



Cisco Remote Expert Session Controller API Guide for Mobile Advisor Support

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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.

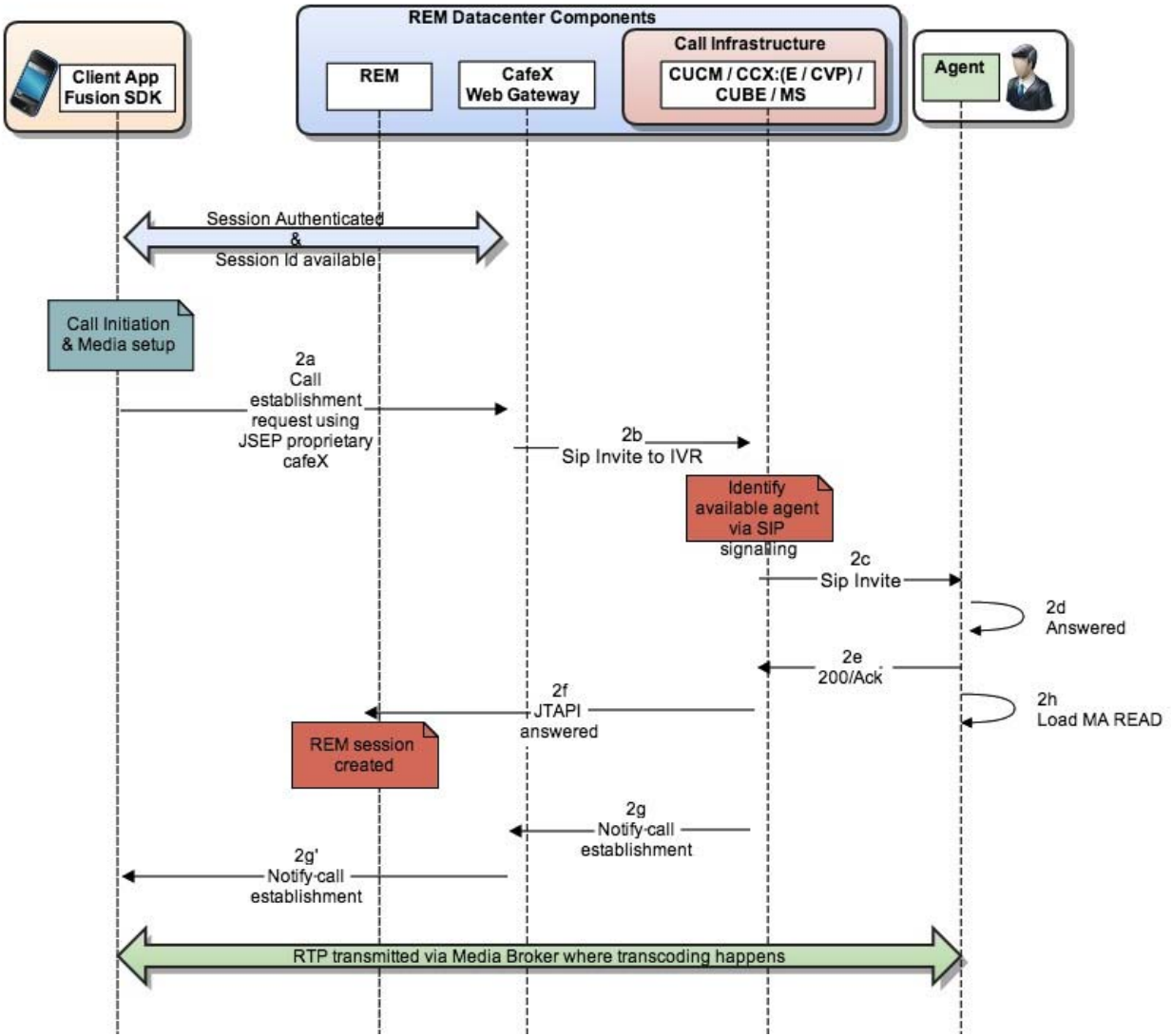
Topics in this guide include:

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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

