Accessing Documents in Repository with...



ericlosier 9 posts since Mar 2, 2010

Accessing Documents in Repository with UCCX Config API Jun 5, 2017 8:46 AM Hi All,

I'm working with the UCCX Config API, trying to retrieve and update XML Documents from the UCCX Documents Repository. I'm able to get a listing of Documents by recursively parsing through the response of /adminapi/document, but I can't find a way to download an actual Document file... I've tried the /adminapi/document/{FilePath} resource, but that's only returning the details of said resource (filename, path, file size, date modified, etc.). Scripts and prompts have the /adminapi/prompt/download/{FilePath} resource, which Documents don't seem to have.

Can anyone shed any light on this?

Thanks!

~ Eric



Jyothish Joshi 39 posts since Sep 14, 2014

Re: Accessing Documents in Repository with UCCX Config API Jun 25, 2017 12:14 AM Hi Eric,

Currenly only scripts and prompts files can be downloaded using AdminAPI. There is no AdminAPI available to download document files.

Regards, Jyothish Joshi



ericlosier 9 posts since Mar 2, 2010

Re: Accessing Documents in Repository with UCCX Config API Jun 26, 2017 8:46 AM

in response to Jyothish Joshi Thanks for your reply, Jyothish!

Would you or anyone else know whether this is coming in a future UCCX release?

API access to the Documents repository can be extremely helpful for managing XML Documents for Hours of Operations, Holidays, etc.

Thanks.

~ Eric

Accessing Documents in Repository with...



jsanders@pomeroy.com 26 posts since May 19, 2009

Re: Accessing Documents in Repository with UCCX Config API Jun 26, 2017 8:49 AM

You could create an HTTP trigger to access the documents in question and create your own "API" for your app.



ericlosier 9 posts since Mar 2, 2010

Re: Accessing Documents in Repository with UCCX Config API Jun 26, 2017 8:52 AM

in response to jsanders@pomeroy.com Indeed, jsanders, we're already doing this today.

However, I find this solution quite kludgy and a proper API (such as the ones already available today for accessing Prompts and Scripts) would be great for simplifying accessing Documents in the repository.

Thanks!

~ Eric