UCCX

bhindusaran veeramani 9 posts since Oct 14, 2014

UCCX Jun 15, 2016 9:33 PM

Hi,

In Cisco UCCX environment, for the CUIC report we have been provided with some stock report which fetch data from Live feed instead of a database query. This live feed is provided by XMPP protocol to the report.

Is there any API document providing detail to how to consume this live feed data from an custom application ?

Note: Please check the attached document for live feed report in details.

Any suggestion on this would be helpful.

Thanks,
Bhindusaran.v

- PCCE_BK_P4F5DB31_00_pcce-reporting-user-guide-10-5_chapter_010111.pdf 1.3 MB

Tags: uccx, report;, live_data

Mohini Das *21 posts since May 27, 2014*

Re: UCCX Jul 4, 2016 4:02 AM

Hi Bhindusaran,

Currently we do not have any API document for fetching UCCX live feed data.

Regards,
Mohini

bhindusaran veeramani *9 posts since Oct 14, 2014*

Re: UCCX Jul 11, 2016 4:55 AM

⬆ in response to Mohini Das

Hi Mohini,

 Is the live feed data not available only for 10.5 version.

Do we have any support on UCCX v11 for live feed data ?

UCCX

Regards,
Bhindusaran

s.monteiro *54 posts since Nov 10, 2010*

Re: UCCX Oct 24, 2016 3:18 PM

⬆ in response to Mohini Das
Hi mohdas
I assume you work at Cisco?
even without a API document, is it supported to consume the REST interface to get live data?
http://uccx:9080/realtime/schema

Renee Mauzey *4 posts since Jan 2, 2015*

Re: UCCX May 11, 2018 5:27 AM

⬆ in response to s.monteiro
Is there any documentation on this yet? I realize the thread is old, but I'm still having trouble finding documentation on the feed.

Denise Kwan *1,289 posts since Jun 2, 2015*

Re: UCCX May 11, 2018 9:27 AM

⬆ in response to Renee Mauzey
Hi,

That API is an internal API and therefore does not have documentation for it. People have figured out how to use it on their own, but it is not supported.

Thanx,
Denise