



ECC Payload API

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ECC Payload API

You use expanded call variables to store values that are associated with a call. These variables are commonly called Expanded Call Context (ECC) variables. While you can define many more ECC variables in the system, you can pass a maximum of 2000 bytes of these variables at any time over any interface. To enable you to pass different ECC variables at different times, the solution has ECC payloads.

An ECC payload is a defined set of ECC variables. You can create ECC payloads to suit the necessary information for a given operation. You can include an ECC variable in multiple ECC payloads. The particular ECC variables in a given ECC payload are called its members.



Note

- ECC payload ID 1 is the default ECC payload. The API prevents the deletion of this ECC payload.
 - In solutions that only use the default ECC payload, the Logger does not create an ECC variable that exceeds the 2000-byte limit for an ECC payload or the 2500-byte CTI Message Size limit. The Logger does this because it automatically adds all ECC variables to the default ECC payload if that is the only ECC payload.

If you create another ECC payload, the Logger no longer checks the 2000-byte limit when creating ECC variables. The Logger creates the ECC variables without assigning them to an ECC payload. Assign the new ECC variable to an appropriate ECC payload yourself, either through the ECC Payload API or through the ECC Payload Tool.
 - For create and update operations, the ECC Payload API verifies that the members of the ECC payload do not exceed the 2000-byte limit.
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Important

During upgrades, when the system first migrates your existing ECC variables to the Default payload, it does not check the CTI message size limit. The member names might exceed the extra 500 bytes that is allocated for ECC payloads to a CTI client. Manually check the **CTI Message Size** counter in the **Expanded Call Variable Payload List** tool to ensure that the Default payload does not exceed the limit. If the Default payload exceeds the limit, modify it to meet the limit.

URL

`https://<server>/unifiedconfig/config/eccpayload`

Operations

- **create**: Creates one ECC payload and stores it in the database.

- **Query Parameters**

- **name**: The name of the ECC payload (Required)
- **description**: A description of the ECC payload (Optional)
- **variables**: 0 or more ECC variables (Optional)



Note Specify each variable with the `ecc.refURL` of a valid, non-deleted ECC variable.



Note This API supports synchronous and asynchronous create operations.

- **delete**: Permanently deletes one ECC payload and all its members from the database.
- **get**: Returns one ECC payload from the database, using the URL `https://<server>/unifiedconfig/config/eccpayload/<id>`.
- **list**: Retrieves a list of ECC payloads.
- **update**: Updates one ECC payload in the database.
 - **Query Parameters**
 - **changeStamp**: The change stamp for the ECC payload record which the GET returns (Required)
 - **refURL**: The `refURL` of the ECC payload to update (Required)
 - **name**: The name of the ECC payload (Optional)
 - **description**: A description of the ECC payload (Optional)
 - **variables**: 0 or more ECC variables (Optional)



Note Specify each variable with the `ecc.refURL` of a valid, non-deleted ECC variable.

Parameters

- **refURL**: The refURL of the ECC payload. See [Shared Parameters](#).
- **name**: The name of the ECC payload. See [Shared Parameters](#).

- changeStamp: See [Shared Parameters](#).
- description: See [Shared Parameters](#).
- variables: The members of the ECC payload.

Search and Sort Values

The following table shows the parameters that are searched and the parameters that are sortable.

Search parameters	Sort parameters
<ul style="list-style-type: none"> • name • description 	<ul style="list-style-type: none"> • name (default) • description

See [Search](#) and [Sort](#).



Note This API does not support advanced search parameters.

Example Get Response

```
<eccpayload>
  <refURL>/unifiedconfig/config/eccpayload/1</refURL>
  <changeStamp>18</changeStamp>
  <description>Initial default data.</description>
  <name>Default</name>
  <variables>
    <variable>
      <refURL>/unifiedconfig/config/expandedcallvariable/8</refURL>
      <name>POD.ID</name>
    </variable>
    <variable>
      <refURL>/unifiedconfig/config/expandedcallvariable/5009</refURL>
      <name>user.A1</name>
    </variable>
    <variable>
      <refURL>/unifiedconfig/config/expandedcallvariable/5010</refURL>
      <name>user.A2</name>
    </variable>
  </variables>
</eccpayload>
```

