VERINT
engage 24
THE CX AUTOMATION
CONFERENCE

API Master Class
Knowing Your Verint Options

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https://VerintInc.Webex.com/Meet/Engage

The MAGIC of
CX AUTOMATION

Session Goals

- Relevant Verint Offerings

- Most common Verint WFE APIs

- Documentation and Finding Answers

- Hands-On Experience

- Engagement Data Hub and the Data Lake Extraction APIs

- Answer Questions

Agenda

1. Cloud Marketplace

2. Verint Integration Studio

3. WFE API Introduction

4. Where to Get Help

5. Developer Portal

6. Authentication In Depth

7. Best Practices

8. Troubleshooting

9. Engagement Data Hub

Logistics

- Breaks

  2 x 15 mins

- Wireless

  SSID: VerintEngage

  PW: Engage24

- Chat

  https://VerintInc.Webex.com/Meet/Engage

Schedule

Start	End	Topic
9:00	9:15	Logistics
9:15	10:00	Products and API Introduction
10:00	10:15	** Break **
10:15	11:00	API Documentation and Hands-On Exercises
11:00	11:15	** Break **
11:15	11:30	API Wrap-Up
11:30	12:00	EDH Discussion

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Verint Cloud Marketplace Adapters

Cloud Marketplace Adapters

- Cloud Recorder Ingestion Tool for Audio

  https://connect.verint.com/marketplace/mp/listings/edm-audio-ingestion-from-predefined-formats

- Cloud Recorder Ingestion Tool for Chat and Email

  https://connect.verint.com/marketplace/mp/listings/edm-text-ingestion-from-predefined-formats

- Salesforce (Chat and Email)

  https://connect.verint.com/marketplace/mp/listings/verint-salesforce-text-interaction-adapter

- LivePerson Interaction Capture Adapter

  https://connect.verint.com/marketplace/mp/listings/verint-liveperson-text-interaction-adapter

- Twilio Text Ingestion Adapter (Chat, WhatsApp, SMS, or Facebook)

  https://connect.verint.com/marketplace/mp/listings/twilio-text-ingestion-adapter

- Genesys Cloud CX to 15.2 Multimedia Ingestion Adapter

  https://connect.verint.com/marketplace/mp/listings/twilio-text-ingestion-adapter

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Verint Integration Studio

Development Environment
Low Code / Pro-Code For Integration Development
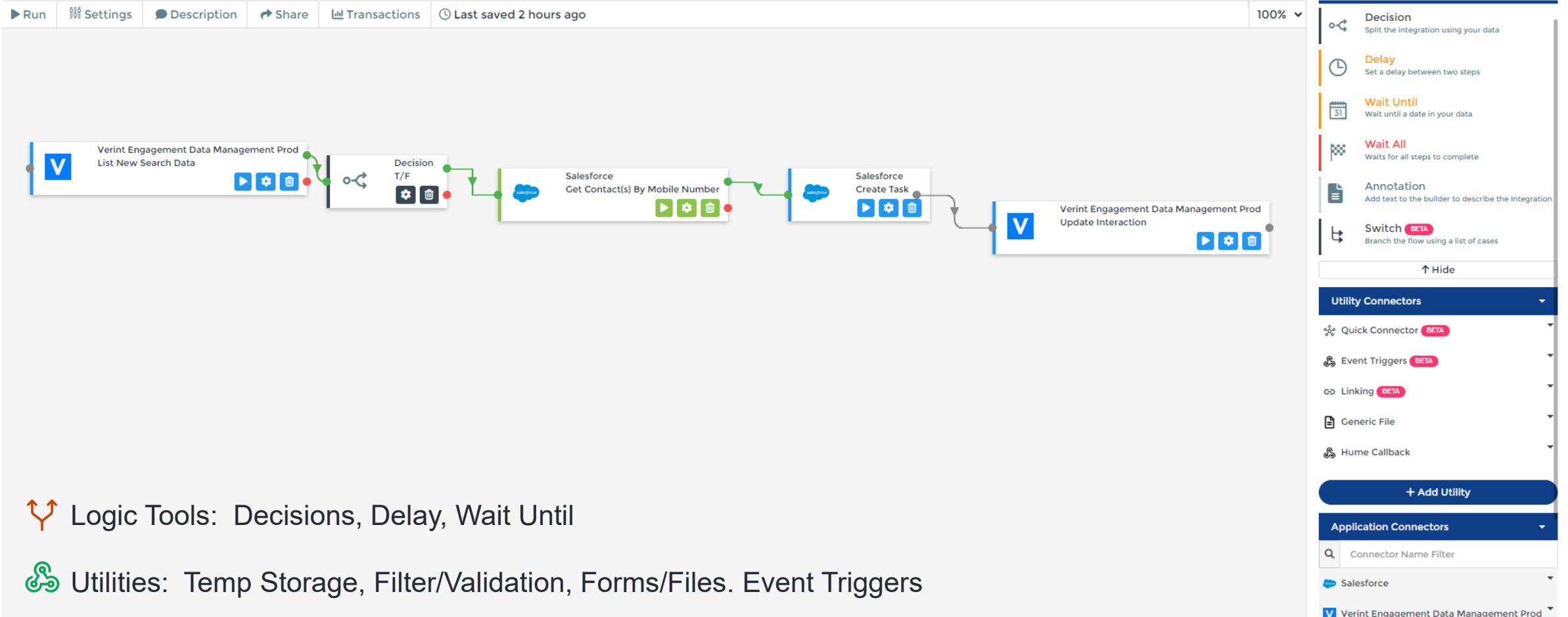
 Logic Tools: Decisions, Delay, Wait Until