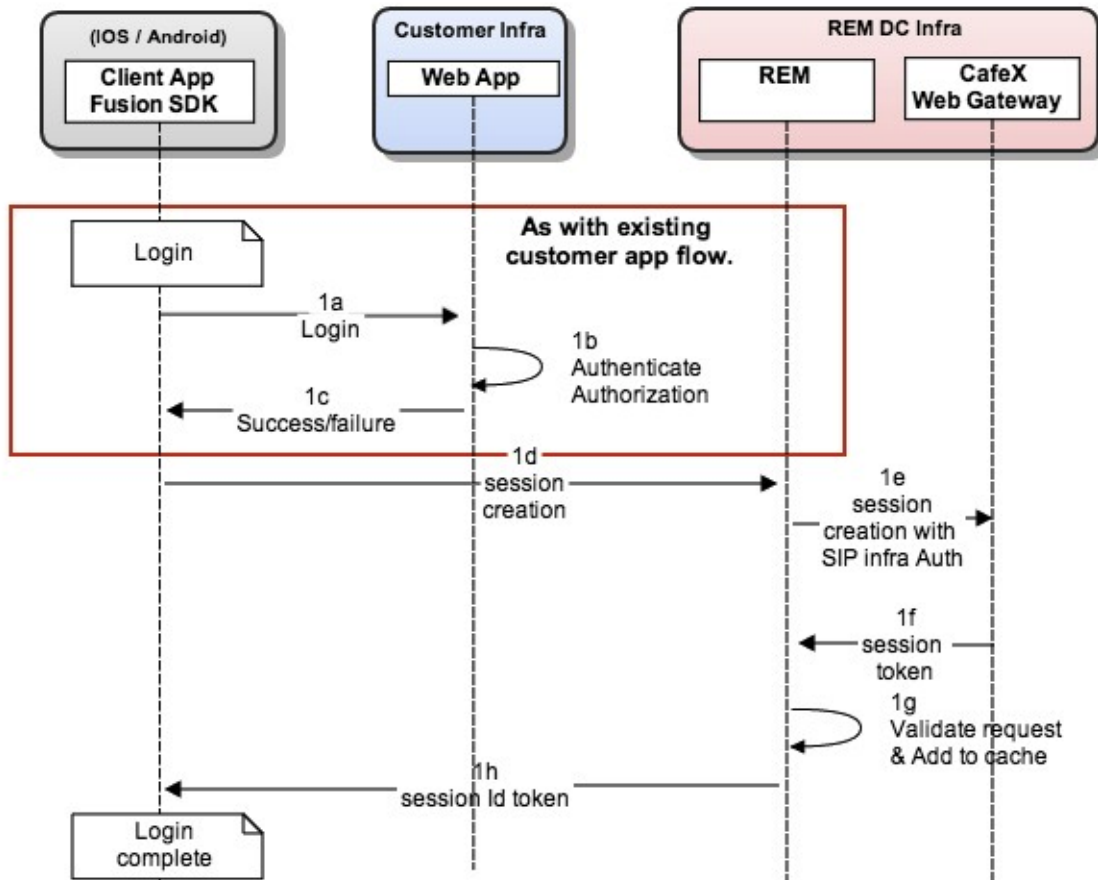
Session Creation API

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

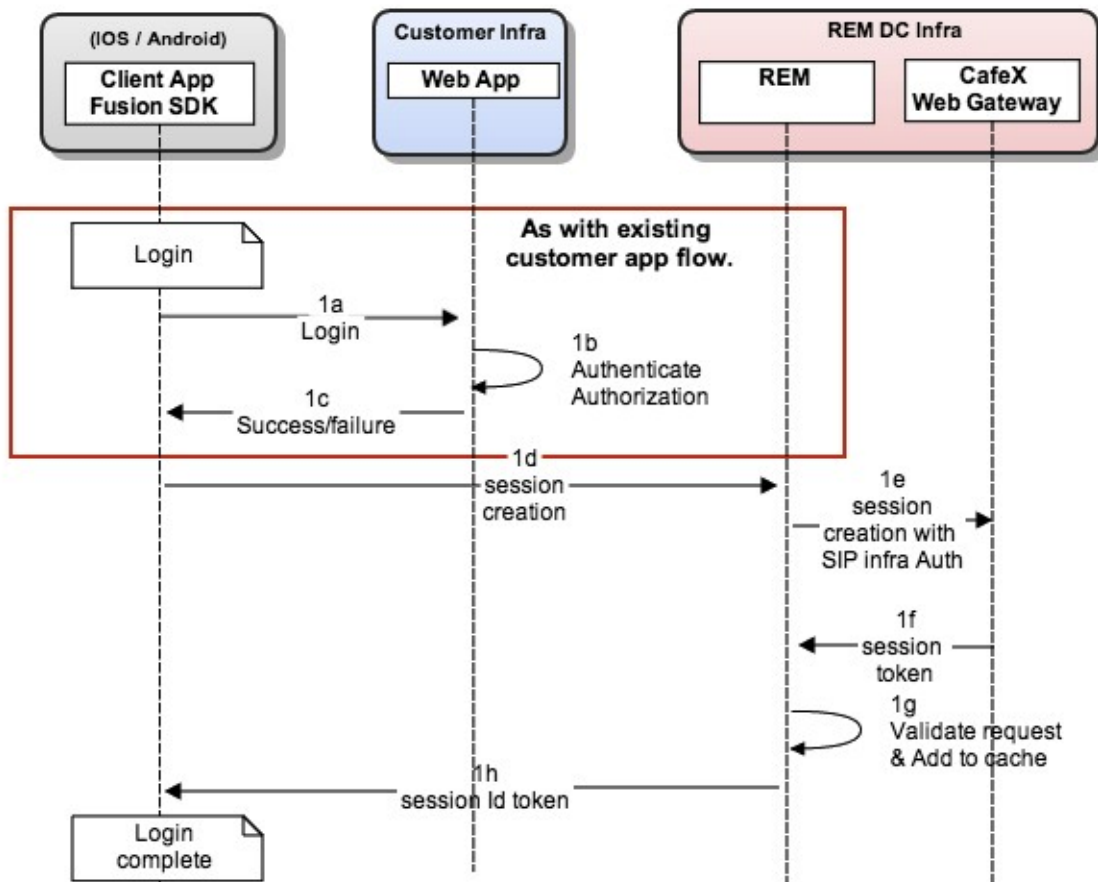
REM uses a session template for forming the JSON request to be sent to the Web Gateway. The template can be updated using the REM TUI:

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- 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.
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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%3FUuuz 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

