



Cisco Remote Expert Session Controller API Guide for Mobile Advisor Support

Release 1.9.4

March 5, 2015



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Overview

This document provides the Cisco Remote Expert Session Controller (RESC) API for Mobile Advisor (MA) support. These APIs are required for integration of MA with RESC.

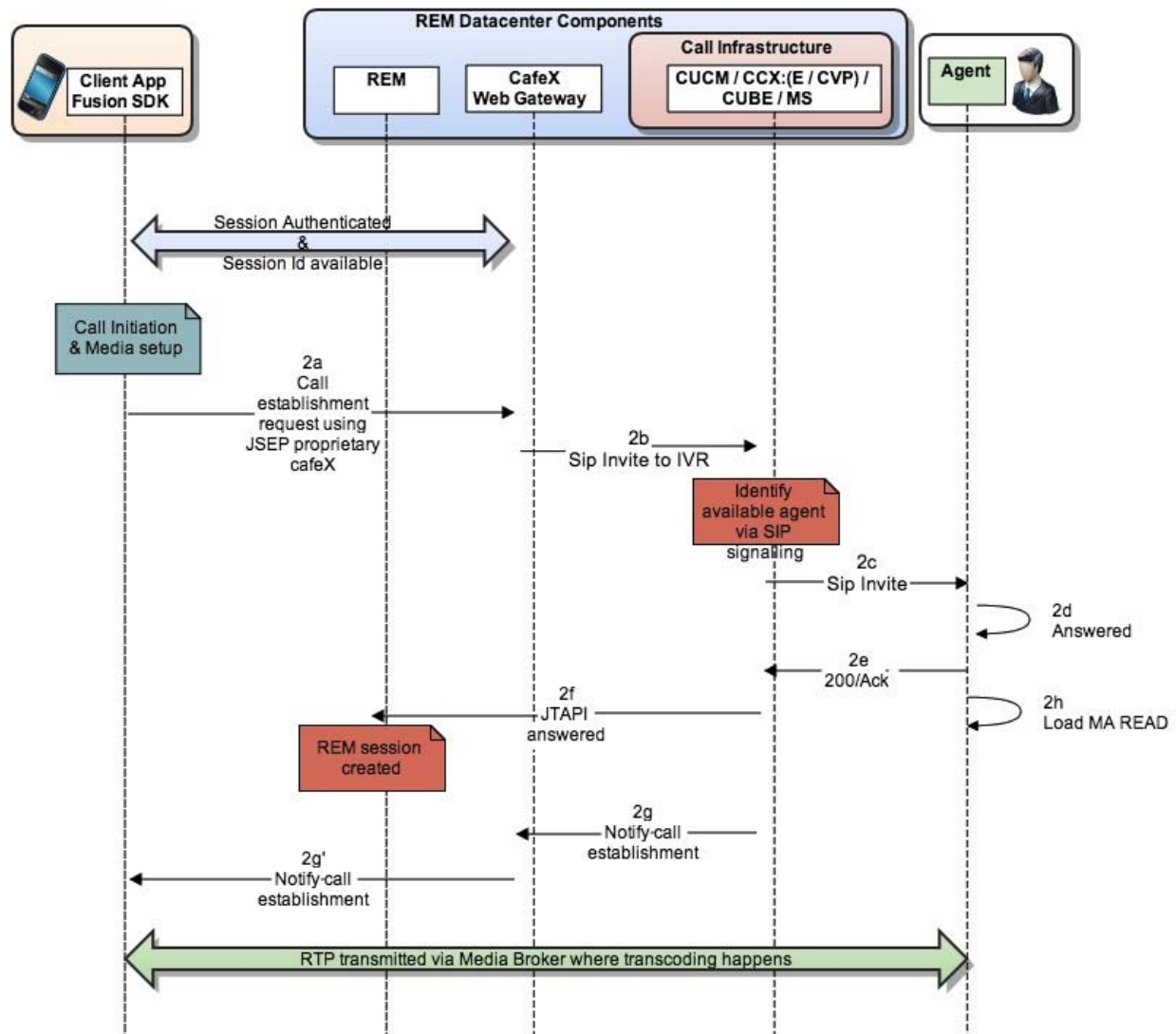
Topics in this guide include:

