

Understand PCCE Command Execution Pane

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[Configure](#)

[Request Section](#)

[Response Section](#)

[Verify](#)

[Troubleshoot](#)

[Related Information](#)

Introduction

This document describes the steps to send Application Programming Interface (API) requests via the Package Contact Center Enterprise (PCCE) Single Pane of Glass (SPOG) Command Execution Pane.

Contributed by Ramiro Amaya, and Anuj Bhatia, Cisco TAC Engineer and Shilpa Jayashekar, Cisco Engineering.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Package Contact Center Enterprise

Components Used

The information used in the document is based on PCCE 12.5(1) version.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any step.

Background Information

The Command Execution Pane provides a REST client interface in the Unified Contact Center Enterprise (CCE) Administration. This pane allows System Administrators to:

- Execute REST API calls to Unified Customer Voice Portal (CVP), Unified CVP Reporting, and

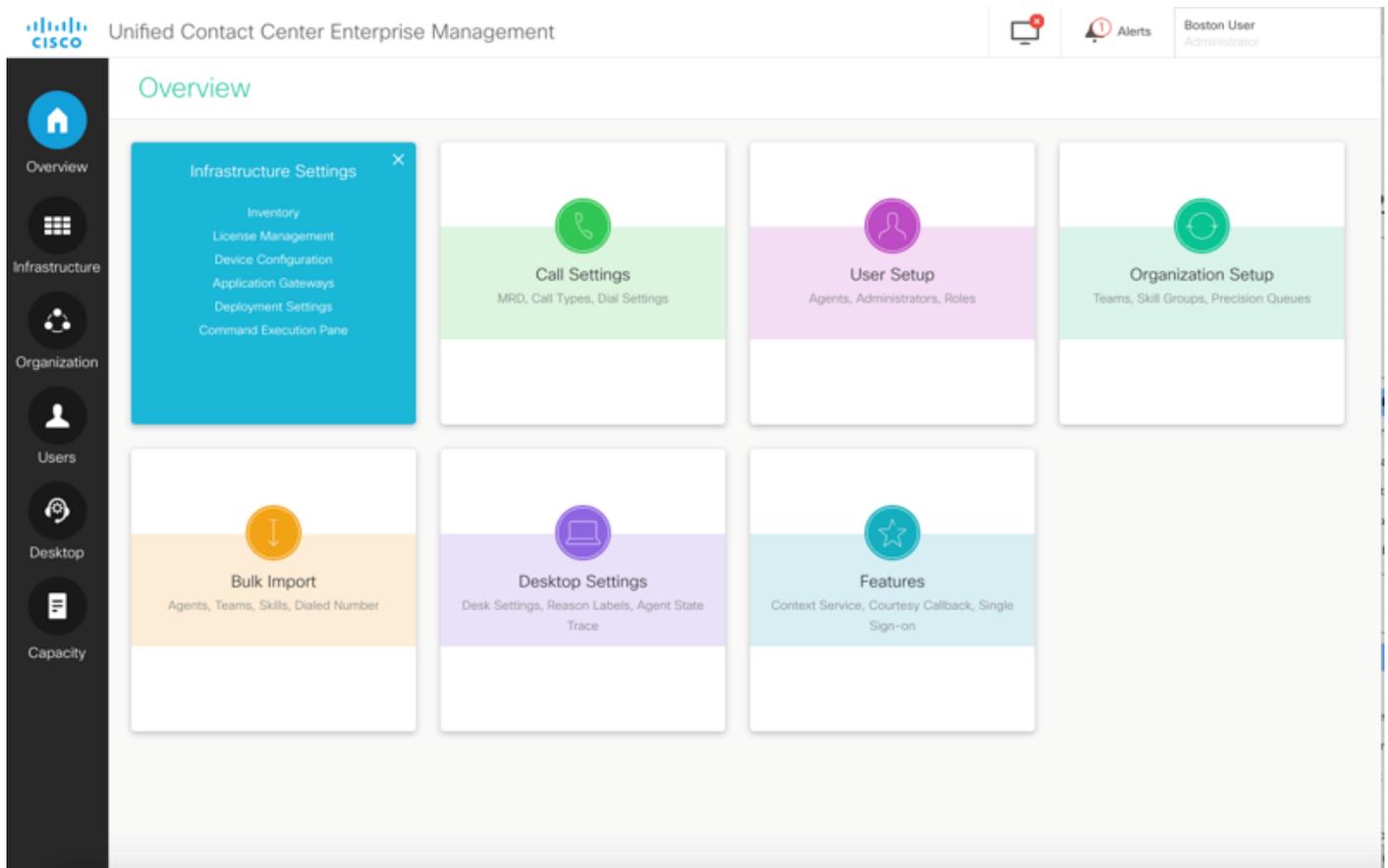
Cisco Virtualized Voice Browser (CVVB) from the single interface of Unified CCE Administration.

