

Configure HTTP Request on Call Flows with Authorization Type as Basic on WebEx Contact Center

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Introduction

This document describes the steps to configure HTTP Request node on flows with Authorization type as Basic Authorization on WebEx Contact Center (WxCC).

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Configure Call Flows

Components Used

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

- WxCC 2.0

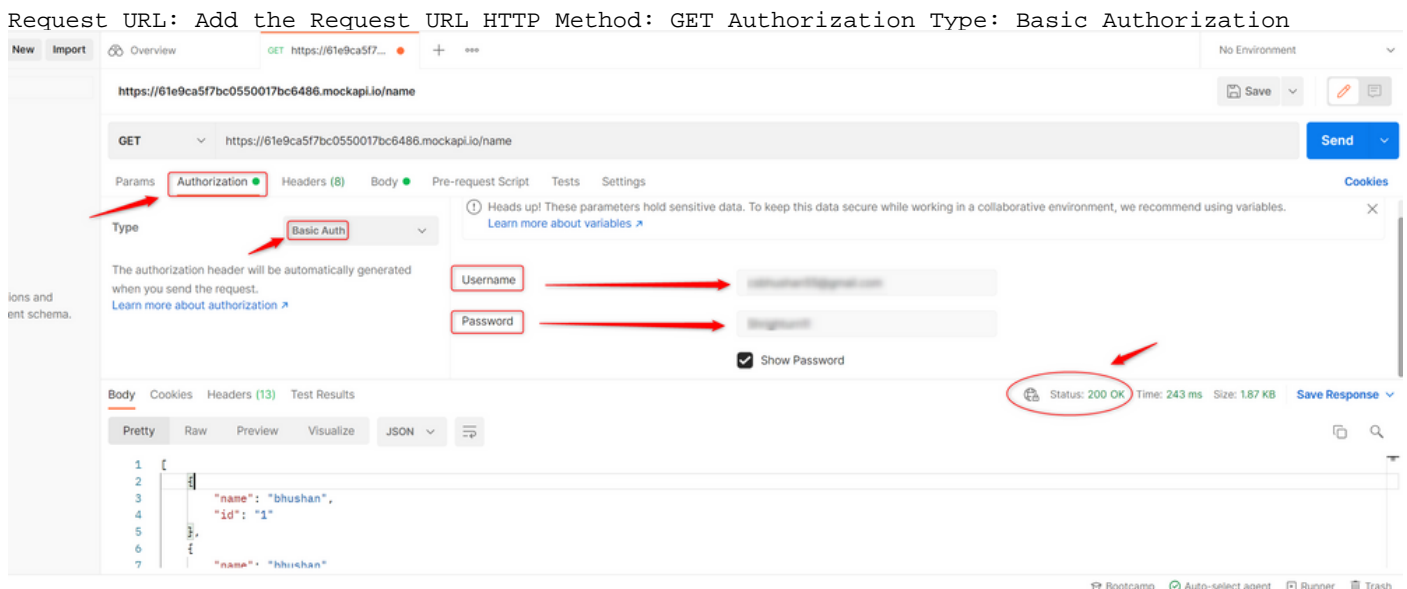
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configure