 Utilities: Temp Storage, Filter/Validation, Forms/Files. Event Triggers

Application Connectors

The Building Blocks of Integrations

3

Verint WFE
API
Introduction

WFE APIs

- HTTP Based

    GET, POST, PUT, PATCH, DELETE, HEAD and others

    Host = FQDN of the NLB for your Application Servers OR the given Hydra Host

- SOAP

- REST

SOAP APIs

Simple Object Access Protocol

- Evaluations API

- Real-Time API

- Recorder Watermarking

Caution 1

SOAP APIs may be deprecated soon

Caution 2

SOAP Based APIs may not work in the Verint Cloud

RESTful API

REpresentational State Transfer

Characteristics

Authentication Overview

- Types
  1. User Token
  2. API Token
  3. OAuth2
- Considerations

Postman Get All Employees

Demonstration

API Key Creation

Demonstration

Exercise

EM -> System Management -> License Management -> API Keys

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Where to Get Help

Developer Portal Tour
https://connect.verint.com/developers/

PDF Guides

- WFO V15.2 SDK Programmers Guide

- WFO V15.2 SDK Overview

Other Help Sources

- Self Service - Developer Portal Discussions

- Verint Professional Services API Consulting

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Developer Portal

Engagement Data Management API

- ## Interaction Workspace

  - Engagement Data Management -> Guides Tab -> Engagement Export APIs -> Interaction Workspace
    - https://connect.verint.com/developers/edm/w/guides/11627/overview

- ## Interaction Search

  - Engagement Data Management -> Guides Tab -> Engagement Export APIs -> Interaction Search
    - https://connect.verint.com/developers/edm/w/guides/4945/interaction-search
  - Engagement Data Management -> Guides Tab -> Engagement Export APIs -> Interaction Search -> Request parameters -> Requested columns
    - https://connect.verint.com/developers/edm/w/guides/27170/requested-columns

- ## Interaction Data Update

  - Engagement Data Management -> Guides Tab -> Engagement Enrichment APIs -> Interaction Data Update -> Overview

    https://connect.verint.com/developers/edm/w/guides/11604/overview

- ## Interaction Data Download

  - Engagement Data Management -> Guides Tab -> Engagement Export APIs -> Interaction Data Download
    - https://connect.verint.com/developers/edm/w/guides/11610/overview
  - For Large volumes, use Interaction Data Export
  - Engagement Data Management -> Guides Tab -> Engagement Export APIs -> Interaction Data Export

Engagement Data Management API

- Speech Transcription Export

  - Engagement Data Management -> Guides Tab -> Engagement Export APIs -> Speech Transcription Export
    - https://connect.verint.com/developers/edm/w/guides/24835/overview

- Audio, Video and Screen Ingestion

  - Engagement Data Management -> Guides Tab -> Engagement Ingestion APIs -> Multimedia Ingestion -> Overview
    - https://connect.verint.com/developers/edm/w/guides/14250/overview
  - Acceptable Codecs and Formats - Engagement Data Management -> Guides Tab -> Engagement Ingestion APIs -> Multimedia Ingestion -> General Information
    - https://connect.verint.com/developers/edm/w/guides/16079/general-information