- Configure features like Customer Virtual Assistant (CVA) available in the latest versions of Packaged CCE without the need to upgrade Packaged CCE components. For example, CVA feature(available in 12.5) can be configured from Packaged CCE 12.0 ES 37, with the use of Command Execution Pane, provided VVBs are upgraded to 12.5.

Configure

Only System Administrator has access to Command Execution Pane.

When you log in as a System Administrator, you can access the Command Execution Pane from Infrastructure Settings (Card) > Command Execution Pane.



Note: System Administrator is a role who has access to all features. In CCE Administration, select Users > Roles > SystemAdmin (The administrators assigned with this role can access all the features and sub-features)

This page contains two sections: Request and Response.

- Overview
- Infrastructure
- Organization
- Users
- Desktop
- Capacity

Command Execution Pane

Machine Type

Site

Host Name Select All

Method Path

Request Body

Response Type

Result Filter Success(0) Failure(0)

Result Details

Execute the request to see the results

Request Section

The Request section contains these properties:

1. Machine Type: The machine type for which the user wants to execute the API Request.
2. Site: The site for which the API has to be executed. When you select machine type, All sites are selected by default.
3. Hosts: The host for which API has to be executed. All Hosts are selected by default. If no hosts are available, the appropriate message is displayed.

Command Execution Pane

- Overview
- Infrastructure
- Organization
- Users
- Desktop
- Capacity

Machine Type:

Site:

Host Name: Select All
 10.10.10.10
 10.10.10.90
 10.10.20.110
 10.10.10.90

Method: Path:

Request Body:

Content Type:

Response Type:

Result Filter: Success(0) Failure(0)

Result Details:

Command Execution Pane

- Overview
- Infrastructure
- Organization
- Users
- Desktop
- Capacity

Machine Type:

Site:

Host Name: Select All
No hosts available at selected site

Method: Path:

Request Body:

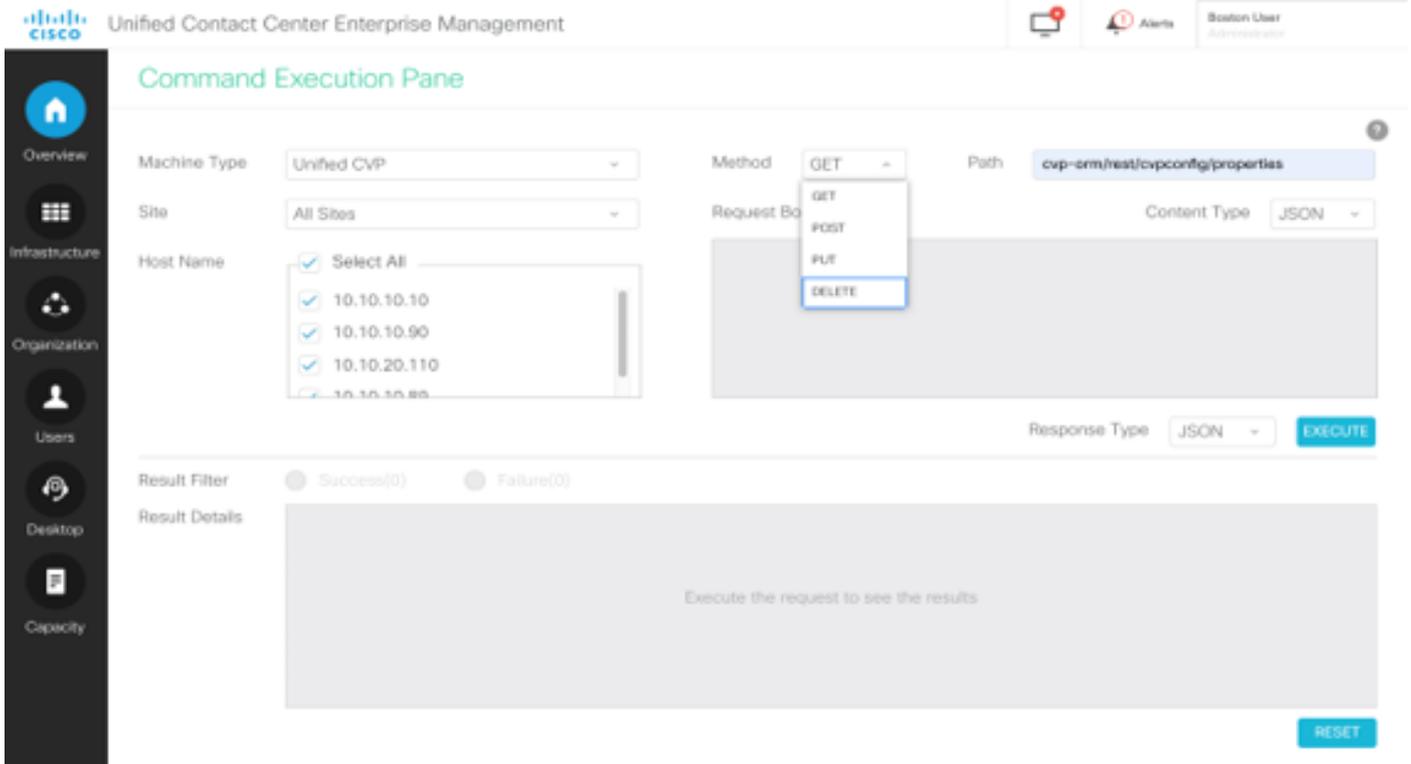
Content Type:

Response Type:

Result Filter: Success(0) Failure(0)

Result Details:

4. Method: Method selected: GET, POST, PUT and DELETE are the options.



5. Path: The relative path of the API to be executed.

6. Request Body: The payload for the API request goes here. Supported Content Type as of now is JSON.

Note: For POST and PUT, Request Body is mandatory.

7. Content Type: JSON and XML content type are supported.

8. Response Type: Choose the type of response expected. Default value is JSON. XML is the other option.

9. Execute: Executes the request. It is enabled once all the mandatory fields are filled.

Command Execution Pane

Machine Type: Virtualized Voice Browser

Method: POST

Path: `speechconfig/hest/config/its/serviceaccount`

Site: All Sites

Request Body:

```
<?xml version='1.0' encoding='UTF-8'>
<speechConfig>
  <serviceAccount>
    <providerName>Google</providerName>
    <name>sa3</name>
    <isDefault>false</isDefault>
    <authKey>vc</authKey>
    <properties>
      <serviceAccount>
    </serviceAccount>
  </speechConfig>
</?xml>
```

Content Type: XML

Response Type: JSON

EXECUTE

Result Filter: Success(0) Failure(0)

Result Details: Execute the request to see result details

RESET

Response Section

The Response section contains these properties:

1. Result Filter: Filter the results to see either Success or Failure responses.
2. Result Details: It contains the list of Host names and the response of selected Host name.
3. Reset: This resets all the properties on the screen to their default values.