- [Notify Call Initiation API, page 1](#)
- [Session Creation API, page 3](#)
 - [createSession\(sourceDN\), page 3](#)
 - [MA Session Template, page 5](#)
 - [createSession\(jsonRequest\), page 5](#)

Notify Call Initiation API

The Notify Call Initiation API, which has the URL <http://<REM IP>:<REM PORT>/resc/rem/maservice/notifyCallInitiation/sourceDN>, is used to notify the REM that a call has been initiated for a Directory Number (DN) and that the REM should prepare to accept the call from that DN.

Figure 1 Call Initiation Flow



The table below contains details of this API including the HTTP method, the response type, and the response.

Table 1 Notify Call Initiation API Details

| | |
|----------------------|---|
| URL | <a href="http://<REM IP>:<REM PORT>/resc/rem/maservice/notifyCallInitiation/<SOURCE DN>">http://<REM IP>:<REM PORT>/resc/rem/maservice/notifyCallInitiation/<SOURCE DN> |
| HTTP Method | GET |
| Response Type | application/json, application/xml |

| | |
|-----------------------|---|
| Sample Request | http://172.101.107.25:80/resc/rem/maservice/notifyCallInitiation/5004 |
| Response | <pre>{ "statusCode": "SUCCESS", "errorCode": 0, "errorMsg": null }</pre> |

If there is a failure, the response will contain an error code and message as shown in the table below.

Table 2 *Response Error Codes for API Failure*

| Response Error Code | Response Message |
|----------------------------|--|
| 101 | System Error |
| 110 | Illegal/Null Argument passed for Source DN |
| 120 | Throttle Limit reached |