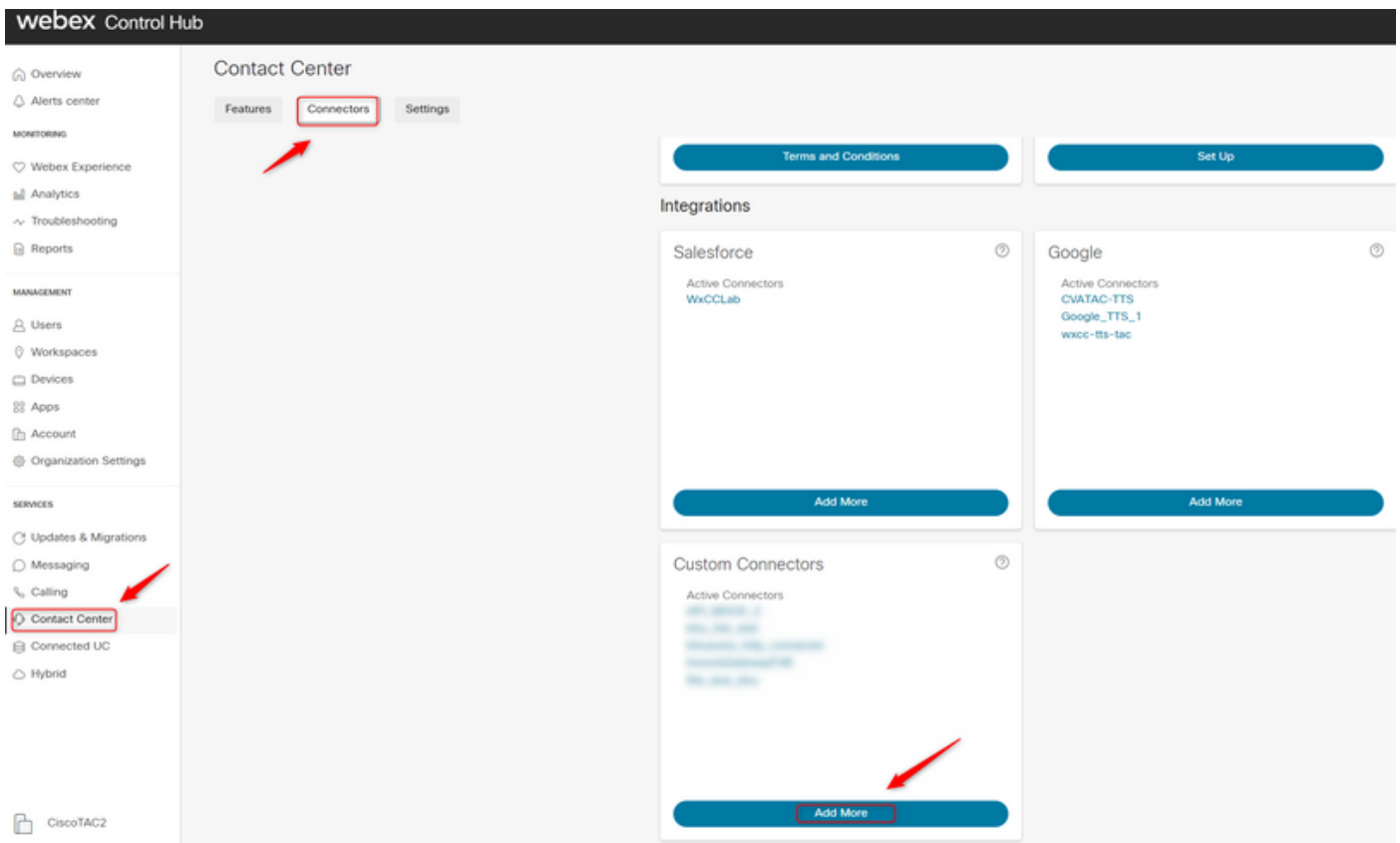
Configure HTTP Request node on flows with Connector for Authorization type as Basic Authorization

Step 1: Run the API on postman or any other API tool to ensure that the API request generates a 200 OK response with Authorization Type as Basic

As an example, the API request the Authorization has been set to Basic Auth and supplied the Username and Password. Once the API is run, we receive a 200 OK response



Step 2: Create a connector on WxCC Control hub - Under **Contact Center** service > select **Connectors** > select **Customer Connectors** > select **Add more**. Provide the information in the form and hit **Done**



Note: From the example used in this article notice that the Resource Domain and does not is not contain the request path.

Credentials

Name *

bhures_http_connector

Resource Domain *

https://61e9ca5f7bc0550017bc6486.mockapi.io/

User Name

[Redacted]

Password

[Redacted]

Validation URL

[Redacted]

Step 3: Now once we create a follow - Add the HTTPRequest node to the flow and configure the

parameters:

Form the example used in this article:

- Set the Use Authenticated Endpoint flag ON
- Select the HTTP connector created on Control Hub
- Select the request path (this path does not contain the **Request Domain** that is provided in the Connector)
- Provide the HTTP Method (In this case it is a **GET** operation)

The **Query Parameters** and **HTTP Request Headers** fields would change based on the **HTTP request**. In this example, they are kept empty

