

Making a user an admin and permission...



Partner [stephan.steiner](#) 416 posts since Oct 13, 2009

Making a user an admin and permission system Feb 1, 2016 11:02 AM

Hi

First of.. what use role is required to use this API? I presume Admin... yet in my experiments, if I take an admin, remove its admin role, I can still use its credentials to perform operations. It's only some time after that it stops working. And that means I can't reliably trial&error to figure out what is needed.

Secondly, the type field of a resource seems to have two values, 1 = agent, 2 = supervisor. What about the reporting and admin roles.. how can I assign them from an application using the UCCX configuration API?

Tags: [permissions](#), [roles](#)



[ewindgat](#) 385 posts since Jan 8, 2015

Re: Making a user an admin and permission system Mar 3, 2016 4:54 PM

Which API are you referring too?



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Re: Making a user an admin and permission system Mar 3, 2016 11:24 PM

in response to [ewindgat](#)

Umm... you had me scratching my head for a minute there.. we're in the UCCX Express Configuration API section, are we not? So that's the section that belongs to this API: [Cisco DevNet: Express Configuration API - Overview](#). As per the Dev guide (<https://developer.cisco.com/fileMedia/download/6850746d-1139-4578-8290-0fd3979659ec>) there's really only this API.



[ewindgat](#) 385 posts since Jan 8, 2015

Re: Making a user an admin and permission system Mar 8, 2016 12:14 PM

in response to [stephan.steiner](#)

You need to make sure you passing the correct credentials for authorization. Non-admins may also use this API.

There is a discussion here...

[Contact Center Express Configuration API](#)



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Re: Making a user an admin and permission system Apr 14, 2016 1:41 PM

Actually.. the correct answer is that Finesse is caching data.. so making an agent an admin doesn't mean you can log in an perform operations immediately. Conversely, removing permissions does not mean that you can't login anymore.. it will take a certain amount of time.

I find that highly unsatisfactory and in fact rather dangerous.