API , UCCX , IVR to change agent status

Alban FAVEROT 8 posts since Jun 5, 2015

API , UCCX , IVR to change agent status Sep 16, 2016 7:32 AM
Hi,I've developed a script that allow the agent to type his extension + a pin code then an IVR that let him change his status
from "logged out --> logged in , not ready --> ready
this using rest api and using the agent login/password for eachrest api put/get

my issue is that the user can log in , but can't go from not-ready to ready
api response = 202 accepted but no change.

2nd issue , user can log out , but then can't log in anymore.
If I try to log in again , changing the status to login
api response = 202 accepted but no change.

PUT https://xxxxx:8445/finesse/api/User/sheijMob
Content-Type: application/json
Username: sheijMob
<User><state>LOGIN</state><extension>7092</extension></User>
-- response --
202 Accepted
Cache-Control: private
Expires: Thu, 01 Jan 1970 01:00:00 CET
Content-Type: application/xml
Content-Length: 0
Date: Fri, 16 Sep 2016 14:30:52 GMT
Server: Cisco

Any idea about what could block the changes ?
thanks

Ammara Bokhari *54 posts since Jan 9, 2014*

Re: API , UCCX , IVR to change agent status Sep 20, 2016 11:19 PM

I also tried the same and found the similar results. I think through Finesse API, we cannot change an agent's state to 'LOGIN' or 'READY'.

Alban FAVEROT *8 posts since Jun 5, 2015*

Re: API , UCCX , IVR to change agent status Sep 20, 2016 11:51 PM

⬆ in response to Ammara Bokhari

Initialy I was using virtual phone (fake mac address) and I use also a Remote Destination (their GSM).

The virtual phone was not recognized by Finesses (as not registered) then the login was not possible.

Finally by configuring a real phone (that will stay in the Server Room) the Login/Ready status change using the REST API was possible .

Paul Tindall *196 posts since Jul 20, 2009*

Re: API , UCCX , IVR to change agent status Sep 21, 2016 1:58 AM

⬆ in response to Alban FAVEROT

The Finesse API does work controlling Extend & Connect devices on CCX (and CCE). This is what I use for robot agents in the simulation tool here https://twitter.com/tindallpaul/status/562284650572550144

Alban FAVEROT *8 posts since Jun 5, 2015*

Re: API , UCCX , IVR to change agent status Sep 21, 2016 3:09 AM

⬆ in response to Paul Tindall

Thanks for your post , due to this one I have adapted my configuration by removing the physical phone and keeping only the Remote Destination , and it works !!!