Informazioni sul riquadro di esecuzione dei comandi PCCE

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Introduzione

In questo documento viene descritto come inviare le richieste API (Application Programming Interface) tramite il riquadro di esecuzione dei comandi Package Contact Center Enterprise (PCCE) Single Pane of Glass (SPOG).

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Prerequisiti

Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti: Cisco Package Contact Center Enterprise

Componenti usati

Le informazioni contenute nel documento si basano sulla versione PCCE 12.5(1).

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, verificare di aver compreso l'impatto potenziale di qualsiasi passaggio.

Premesse

Il riquadro di esecuzione dei comandi fornisce un'interfaccia client REST in Amministrazione Unified Contact Center Enterprise (CCE). Questo riquadro consente agli amministratori di sistema di:

- Eseguire chiamate API REST a Unified Customer Voice Portal (CVP), Unified CVP Reporting e Cisco Virtualized Voice Browser (CVB) dall'unica interfaccia di amministrazione Unified CCE.
- Configurare funzioni come Customer Virtual Assistant (CVA) disponibili nelle ultime versioni di Packaged CCE senza la necessità di aggiornare i componenti Packaged CCE. Ad esempio, la funzione CVA (disponibile nella versione 12.5) può essere configurata dalla versione Packaged CCE 12.0 ES 37, con l'uso del riquadro di esecuzione dei comandi, a condizione che le VB siano aggiornate alla versione 12.5.

Configurazione

Solo l'amministratore di sistema può accedere al riquadro di esecuzione dei comandi.

Quando si esegue il login come amministratore di sistema, è possibile accedere al riquadro di esecuzione dei comandi da Impostazioni infrastruttura (scheda) > Riquadro di esecuzione dei comandi.



Nota: Amministratore di sistema è un ruolo che ha accesso a tutte le funzionalità. In Amministrazione CCE, selezionare Utenti > Ruoli > Amministratore di sistema (gli amministratori assegnati con questo ruolo possono accedere a tutte le funzioni e le sottofunzioni)

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			Response Type JSON -
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Questa pagina contiene due sezioni: Richiesta e risposta.

Sezione richiesta

La sezione Richiesta contiene le proprietà seguenti:

1. Tipo di macchina: Tipo di computer per il quale l'utente desidera eseguire la richiesta API.

2. Sito: Il sito per il quale deve essere eseguita l'API. Quando selezionate il tipo di macchina, per default vengono selezionati tutti i siti.

3. Host: L'host per il quale deve essere eseguita l'API. Tutti gli host sono selezionati per impostazione predefinita. Se non sono disponibili host, viene visualizzato il messaggio appropriato.

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4. Metodo: Metodo selezionato: GET, POST, PUT e DELETE sono le opzioni disponibili.

altalta cisco	Unified Contact	Center Enterprise Management					₽	💭 Alerta	Boston U	inter aller	
	Command	Execution Pane									
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Overview	Machine Type	Unified CVP	w.	Method	GET ~	Path	cup-or	m/rest/cvpcor	fig/propert	las	
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Capacity											
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5. Percorso: Percorso relativo dell'API da eseguire.

6. Corpo della richiesta: Inserire qui il payload per la richiesta API. Il tipo di contenuto supportato al momento è JSON.

Nota: Per POST e PUT, il corpo della richiesta è obbligatorio.

7. Tipo di contenuto: Sono supportati i tipi di contenuto JSON e XML.

8. Tipo di risposta: Scegliere il tipo di risposta prevista. Il valore predefinito è JSON. XML è l'altra opzione.

9. Eseguire: Esegue la richiesta. Viene attivata una volta compilati tutti i campi obbligatori.

Command	Execution Pane				
Machine Type Site	Virtualized Voice Browser - All Sites -	Method POST - Path Request Body	speechconfig/r	est/config/tts/se Content Type	XML
Host Name	Select All wb74 VVB75	<pre>«spexchConfig» «serviceRkcount» «sroviderName»Google</pre> lproviderName» «isDefault>lase lisDefault> «autHKoy»vclautHKoy» <pre>«autHKoy»vc</pre> lautHKoy» laserviceAccourt» 			JSON
Result Filter			Response Type	JSON -	EX.
Result Details					
		Execute the request to see result details			

Sezione Risposta

La sezione Risposta contiene le proprietà seguenti:

- 1. Filtro risultati: Filtrare i risultati per visualizzare le risposte di esito positivo o negativo.
- 2. Dettagli dei risultati: Contiene l'elenco dei nomi host e la risposta del nome host selezionato.

3. Ripristina: In questo modo vengono ripristinati i valori predefiniti di tutte le proprietà sullo schermo.

nified Contact							
Command	Execution Pane						
Machine Type	Unified CVP		Method GET v	Path	CVD-00	n/rest/cvnc	onfo/monerties
Site	All Shee	-	Request Rody		orp on	Cor	ntent Type
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Host Name	Select All						
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	10.10.20.110	- 1					
	10 10 10 90						
					Respons	e Type	JSON v
Result Filter	Success(0)	Failure(4)					
Result Details	10.10.10.90		{				
	10.10.10.89		"rc": 504. "errors": [
	10.10.10		"504 Error"				
	10.10.20.110						
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nified Contact	Center Enterprise Mana	igement			<u>°</u>	(18) Alerts	boston Administrator
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Verifica

Èpossibile utilizzare questi esempi per verificare i risultati del riquadro di esecuzione dei comandi.

