

Copies of sample code still available?



[nathan.a.reeves](#) 7 posts since May 28, 2010

Copies of sample code still available? Aug 7, 2017 5:12 AM

Trying to get my head round some stuff and was looking for any sample code. I can see there was previously a CTI Sample app around (CRSCTISAMPLE) but I've not managed to find a copy anywhere.

Anyone know if there's any sample code still available. Found one additional reference to CTI on the Cisco Devnet github pages but there was no code actually checked into the repo.

Thanks in advance

Tags: [ctiserverprotocolquestions](#)



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

Re: Copies of sample code still available? Aug 29, 2017 1:35 PM

Hi,

We/DevNet is in the process on getting updated and working sample code for the CTI Protocol. It will be posted on the github repo ([GitHub - CiscoDevNet/uccx-sample-code: Sample code for use with Unified Contact Center Express](#)) when it is available.


Thanx,

Denise



[Seth Davis](#) 6 posts since Feb 6, 2017

Re: Copies of sample code still available? Nov 15, 2017 6:23 PM


 in response to [Denise Kwan](#)

So am I just not looking in the right spot, or is there STILL no sample code available? I find it extremely frustrating to have an interface "available" to people, but provide completely inadequate documentation on how to actually use it. I started a post titled ""[Sample code question](#)"" but with 9 views and not a single response. Is this interface going away? And that's why any samples are so difficult to find? If not, then can a sample PLEASE be provided so that someone who isn't already in the know on the exact format of the messaging can actually leverage it?



[Polad Mammadov](#) 10 posts since Nov 21, 2017

Re: Copies of sample code still available? Nov 22, 2017 2:32 AM

 in response to [Denise Kwan](#)

Hi Denise,

Copies of sample code still available?

Unfortunately there no sample codes on link provided to GitHub. Only .aef file. Could you please share any example on C# or C++. It is really important for all of us. Anybody who can help?

Thanks in advanced.



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

Re: Copies of sample code still available? Nov 22, 2017 9:57 AM

 in response to [Polad Mammadov](#)

Hi,

At this time, there are only scripts available for sample code.

The interface is not going away. I have asked the team to provide some samples.


Thanx,

Denise



[Polad Mammadov](#) 10 posts since Nov 21, 2017

Re: Copies of sample code still available? Nov 22, 2017 10:30 AM


 in response to [Denise Kwan](#)

Good news. Looking forward for examples. Thanks.



[Polad Mammadov](#) 10 posts since Nov 21, 2017

Re: Copies of sample code still available? Nov 26, 2017 4:02 PM

 in response to [Denise Kwan](#)

Hi Denise,

Any news about samples? Is it really important. We cannot start to develop agent application for UCCX. Why it is so difficult to find?


Hope you can help.

Thanks.



[Polad Mammadov](#) 10 posts since Nov 21, 2017

Re: Copies of sample code still available? Nov 28, 2017 2:58 PM

 in response to [Denise Kwan](#)

I am really interested in why Cisco Support do not reply on our questions. I expect two reply options to this clear question:

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1. Yes, we have sample code and this is a link where you can download and test it.
2. No, we already don't have and we never post it in the future.

Can anybody help and make it clear? I don't believe that this is so difficult. Simple answer: yes or no. This code was previously available. No doubt using that sample we can research and develop custom agent desktop for any UCCX version.

Hope Cisco Support hear me.

Thanks.



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

Re: Copies of sample code still available? Nov 28, 2017 8:17 PM

in response to [Polad Mammadov](#)
Hi Polad,

I am not sure why you are saying that Cisco Support is not replying to your question. I have replied twice on this thread. As I had stated earlier:

We/DevNet is in the process on getting updated and working sample code for the CTI Protocol. It will be posted on the github repo ([GitHub - CiscoDevNet/uccx-sample-code: Sample code for use with Unified Contact Center Express](#)) when it is available.

At this time, there are only scripts available for sample code.

The interface is not going away. I have asked the team to provide some samples.

So, to summarize my answer in simple terms: No, there are not samples right now, but we are hoping to post it in the future.

The code that was previously available no longer works with the current version. So it was removed.

Thanx,
Denise



[Polad Mammadov](#) 10 posts since Nov 21, 2017

Re: Copies of sample code still available? Nov 29, 2017 2:34 AM

in response to [Denise Kwan](#)
Hi,

I asked "Any news about samples?" several days ago and got no response. I expect "yes" or "no". I also didn't mean only this thread. In many topics programmers request for sample. And do not have responses. We only

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hear that "it's not available and will post when it will be available". The main question is "when"? We need at least approximate date. 2018, 2019, 2020? I am engineer and developer and as I said before in this thread I am sure that using previously available samples I can make it working. So I kindly ask again to provide at least previously available code for version 10.5 or earlier. It does not matter.



[Seth Davis](#) 6 posts since Feb 6, 2017

Re: Copies of sample code still available? Nov 29, 2017 6:30 AM

in response to [Denise Kwan](#)

I agree with the other poster here, at least if the old code was still available with the caveat of "worked in previous version, no longer works in current version", we typically can figure out much more with even an expired sample than nothing at all. Of course it's also concerning that one version may not work on the next, that's a little scary



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

Re: Copies of sample code still available? Nov 29, 2017 9:22 AM

in response to [Seth Davis](#)

Hi,

I do not prioritize the work for the CCX team so I can't tell you when it will be available.

Attached is the old code sample. It is from 2006. I am only posting this since it was requested to have the old files. So, unfortunately, we will not be able to help if you have any issues with it.

If you get it working for the latest version, I can post the working copy into the github for others to use.

Thanx,
Denise

- [UCCX CTI Sample.zip](#) 2.9 MB



[Polad Mammadov](#) 10 posts since Nov 21, 2017

Re: Copies of sample code still available? Nov 29, 2017 9:49 AM

in response to [Denise Kwan](#)

Hi Denise,

Thanks for sample. I'm going to convert this C++ code into C# and will inform about results. If it will be working other members who need SDK can use it in the future.


Thanks again.

Copies of sample code still available?



[Seth Davis](#) *6 posts since Feb 6, 2017*

Re: Copies of sample code still available? Nov 29, 2017 8:56 PM

 in response to [Denise Kwan](#)

Thank you Denise, appreciate it