Contact Center AI API

Global Config API

Use the Contact Center AI (CCAI) Global Config API to retrieve the global configuration for AI services. This API is available for administrators only when Cloud Connect is added in the inventory and is registered.

URL

Operations

- get: returns the global CCAI configuration.

  ```
  https://<server>/unifiedconfig/config/contactcenterai/globalconfig
  ```

- post: syncs the default global configurations with the latest available from the control hub.

  ```
  https://<server>/unifiedconfig/config/contactcenterai/globalconfig/sync
  ```

Parameters

- `name`: Configuration Name.

- `value`: Configuration Value.

- `status`: Indicates if the values are in sync with Control Hub.

- `lastSyncTime`:Time when config data was last synced with Control Hub

Example Get Response

```
<globalConfigDetail>
    <globalConfigs>
        <globalConfig>
            <name>CCAI.GlobalConfigId</name>
            <value>AXgB4em4bwWpdn7vJcLC</value>
        </globalConfig>
        <globalConfig>
            <name>CCAI.GlobalConfigName</name>
```

```
            <value>SS5T1</value>
        </globalConfig>
    </globalConfigs>
    <lastSyncTime>2021-03-05T16:07:43.497+05:30</lastSyncTime>
    <status>IN_SYNC</status>
</globalConfigDetail>
```

Config API

Control Hub API is a proxy to Control Hub CMS service to fetch Contact Center AI configuration.

URL

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

Operations

- get: Returns Contact Center AI config corresponding to <id> using the URL

  ```
  https://<server>/unifiedconfig/config/contactcenterai/config/<id>.
  ```

- list: Retrieves list of Contact Center AI configs.

Example Get Response

```
 <ccaiconfig>
<conversationProfileId>sdfsd78bmplj89</conversationProfileId>
<defaultVirtualAgent>false</defaultVirtualAgent>
<connectorId>XK123UIU6887787JLK</connectorId>
<defaultAnswers>true</defaultAnswers>
<name>CCAIConfig2</name>
<description>Sample CCAI Config2</description>
<id>AXQlSeOzECsy_j49EVRz</id>
<type>Cisco</type>
<orgId>6d9069aa-76ce-45d6-a799-d38e60e92788</orgId>
</ccaiconfig>
```

Example List Response

```
 <ccaiconfigs>
<ccaiconfig>
<conversationProfileId>sdfsd78bmplj89</conversationProfileId>
<defaultVirtualAgent>false</defaultVirtualAgent>
<connectorId>XK123UIU6887787JLK</connectorId>
<defaultAnswers>true</defaultAnswers>
<name>CCAIConfig2</name>
<description>Sample CCAI Config2</description>
<id>AXQlSeOzECsy_j49EVRz</id>
<type>Cisco</type>
<orgId>6d9069aa-76ce-45d6-a799-d38e60e92788</orgId>
</ccaiconfig>
<ccaiconfig>
<conversationProfileId>asdf8768mnnb89</conversationProfileId>
<defaultVirtualAgent>true</defaultVirtualAgent>
<connectorId>XK123UIU6123567JLK</connectorId>
<defaultAnswers>false</defaultAnswers>
<name>CCAIConfig3</name>
<description>Sample CCAI Config3</description>
<id>AXQlSjp5ECsy_j49EVSp3</id>
```

```
<type>Google</type>
<orgId>6d9069aa-76ce-45d6-a799-d38e60e92788</orgId>
</ccaiconfig>
<ccaiconfig>
<conversationProfileId>qwewq556sad8asd</conversationProfileId>
<defaultVirtualAgent>false</defaultVirtualAgent>
<connectorId>XK123UIU6778787JLK</connectorId>
<defaultAnswers>false</defaultAnswers>
<name>CCAIConfig</name>
<description>Sample CCAI Config</description>
<id>AXQlSmksECsy_j49EVSs</id>
<type>Google</type>
<orgId>6d9069aa-76ce-45d6-a799-d38e60e92788</orgId>
</ccaiconfig>
</ccaiconfigs>
```