProviderName>
  <noOfLicenses>50</noOfLicenses>
</ttsProvider>
```

Delete TTS Provider

HTTP Method	DELETE
URI	http://<server>/adminapi/ttsProvider/ttsProviderName
Example URI	http://uccx-server:8080/adminapi/ttsProvider/Scansoft Realspeak 4.0
Content Type	Application/XML
HTTP Success Code	200
HTTP Failure Codes	401, 402, 404, 405
Error Codes	—

TTS Server

TTS Server provides the information about the text to speech server.

Data Structure for TTS Server

Attribute Name	Base Type	Restrictions	Description
ttsServerName	string	Regex: [A-Za-z0-9_-]+\d{1,3}\d{1,3}\d{1,3}\d{1,3}	IP Address or hostname of the TTS server.
providerName	providerType	Regex: [A-Za-z0-9.-_\s]+	Name of the TTS provider.
portNumber	int	minInclusive = 0 maxInclusive = 65535	Port number used for the TTS.
locales	localeType	minOccurs = 1 maxOccurs = unbounded nillable = false	The type of locale used for the TTS.
language	string	minOccurs = 1 maxOccurs = 1 nillable = false	The type of language used for the TTS.

Attribute Name	Base Type	Restrictions	Description
gender	enumeration	minOccurs = 1 maxOccurs = 1 nillable = false Enumeration: (Male, Female and Neutral)	The type of gender used for the TTS.
defaultGender	enumeration	minOccurs = 1 maxOccurs = 1 nillable = false Enumeration: (Male, Female and Neutral)	The default gender used for the TTS.

Get list of TTS Servers

HTTP Method	GET
URI	http://<server>/adminapi/ttsServer
Example URI	http://uccx-server:8080/adminapi/ttsServer
Content Type	Application/XML, Application/JSON
HTTP Success Code	200
HTTP Failure Codes	401, 402, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ttsServers>
  <ttsServer>
    <ttsServerId>48</ttsServerId>
    <ttsServerName>localhost</ttsServerName>
    <providerName>Scansoft Realspeak 4.0</providerName>
    <portNumber>4900</portNumber>
    <locales>
      <language>en_US</language>
      <gender>Female</gender>
      <defGender>Female</defGender>
    </locales>
  </ttsServer>
  <ttsServer>
    <ttsServerId>49</ttsServerId>
    <ttsServerName>localhost2</ttsServerName>
    <providerName>Scansoft Realspeak 4.0</providerName>
    <portNumber>4900</portNumber>
    <locales>
      <language>en_US</language>
      <gender>Female</gender>
      <defGender>Female</defGender>
    </locales>
  </ttsServer>
</ttsServers>
```

Get a TTS Server

HTTP Method	GET
URI	http://<server>/adminapi/ttsServer/ttsProviderName
Example URI	http://uccx-server:8080/adminapi/ttsServer/localhost
Content Type	Application/XML
HTTP Success Code	200
HTTP Failure Codes	401, 402, 404, 405
Error Codes	—

Success Response

```
<?xml version="1.0" encoding="UTF-8"?>
<ttsServer>
  <ttsServerId>48</ttsServerId>
  <ttsServerName>localhost</ttsServerName>
  <providerName>Scansoft Realspeak 4.0</providerName>
  <portNumber>4900</portNumber>
  <locales>
    <language>en_US</language>
    <gender>Female</gender>
    <defGender>Female</defGender>
  </locales>
</ttsServer>
```

Create TTS Server

HTTP Method	POST
URI	http://<server>/adminapi/ttsServer
Example URI	http://uccx-server:8080/adminapi/ttsServer
Content Type	Application/XML
HTTP Success Code	200, 201
HTTP Failure Codes	401, 402, 405
Error Codes	—

Success Response

```
http://uccx-server/adminapi/ttsServer/localhost
```

Sample Input XML

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ttsServer>
  <ttsServerName>localhost</ttsServerName>
  <providerName>Scansoft Realspeak 4.0</providerName>
  <portNumber>4900</portNumber>
  <locales>
    <language>en_US</language>
    <gender>Male</gender>
    <defGender>Female</defGender>
  </locales>
</ttsServer>
```

Modify TTS Server

HTTP Method	PUT
URI	http://<server>/adminapi/ttsServer/localhost
Example URI	http://uccx-server:8080/adminapi/ttsServer/localhost
Content Type	Application/XML
HTTP Success Code	200, 201
HTTP Failure Codes	401, 402, 404, 405
Error Codes	—

Sample Input XML

```
<?xml version="1.0" encoding="UTF-8"?>
<ttsServer>
  <ttsServerName>localhost</ttsServerName>
  <providerName>Scansoft Realspeak 4.0</providerName>
  <portNumber>4900</portNumber>
  <locales>
    <language>en_US</language>
    <gender>Female</gender>
    <defGender>Female</defGender>
  </locales>
  <locales>
    <language>en_SZ</language>
    <gender>Male</gender>
    <defGender>Male</defGender>
  </locales>
</ttsServer>
```

Delete TTS Server

HTTP Method	DELETE
URI	http://<server>/adminapi/ttsServer/localhost
Example URI	http://uccx-server:8080/adminapi/ttsServer/localhost
Content Type	Application/XML
HTTP Success Code	200
HTTP Failure Codes	401, 402, 404, 405
Error Codes	—



APPENDIX

A

Cisco Finesse Desktop and Configuration APIs

The Cisco Web Services Developer Guide includes the Cisco Finesse desktop and configuration APIs, a list of API parameters, errors, and information about gadget development.

This guide is available on the Finesse page of the Cisco Developer Network (requires sign-in with a cisco.com user ID and password) and located at <http://developer.cisco.com/web/finesse/docs>.



Cisco SocialMiner APIs

The Cisco SocialMiner Developers Guide includes the SocialMiner APIs.

This guide is available on the SocialMiner page of the Cisco Developer Network (requires sign-in with a cisco.com user ID and password) and located at <https://developer.cisco.com/site/collaboration/contact-center/socialminer/overview/>.