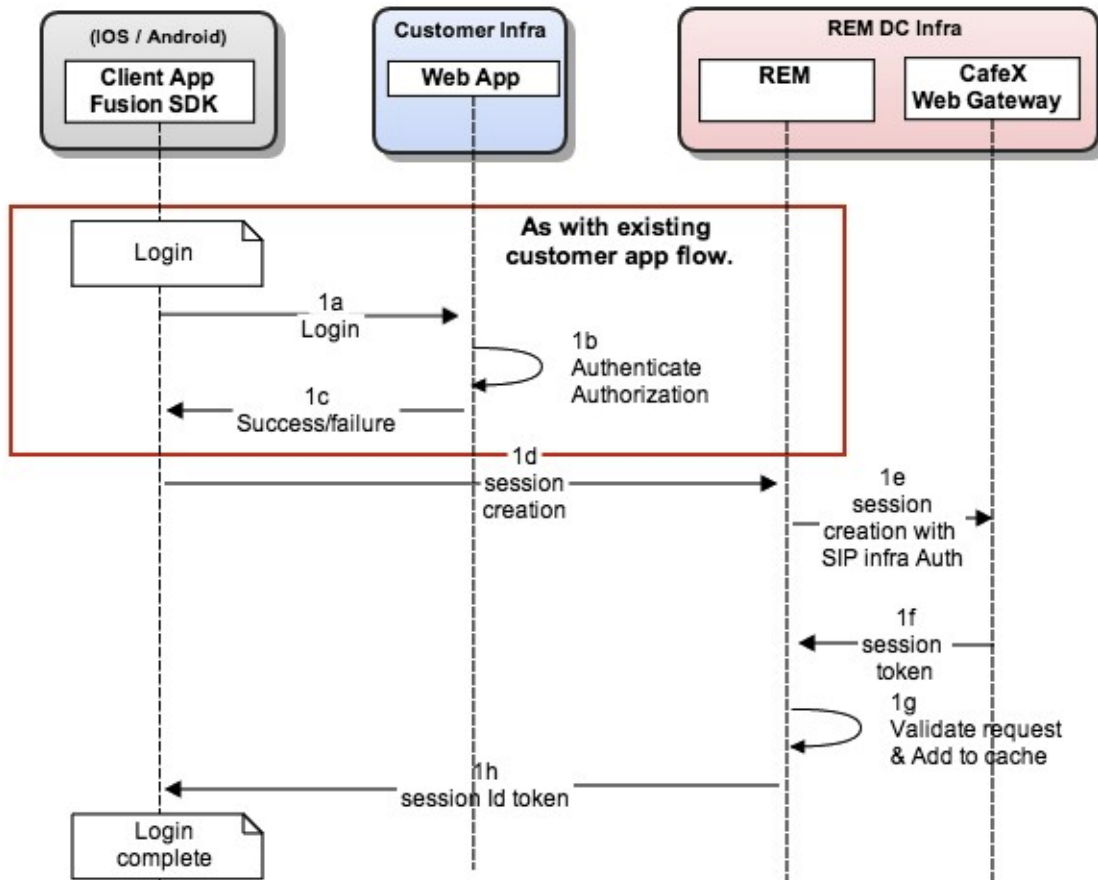
Session Creation API

The Session Creation API is used to request the creation of a MA session.

createSession(sourceDN)

In the figure below, which is showing the Login flow for MA, session creation using the source DN is “1d”.

Figure 2 Login Flow Showing Session Creation as "1d"



The table below contains details of this API including the HTTP method and the response.

Table 3 Session Creation API Details

| | |
|-----------------------|--|
| URL | <a href="http://<REM IP>:<REM PORT>/resc/rem/maservice/createSession/<SOURCE DN>">http://<REM IP>:<REM PORT>/resc/rem/maservice/createSession/<SOURCE DN> |
| HTTP Method | POST |
| Response Type | application/json, application/xml |
| Sample Request | http://172.101.107.25:80/resc/rem/maservice/createSession/5004 |
| Response | <pre>{ "statusCode": "SUCCESS", "errorCode": 0, "errorMsg": null "sessionId": "nr%3A%21%21ja.de.c.eb%3Acaca%21DJqFnJl%21nFIrvHzFqHJyy%3FJuuz Fl%3D5N4N-hjiFgiFi-IcGJ-gEae-cJiH-IdaffeeGdEFg" }</pre> |

If there is a failure, the response will contain an error code and message as shown in the table below.

Table 4 *Response Error Codes for API Failure*

| Response Error Code | Response Message |
|----------------------------|--|
| 101 | System Error |
| 110 | Illegal/Null Argument passed for Source DN |
| 121 | Web gateway returned a null session |
| 122 | Web gateway returned a non-parseable JSON response |
| 124 | Request Template Absent |

