

# Create Skill

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[mike.robinson@berbee.com](#) 4 posts since Dec 18, 2009

**Create Skill** Jul 22, 2016 7:18 AM

Hello Team -

I'm wondering if anyone knows why the <skillName> parameter within Create Skill was not programmed to allow periods, i.e. <TestSkill.1>?

Manually entering a skill name with a period is allowed within the admin web pages.

Thanks,

Mike

Tags: [uccx\\_api](#)



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

**Re: Create Skill** Aug 3, 2016 10:27 AM

Hi Mike,

Good question. I was able to reproduce it on my UCCX testbed. I asked the UCCX team, but they didn't know off hand and more investigation needs to be done. I opened a bug because if it is a design choice, those restrictions should be documented in the developer guide.


Thanx,

Denise



[mike.robinson@berbee.com](#) 4 posts since Dec 18, 2009

**Re: Create Skill** Aug 3, 2016 7:28 PM

 in response to [Denise Kwan](#)

Ok - thanks Denise!



**Partner** [Ammara Bokhari](#) 54 posts since Jan 9, 2014

**Re: Create Skill** Aug 3, 2016 11:54 PM

 in response to [mike.robinson@berbee.com](#)

We are facing a similar issue while programming CCX scripts/folders/prompts/ where we are not able to add spaces in the names (Though, the manual addition of spaces in the object names are allowed but not via APIs) Please do update here once this is resolved.

## Create Skill



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

**Re: Create Skill** Aug 4, 2016 9:17 AM

in response to [Ammara Bokhari](#)

Thanks for the info. I passed the information to the UCCX team. I will update everyone once I get more information.



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

**Re: Create Skill** Aug 5, 2016 10:06 AM

in response to [Denise Kwan](#)

[mike.robinson@berbee.com](mailto:mike.robinson@berbee.com), the UCCX team picked up the create skill bug that I opened and concluded that it was indeed a bug in the API. Unfortunately, this issue is only being fixed in 11.5.

[ammarabokhari](#), the UCCX team asked me to reproduce the problem that you reported and open a new bug, so I do not have an answer for you yet. Either way though, I'm pretty sure that if it is a bug in the API, they are only going to fix this in 11.5.

Thanx,  
Denise



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

**Re: Create Skill** Aug 16, 2016 1:01 PM

in response to [Ammara Bokhari](#)

[ammarabokhari](#), the prompts issue you reported turned out to be a bug in the API. Like the previous bug, this is fixed in 11.5 only. When I reproduced the issue on my system, I noticed that even though the API gives an error, it was successfully created (by refreshing the prompts page).

Thanx,  
Denise



[Ammara Bokhari](#) 54 posts since Jan 9, 2014

**Re: Create Skill** Aug 17, 2016 5:33 AM

in response to [Denise Kwan](#)

Thanks Denise.

This means that the application still creates the object with spaces but the API gives an error.

We have active SWSS subscription of CCX 11.0. Can you tell us when and how can we upgrade to 11.5?



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

Create Skill

**Re: Create Skill** Aug 17, 2016 9:55 AM

 in response to [Ammara Bokhari](#)

Hi,

With a SWSS subscription, you would typically use the Product Upgrade Tool (<https://tools.cisco.com/gct/Upgrade/jsp/productUpgrade.jsp>) to upgrade across major releases (e.g. 10.6 to 11.5). But, in the case of 11.0 to 11.5, the upgrade will be posted on CCO.

The release date for 11.5 is still TBD, but will be in the next couple of months.

Thanx,

Denise