

# IVR application with REST API parse XML...

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**IVR application with REST API parse XML document** Jan 25, 2018 6:43 AM

Hello,

I want to write an IVR application that allows changing agent skill levels. Therefore I use a REST step to retrieve agent skills from REST API. I receive a XML document like shown below. Since agents do have several skills, the XML contains a list of skills, their names and the current competence level.

My script has to iterate through each <skillCompetency> in the <skillMap>.

Does anyone have an idea what XML Path has to be used to go through each <skillCompetency> within a loop and get skill name and competency level of each <skillCompetency> entry?

```
<?xml version="1.0" encoding="UTF-8"?>
<resource>
<self>http://10.100.101.91/adminapi/resource/agent1</self>
  <userID>agent1</userID>
  <firstName>first</firstName>
  <lastName>agent</lastName>
  <extension>169</extension>
  <alias></alias>
  <skillMap>
    <skillCompetency>
<competencelevel>5</competencelevel>
      <skillNameUriPair name="skill1">
<refURL>http://10.100.101.91/adminapi/skill/2</refURL>
        </skillNameUriPair>
      </skillCompetency>
    <skillCompetency>
<competencelevel>5</competencelevel>
      <skillNameUriPair name="skill2">
<refURL>http://10.100.101.91/adminapi/skill/3</refURL>
        </skillNameUriPair>
      </skillCompetency>
    </skillMap>
  <autoAvailable>>false</autoAvailable>
  <type>2</type>
  <team name="test">
```

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```
<refURL>http://10.100.101.91/adminapi/team/2</refURL>
  </team>
  <primarySupervisorOf>
    <supervisorOfTeamName name="test">
<refURL>http://10.100.101.91/adminapi/team/2</refURL>
    </supervisorOfTeamName>
  </primarySupervisorOf>
  <secondarySupervisorOf/>
</resource>
```

Tags: [xml](#), [uccx](#), [api](#), [scripting](#), [rest](#), [parse](#)



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**Re: IVR application with REST API parse XML document** Jul 11, 2018 2:46 PM

One method to iterating over an XML document with XPath, is to index the elements.

E.g.,

Sample XML Document

```
<keys> <key>value1</key> <key>value2</key> </keys>
```

Then you'd have...

```
//key[1] == value1 //key[2] == value2
```

So, with that in mind, you could hold an incrementer variable, and loop the document, waiting for there to be a null return value, meaning you're trying to access an index which does not exist.

So, as an example, you could have a UCCX script routine which looks like this:

```
xml = Create XML Document (xml) Set i = 1 Get Next Skill: Set xpath_skill_name = "//skillCompetency[" + i + "]/skillNameUriF
```

So, each iteration of the loop, you'll end up with the skill name in the skill\_name variable, and the skill comp level in the skill\_comp variable.