- Text Ingestion

  - Engagement Data Management -> Guides Tab -> Engagement Ingestion APIs -> Text IngestionV2
    - https://connect.verint.com/developers/edm/w/guides/29102/overview

Engagement Data Management API

- ## Employee Management

- Engagement Data Management -> API Reference Tab -> Employee Management
  - https://connect.verint.com/developers/edm/w/api-reference/34082/employee-management

- ## Case Management

- Engagement Data Management -> Guides Tab -> Engagement Compliance APIs -> Interaction Case Management -> Overview
  - https://connect.verint.com/developers/edm/w/guides/24253/overview

- ## Interaction Capture Control (fka RIS API)

- Engagement Data Management -> Guides Tab -> Engagement Capture Module APIs -> Interaction Capture Control -> Use cases -> IContactManagement use cases
  - https://connect.verint.com/developers/edm/w/guides/26787/real-time-media-controls

- ## Capture Notifications and Desktop Capture Service API

- Engagement Data Management -> Guides Tab -> Engagement Capture Module APIs -> Capture Notifications
  - https://connect.verint.com/developers/edm/w/guides/39798/overview-engagement-capture-notifications
- Engagement Data Management -> Guides Tab -> Engagement Capture Module APIs -> Capture Notifications -> Desktop Capture Service
  - https://connect.verint.com/developers/edm/w/guides/27152/overview

Workforce Management API

- ## Schedules API

  - Workforce Management -> Guides Tab -> WFM Schedules
    - https://connect.verint.com/developers/wfment/w/api-reference/5123/schedules#_get_v1schedules

- ## Adherence

  - Workforce Management -> Guides Tab -> Adherence
    - https://connect.verint.com/developers/wfment/w/guides/39221/overview

- ## Export Time Off Requests

  - Workforce Management -> Guides Tab -> Export Time Off Requests
    - https://connect.verint.com/developers/wfment/w/guides/23591/overview

Performance Management API

- ## Goals API

- Performance Management -> Guides Tab -> Goals API
  - https://connect.verint.com/developers/pmprpg/w/guides/14248/overview

- ## Manage Generic APIs

- Performance Management -> Guides Tab -> Manage Generic KPIs
  - https://connect.verint.com/developers/pmprpg/w/guides/14248/overview

- ## Manage Generic Source Measures

- Performance Management -> Guides Tab -> Manage Generic Source Measures
  - https://connect.verint.com/developers/pmprpg/w/guides/14249/overview

- ## Retrieve Employee KPIs

- Performance Management -> Guides Tab -> Retrieve Employee KPIs
  - https://connect.verint.com/developers/pmprpg/w/guides/14249/overview

Verint Da Vinci API

- Speech Transcription
  - ○ Verint Da Vinci -> Guides Tab -> Verint Da Vinci Speech Transcription

