

# Extract XML Data with the Extract XML Document Data Step

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## Introduction

This document describes how to define a variable name in the XML path to extract XML data with the **Extract XML Document Data** step in an IP Contact Center (IPCC) Express environment.

## Prerequisites

### Requirements

Readers of this document should have knowledge of these topics:

- Cisco Customer Response Solutions (CRS)
- Cisco CRS Editor

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco CRS version 3.x and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

## Background

Use the **Extract XML Document Data** step after the **Create XML Document** step to find data from a document formatted with XML. Figure 1 represents the step sequence.

**Note:** This only serves as an example.

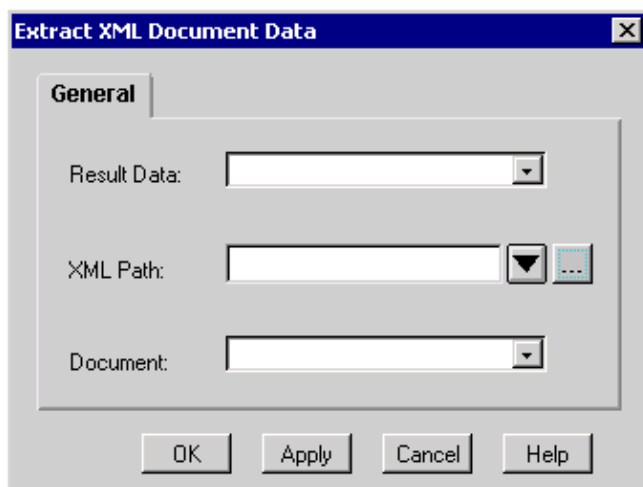
**Figure 1 Sequence of Extracting XML Document Data**

```
docXMLInstructions=Create XML Document(Source Document = docInstructionsFile)
promptString=Extract XML Document Data(Document = docXMLInstructions, XML Path = "/descendant::GLFR-Prompt /child::Instructions")
```

Complete these steps to use the Extract XML Document customized window in order to obtain data, as Figure 2 shows:

1. Select the variable that stores the data from the Result Data drop-down menu.
2. Enter the XML path directly or take one of these actions in the XML Path field:
  - ◆ Choose the XML path from the XML Path drop-down menu.
  - ◆ Click **Expression Editor**.
  - ◆ Type an expression that specifies the XML path.

**Figure 2 Extract XML Document Data**



3. Select the variable that stores the source document from the Document drop-down menu.
4. Click **OK**.

The **Extract XML Document Data** only applies to a document created by the **Create XML Document** step. Otherwise, errors occur.

You must execute a separate **Extract XML Document Data** step for each field in the XML file.

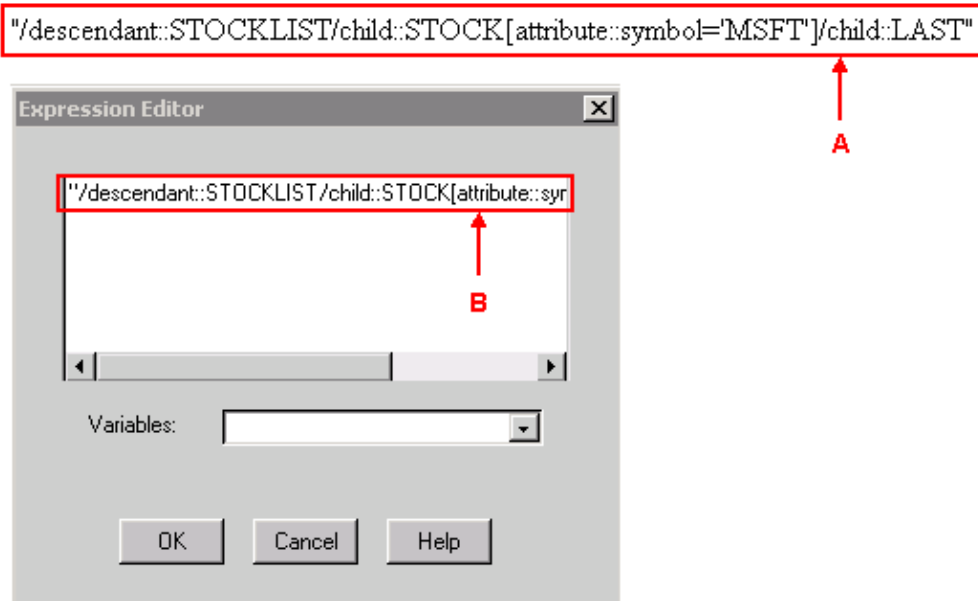
## Solution

If the XML document contains the content in this output, you need to configure the **Expression Editor** for the **Extract XML Document Data** step as Figure 3 shows in order to extract the value of the **Last** node. The exact XML path is indicated by the A arrow. The B arrow points to the location where the XML path should be entered.

```
<?xml version="1.0" standalone="yes"?>
<STOCKLIST>
<STOCK symbol="MSFT" error="0">
<HIGH>58.0625</HIGH>
<PCT_CHANGE>0.67114094</PCT_CHANGE>
<LOW>55.1875</LOW>
<LAST>56.25</LAST>
<CHANGE>0.375</CHANGE>
<VOLUME>31,973,600</VOLUME>
<REC_STATUS>0</REC_STATUS>
<DATE>02/21/2001</DATE>
```

```
<TIME>15:52</TIME>
</STOCK>
</STOCKLIST>
```

**Figure 3 Expression Editor – Extract XML Document Step**



Complete these steps if **MSFT** is specified as a variable name of the symbol in the XML path:

1. Define X as a string variable.
2. Set X = "MSFT"
3. Specify the XML path value in the Extract XML Document Data step to:

```
"/descendant::STOCKLIST/child::STOCK[attribute::symbol=' + X + ']/child::LAST"
```

When you compare the XML path in Figure 3, **MSFT** is replaced by + X + in the XML path by this method.

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## Related Information

- [Cisco Customer Response Applications Editor Step Reference Guide](#)
- [Technical Support & Documentation – Cisco Systems](#)

