# UCCX Team: API Creation with secondary...

kurmi

**Fabien Bonic** 123 posts since Nov 14, 2014

**UCCX Team: API Creation with secondary supervisor** May 21, 2015 9:04 AM

Hi,

I want to create a team with a secondary supervisor using the REST API :

{"teamname":"testfab5","primarySupervisor":{"@name":"fabienuccx","refURL":"https://10.20.2.188:8443/adminapi/resource/fabienuccx"},"resources":{"resource":[{"@name":"fabienuccx2","refURL":"https://10.20.2.188:8443/adminapi/resource/fabienuccx2"},{"@name":"fabienuccx","refURL":"https://10.20.2.188:8443/adminapi/resource/fabienuccx"}]},"secondarySupervisors":{"secondarySupervisor":[{"@name":"fabienuccx2","refURL":"https://10.20.2.188:8443/adminapi/resource/fabienuccx2"}]}}

But the answer is HTTP 400 Bad Request.
What is wrong with my request ?

The simple request without resources and secondary supervisor works :

{"teamname":"testfab5","primarySupervisor":{"@name":"fabienuccx","refURL":"https://10.20.2.188:8443/adminapi/resource/fabienuccx"}}

Thanks,

Fabien
Tags: uccx, rest

**Vijay Dheenadayalan** *22 posts since Nov 17, 2014*

**Re: UCCX Team: API Creation with secondary supervisor** Jun 1, 2015 11:41 PM

Hi Fabien,

Can you please let me know the version of UCCX that you are using?

Thanks
Vijay

kurmi

**Fabien Bonic** *123 posts since Nov 14, 2014*

**Re: UCCX Team: API Creation with secondary supervisor** Jun 2, 2015 12:46 AM

in response to Vijay Dheenadayalan

UCCX Team: API Creation with secondary...

Hi Vijay,
The version of uccx is 10.6.1.10000-39.
Thanks,

Fabien

kurmi

Fabien Bonic *123 posts since Nov 14, 2014*

**Re: UCCX Team: API Creation with secondary supervisor** Jun 9, 2015 12:39 AM

in response to Fabien Bonic
Hi,
Does anyone have a solution or is it a bug?
Thanks,

Fabien

Vijay Dheenadayalan *22 posts since Nov 17, 2014*

**Re: UCCX Team: API Creation with secondary supervisor** Jun 11, 2015 2:10 AM

in response to Fabien Bonic
Fabien, Was it 400 BAD Request due to malformed syntax?

kurmi

Fabien Bonic *123 posts since Nov 14, 2014*

**Re: UCCX Team: API Creation with secondary supervisor** Jun 11, 2015 6:06 AM

in response to Vijay Dheenadayalan
In fact, the content needs to be like this:
"secondarySupervisors":{"**secondrySupervisor**":[{"@name":"fabienuccx2","refURL":"https://10.20.2.188:8443/adminapi/resource/fabienuccx2"}]}
What a pity to have such a typing error!

Now I'm able to set a secondary supervisor, I'm trying to remove it with a REST request. But if I use
"secondarySupervisors":{}
The result is 400 (The content of element 'secondarySupervisors' is not complete. One of
'{secondrySupervisor}' is expected)...

If I use
"secondarySupervisors":{"secondrySupervisor":[]}
The result is also 400 (The content of element 'secondarySupervisors' is not complete. One of
'{secondrySupervisor}' is expected)...

So how to clean the secondary supervisor?

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UCCX Team: API Creation with secondary...

Thanks,

Fabien

Vijay Dheenadayalan *22 posts since Nov 17, 2014*

**Re: UCCX Team: API Creation with secondary supervisor** Jun 15, 2015 3:38 AM

⬆ in response to Fabien Bonic

Hi Fabien,

Please do not use the tag "secondarySupervisors":{"secondrySupervisor":[]} in your request incase you dont want to have secondary supervisor. This will removed the secondary supervisor assigned for that team.

Please have a quick check and acknowledge me so that I can ask matt to mark it as answered

Thanks
Vijay

kurmi

Fabien Bonic *123 posts since Nov 14, 2014*

**Re: UCCX Team: API Creation with secondary supervisor** Jun 15, 2015 4:36 AM

⬆ in response to Vijay Dheenadayalan

Hi Vijay,

Thanks for your answer.

In fact, I need to be able to add secondary supervisors but also be able to remove secondary supervisors. If the first request (add secondary supervisor) works now, the second one (remove secondary supervisors) does not work (error 400 bad request).

So what is the request to remove secondary supervisor on a team using Rest request ?

"secondarySupervisors":{"secondrySupervisor":[]} does not work neither "secondarySupervisors":{}

Thansk,

Fabien

Vijay Dheenadayalan *22 posts since Nov 17, 2014*

**Re: UCCX Team: API Creation with secondary supervisor** Jun 15, 2015 4:48 AM

Hi Fabien,

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please find the request to remove secondary supervisors.

1. <?xml version="1.0" encoding="UTF-8"?>
2. <team>
3. <self>http://10.78.93.232/adminapi/team/1</self>
4. <teamId>1</teamId>
5. <teamname>Default</teamname>
6. <primarySupervisor name="agent8004">
7.   <refURL>http://10.78.93.232/adminapi/resource/agent8004</refURL>
8. </primarySupervisor>
9. <resources>
10. <resource name="agent8000">
11.   <refURL>http://10.78.93.232/adminapi/resource/agent8000</refURL>
12. </resource>
13. <resource name="agent8004">
14.  <refURL>http://10.78.93.232/adminapi/resource/agent8004</refURL>
15. </resource>
16. <resource name="dash">
17.  <refURL>http://10.78.93.232/adminapi/resource/pravat</refURL>
18. </resource>
19. <resource name="agent8003">
20.  <refURL>http://10.78.93.232/adminapi/resource/agent8003</refURL>
21. </resource>
22. <resource name="agent8001">
23.  <refURL>http://10.78.93.232/adminapi/resource/agent8001</refURL>
24. </resource>
25.</resources>
26.</team>

I have used REST CLIENT(firefox addon) and the content type as application/xml. Though our content types are different the concept remains same.

If you see my request, it doesnt have a tag for secondary supervisor at all.
In your request you have the tag but you are sending its value as empty. Instead please do not use the tag "secondary supervisor" in your request. It will remove the assigned secondary supervisor.
If you want to remove a specific secondary supervisor, keep the ones which you want to retain and remove the rest from your request and send it.

Thanks
Vijay

kurmi

Fabien Bonic *123 posts since Nov 14, 2014*

**Re: UCCX Team: API Creation with secondary supervisor** Jun 16, 2015 4:48 AM

⬆ in response to Vijay Dheenadayalan

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Hi Vijay
Thanks for these explanations. It works!
Thanks,

Fabien