Engagement Data Hub

- Engagement Data Hub

- Data Catalog

- Data Lake Extraction API

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Authentication In Depth

Postman Pre-Request Script

C# Sample

Authentication References

- Developer Portal Reference

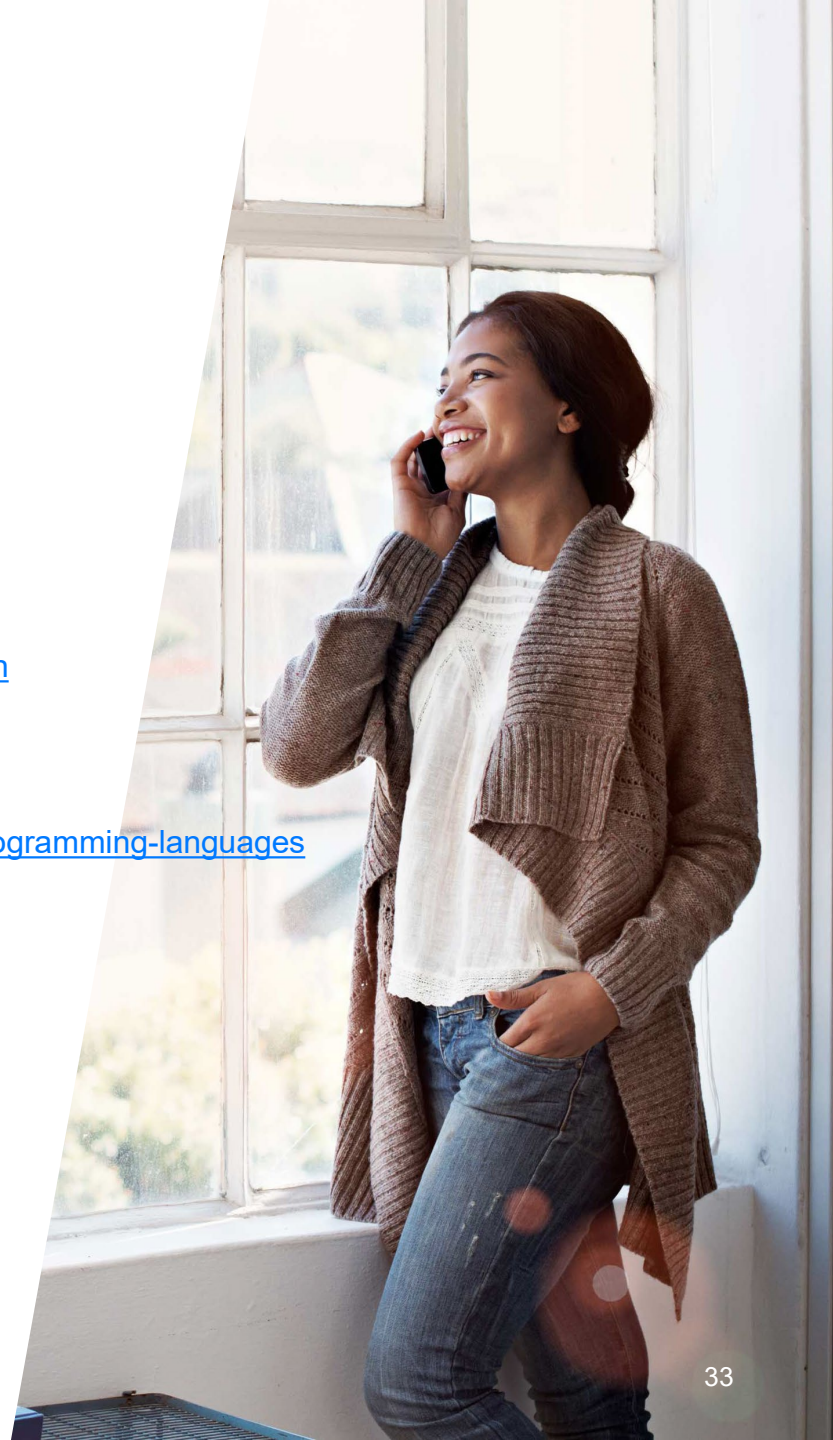 https://connect.verint.com/developers/edm/w/started/12609/authentication

- Postman API Token Authentication

  https://connect.verint.com/developers/edm/w/started/12610/using-postman-with-api-token-authentication

- Other Languages

  https://connect.verint.com/developers/edm/f/discussions/28332/authenticating-with-verint-in-different-programming-languages

Authentication Comparison

Authentication Type	Environment	Scope	Credentials Passed To Verint	Credentials Expiration	VCS Credentials Revocation	Access/Bearer Token duration
User Auth	Premise and Cloud	Default deny. Limited to assigned user profile privileges and scoping.	Username & Password from DBRealm (Verint local)	Defined by DBRealm (Verint local) global user policy – 90 days for Verint Cloud	Verint portal disable account (set end date) or change password	Honors session expiration set in EM. Token expiration is automatically reset each time it is used before expiration.
API Key	Premise and Cloud	Unrestricted	Verint API Key ID & Hash	No Expiration	Newer versions can disable, though Verint portal requires Verint support ticket.	The API Hash included the time and URL command, the token can only be used for the exact same URL for 5 minutes then the time offset is outside limits and the API call fails. In practice the API Key hash is generated for each API call with it's own token.
OAuth 2.0 (EDH & Hydra APIs)	Cloud	Unrestricted	Tenant-id, Client-id, Client-secret	2 Years from date generated	Not provisioned in Verint portal – requires Verint support ticket.	3599 seconds

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Best Practices

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Troubleshooting

Postman Get All Employees

Exercise

Interaction Search

Exercise

Exercises and Self Study

1. List All Orgs
2. List All Agents in an Org
3. Obtain UDFs for a specific Employee
4. Post Call Tagging

Extras

https://github.com/Verint-Engage-API-Masterclass

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Review

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Thank you!

Leave a Review

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Leave a review of a Verint® solution

and fuel future innovations!