Esempio 1: Crea un account del servizio su Cisco VB

alialia cisco	Unified Contact (Center Enterprise Management						rts boston Administrator	
	Command	Execution Pane							
									0
Overview	Machine Type	Virtualized Voice Browser	¥	Method	GET ~	Path	speechconfig/res	t/config/tts/servic	eaccount
	Site	All Sites	~	Request Bo	dy		Co	ontent Type	ML ^
Infrastructure Corganization	Host Name	 ✓ Select All ✓ vvb74 ✓ VVB75 							
Users							Response Type	JSON ^	EXECUTE
0	Result Filter	Success(2) Failure(0)						JSON XML	
Desktop	Result Details	wb74	1					1112	
Capacity		VV875) - , } 1	serviceAccounts" { providerNan name": "sa description" isDefautt": f authKey": " properties": }	*:[ne": "Google", 3", : null, alse, xvc", :[]				
									RESET

Inserire i parametri della richiesta come mostrato nell'immagine e fare clic su Execute.

Esempio 2: Recupera un account del servizio su Cisco VB, creato nell'esempio 1

Inserire i parametri della richiesta come illustrato nell'immagine. E fare clic su Execute. La risposta dovrebbe essere positiva, come mostrato nell'immagine.

Percorso: speechconfig/rest/config/tts/serviceaccount/newServiceaccount.

cisco	Unified Contact (Center Enterprise Management			Alerts	boston Administrator
	Command	Execution Pane				
						0
Overview	Machine Type	Virtualized Voice Browser ~	Method POST	Path speed	chconfig/rest/config	g/tts/serviceaccount
	Site	All Sites ~	Request Body		Conte	nt Type JSON ~
Infrastructure Organization	Host Name	Select All eg4k-vvb1.berlin.icm eg4k-vvb2.berlin.icm	<pre>{ serviceAccount*: { * providerName*: * name*: ngxSen * description*: null, * isDefault*: false, * authKey*: * xvc*, * properties*: [] } }</pre>	Google", /iceaccount*.		
Users	Deput Filter	Success(2) Scillurg(0)		Resp	ponse Type JS	SON ~ EXECUTE
1	Result Pilter	• Success(2) Failure(0)				
Desktop F Capacity	Result Details	eg4k-vvb2.berlin.icm	{ text": "", "rc": 201, "headers": { "location": ["https://eg4k-vvb1.berlin.i] "errors": [] }	icm/speechconfig/rest/config	//tts/serviceaccount	/newserviceaccount*
						RESET

Esempio 3: Aggiorna un account del servizio su Cisco VB, creato nell'esempio 1

Inserire i parametri della richiesta come illustrato nell'immagine. E fare clic su Execute.

Percorso - speechconfig/rest/config/tts/serviceaccount/newServiceaccount.

dhaha cisco	Unified Contact C	Center Enterprise Management		Alerts	boston Administrator
	Command	Execution Pane			
Overview	Machine Type	Virtualized Voice Browser ~	Method PUT - Path spe	echconfig/rest/config	2)/tts/serviceaccount/new
	Site	All Sites ~	Request Body	Conter	nt Type JSON ~
Organization	Host Name	Select All eg4k-vvb1.berlin.icm eg4k-vvb2.berlin.icm	<pre>{ "serviceAccount": { "providerMame": "Google", "name": "ngwServiceaccount", "description : "updating the description", "isDefault": false, "authKey": Txvc", "properties": [] } }</pre>		
Users			Re	sponse Type JS	SON - EXECUTE
0	Result Filter	Success(2) Failure(0)			
Desktop F Capacity	Result Details	eg4k-vvb1.berlin.icm eg4k-vvb2.berlin.icm	{ "text": "", "rc": 200, "errors": [] }		
					RESET

Nota: La descrizione viene aggiornata in questa richiesta PUT API

Esempio 4: Elimina un account del servizio su Cisco VB, creato nell'esempio 1

Inserire i parametri della richiesta come illustrato nell'immagine. E fare clic su Execute.

Percorso - speechconfig/rest/config/tts/serviceaccount/newServiceaccount.

alialia cisco	Unified Contact C	enter Enterprise Management				Alerts	boston Administrator
	Command	Execution Pane					
Overview	Machine Type	Virtualized Voice Browser	~	Method DELETE ~	Path speecho	config/rest/config	() /tts/serviceaccount/new
	Site	All Sites	~	Request Body		Conter	nt Type JSON A
Infrastructure	Host Name	✓ Select All ✓ eg4k-vvb1.berlin.icm ✓ eg4k-vvb2.berlin.icm					
Users					Respo	nse Type JS	ON ~ EXECUTE
Desktop F Capacity	Result Filter Result Details	Success(2) Failure(0) eg4k-vvb1.berlin.icm eg4k-vvb2.berlin.icm	{ * tex * rc* * err }	a* : **, : 200, ors" : []			
							RESET

Risoluzione dei problemi

I log Tomcat c:\icm\tomcat\logs\CCBU.<timestamp> sono necessari per risolvere i problemi relativi alle richieste API dal riquadro di esecuzione dei comandi in SPOG.

Informazioni correlate

Guida all'amministrazione di PCCE

Documentazione e supporto tecnico – Cisco Systems