MA Session Template

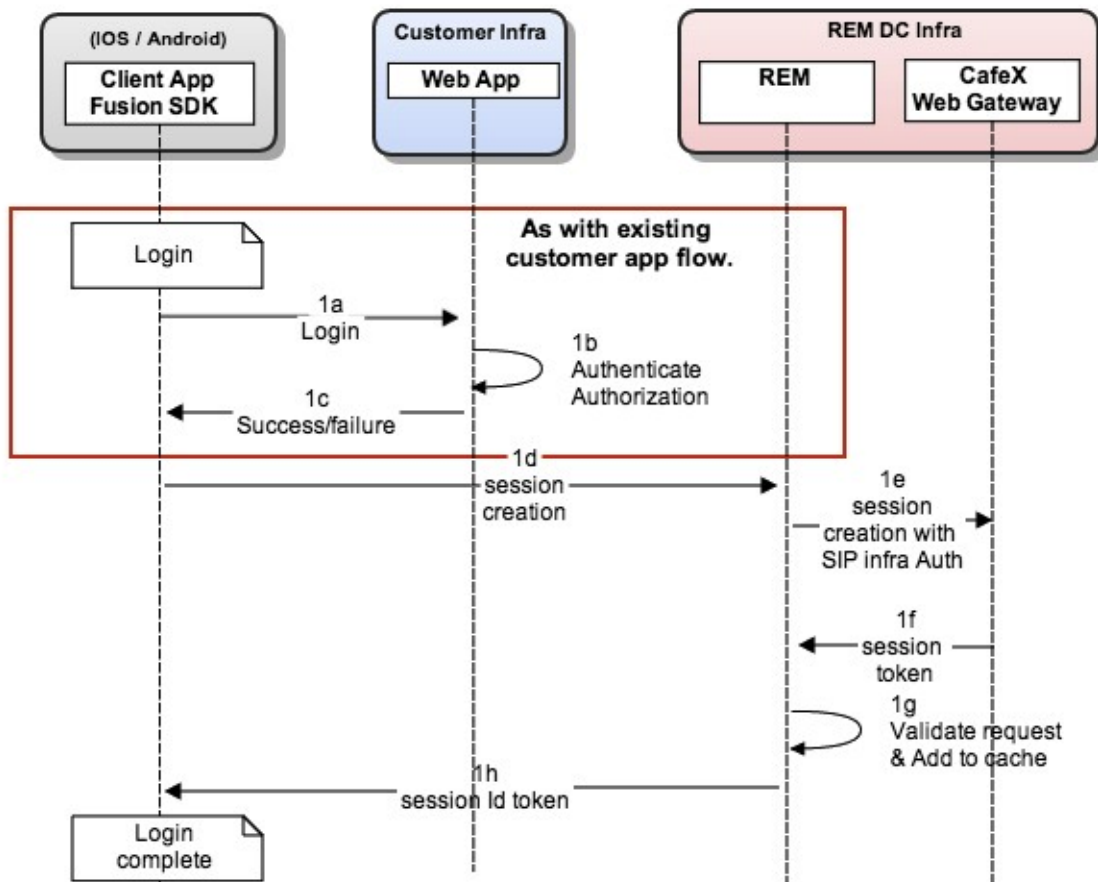
REM uses a session template for forming the JSON request to be sent to the Web Gateway. The template can be updated using the REM TUI:

-
- Step 1** Log into the REM TUI.
 - Step 2** Select **REM Server Administration**.
 - Step 3** Select **Edit REM Templates**.
 - Step 4** Select **MA Session Template**.
 - Step 5** Update the template.
-

createSession(jsonRequest)

In the figure below, which is showing the Login flow for MA, session creation using a JSON Request is “1c”.

Figure 3 Login Flow Showing Session Creation as "1d"



The table below contains details of the JSON request.

Table 5 Session Creation API Details

| | |
|--------------------|---|
| URL | <a href="http://<REM IP>:<REM PORT>/resc/rem/maservice/createSession">http://<REM IP>:<REM PORT>/resc/rem/maservice/createSession |
| HTTP Method | POST |

| | |
|-----------------------|---|
| Request Body | <pre>{ "timeout":1, "webAppId": "FUSIONCSDK-A8C1D", "allowedOrigins":[""], "urlSchemeDetails":{ "secure":false, "host": "10.76.8.69", "port": "8080" }, "voice":{ "username": "john", "domain": "10.76.8.16", "inboundCallingEnabled": true, "allowedOutboundDestination": "all", "auth":{ "username": "cafex", "password": "cafex", "realm": "172.76.8.16" } }, "aed":{ "accessibleSessionIdRegex": ".*", "maxMessageAndUploadSize": "5000", "dataAllowance": "5000" } }</pre> |
| Response Type | application/json, application/xml |
| Sample Request | http://172.101.107.25:80/resc/rem/maservice/createSession/5004 |
| Response | <pre>{ "statusCode": "SUCCESS", "errorCode": 0, "errorMsg": null "sessionId": "nr%3A%21%21ja.de.c.eb%3Acaca%21DJqFnJl%21nF1rvHzFqHJyy%3FUuz Fl%3D5N4N-hjiFgiFi-IcGJ-gEae-cJiH-IdaffeeGdEFg" }</pre> |

If there is a failure, the response will contain an error code and message as shown in the table below.

Table 6 Response Error Codes for API Failure

| Response Error Code | Response Message |
|---------------------|--|
| 101 | System Error |
| 110 | Illegal/Null Argument passed for Source DN |
| 121 | Web gateway returned a null session |
| 122 | Web gateway returned a non-parseable JSON response |
| 123 | Illegal JSON Request |