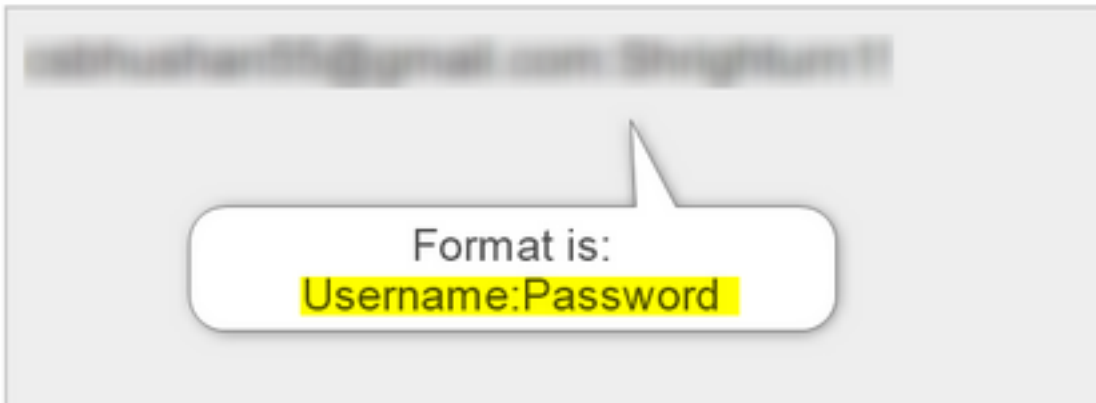
The screenshot displays a flow configuration interface. On the left, a flow diagram shows a 'NewPhoneCo... Start Flow' event leading to an 'HTTPRequest1 HTTP Request' node, which then branches into a 'Case1 Case' node. The 'Case1 Case' node has a table with status codes: 200, 404, and Default. From the 'Case1 Case' node, the flow branches into three actions: 'PlayMusic1 Play Music', 'PlayMessage2 Play Message', and 'DisconnectCo... Disconnect Contact'. On the right, the 'HTTPRequest1 HTTP Request Activity Settings' panel is open. The 'General Settings' section includes 'Activity Label' (HTTPRequest1) and 'Activity Description' (Enter a Description). The 'HTTP Request Settings' section has 'Use Authenticated Endpoint' checked, 'Connector' set to 'bhures_http_connector', 'Request Path' set to '/name', and 'Method' set to 'GET'. The 'Query Parameters' and 'HTTP Request Headers' sections are empty, each with an 'Add New' button.

Configure HTTP Request node on flows without a Connector for Authorization type as Basic Authorization

In this case, we would not need to configure a Connector on Control hub and still use Basic Authorization for the HTTP requests

Step 1: Encode your Username and Password to a Base64 format. Use any free online tool to do so (like **base64encode**) in the format - **Username:Password**

Simply enter your data then push the encode button.



Step 1: Add the **HTTPRequest** node to the flow and configure the parameters:

Form the example used in this article:

- Set the **Use Authenticated Endpoint** flag flag **OFF**
- Select the request URL (this path would be the full URL that includes the **Request Doman** and the **Request Path**)
- Provide the HTTP Method (In this case it is a **GET** operation)
- Add a HTTP Request Headers field with
Key as **Authorization**
Value as **Basic **followed by the Base64 password generated in Step 1****
[Example: **Basic Y3NiaHVzabhuNTVAZ2shanwuY29tOINocmlnaHR1cm4xIQ=**]

A screenshot of a workflow editor. On the left, a flow starts with a "NewPhoneCo..." event, followed by an "HTTPRequest1" node. The flow then branches into a "Case1" node, which has three paths: "200" leading to "PlayMusic1", "404" leading to "PlayMessage2", and "Default" leading to "DisconnectCo...". On the right, the configuration panel for the "HTTPRequest1" node is shown. It includes fields for "Request URL" (https://61e9ca5f7bc0550017bc6486.mockapi.io/name), "Method" (GET), and "HTTP Request Headers" (Authorization: Basic Y3NiaHVzabhuNTVAZ2shanwuY29tOINocmlnaHR1cm4xIQ=). The "Use Authenticated Endpoint" toggle is turned off.

KEY	VALUE
Authorization	Basic Y3NiaHVzabhuNTVAZ2shanwuY29tOINocmlnaHR1cm4xIQ=

Verify

Use the **Case** node right after the **HTTPRequest** node to check the **httpstatuscode** [HTTP Status code] to check if we received a 200 OK for the response

The image shows a workflow editor interface. On the left, a 'Case1' node is highlighted with a red box and a red arrow. The Case node configuration panel is open, showing a list of cases: 200, 404, and Default. The Case node is connected to three actions: 'PlayMusic1' (Play Music), 'PlayMessage2' (Play Message), and 'DisconnectCo...' (Disconnect Contact). The configuration panel on the right shows the 'Case' node settings. The 'Variable' option is selected, and the variable 'HTTPRequest1.httpStatusCode' is entered in the dropdown. The 'LINK DESCRIPTION' field contains two entries: '200' and '404', both circled in red with red arrows pointing to them. An 'Add New' button is visible at the bottom of the configuration panel.