Command Execution Pane



Overview



Infrastructure



Organization



Users



Desktop



Capacity

Machine Type Method Path Site Request Body Content Type

- Host Name
- Select All
 - 10.10.10.10
 - 10.10.10.90
 - 10.10.20.110
 - 10.10.10.80

Response Type

EXECUTE

Result Filter Success(0) Failure(4)

Result Details

10.10.10.90
10.10.10.89
10.10.10.10
10.10.20.110

```
{
  "text": "",
  "rc": 504,
  "errors": [
    "504 Error"
  ]
}
```

RESET

Command Execution Pane



Overview



Infrastructure



Organization



Users



Desktop



Capacity

Machine Type Method Path Site Request Body Content Type

- Host Name
- Select All
 - vvb74
 - VVB75

Response Type

EXECUTE

Result Filter Success(2) Failure(0)

Result Details

vvb74
VVB75

```
{
  "serviceAccounts": [
    {
      "providerName": "Google",
      "name": "sa3",
      "description": null,
      "isDefault": false,
      "authKey": "xvc",
      "properties": []
    }
  ]
}
```

RESET

Verify

You can use these examples to verify the results of the Command Execution Pane.

Example 1: Create a service account on Cisco VVB

Fill the request parameters as shown in the image, and click on Execute.

The screenshot shows the Cisco Unified Contact Center Enterprise Management interface. The main area is titled "Command Execution Pane".

Request Parameters:

- Machine Type: Virtualized Voice Browser
- Method: GET
- Path: speechconfig/rest/config/tts/serviceaccount
- Site: All Sites
- Host Name: Select All, vvb74, VVB75
- Request Body: (Empty)
- Content Type: XML
- Response Type: JSON (selected from a dropdown menu)

Result Details:

Result Filter: Success(2) Failure(0)

Host Name	Result
vb74	Success
VVB75	Success

The response body is displayed in a text area, showing a JSON array of service accounts:

```
{
  "serviceAccounts": [
    {
      "providerName": "Google",
      "name": "sa3",
      "description": null,
      "isDefault": false,
      "authKey": "xvc",
      "properties": []
    }
  ]
}
```

Buttons for "EXECUTE" and "RESET" are visible at the bottom right of the pane.

Example 2: Fetch a service account on Cisco VVB, created in Example 1

Fill the request parameters as shown in the image. And click on Execute. You should get success response as shown in the image.

Path: speechconfig/rest/config/tts/serviceaccount/newServiceaccount.

Unified Contact Center Enterprise Management Alerts boston Administrator

Command Execution Pane

Machine Type: Virtualized Voice Browser Method: POST Path: `speechconfig/rest/config/tts/serviceaccount`

Site: All Sites

Host Name: Select All
 eg4k-vvb1.berlin.icm
 eg4k-vvb2.berlin.icm

Request Body: `{
 "serviceAccount": {
 "providerName": "Google",
 "name": "newServiceaccount",
 "description": null,
 "isDefault": false,
 "authKey": "xvc",
 "properties": []
 }
}` Content Type: JSON

Response Type: JSON EXECUTE

Result Filter: Success(2) Failure(0)

Result Details:

eg4k-vvb1.berlin.icm	<pre>{ "text": "", "rc": 201, "headers": { "location": "https://eg4k-vvb1.berlin.icm/speechconfig/rest/config/tts/serviceaccount/newServiceaccount" }, "errors": [] }</pre>
eg4k-vvb2.berlin.icm	

RESET

Example 3: Update a service account on Cisco VVB, created in Example 1

Fill the Request parameters as shown in the image. And click on Execute.

Path - `speechconfig/rest/config/tts/serviceaccount/newServiceaccount`.

Unified Contact Center Enterprise Management Alerts boston Administrator

Command Execution Pane

Machine Type: Virtualized Voice Browser Method: PUT Path: `speechconfig/rest/config/tts/serviceaccount/new`

Site: All Sites

Host Name: Select All
 eg4k-vvb1.berlin.icm
 eg4k-vvb2.berlin.icm

Request Body: `{
 "serviceAccount": {
 "providerName": "Google",
 "name": "newServiceaccount",
 "description": "updating the description",
 "isDefault": false,
 "authKey": "xvc",
 "properties": []
 }
}` Content Type: JSON

Response Type: JSON EXECUTE

Result Filter: Success(2) Failure(0)

Result Details:

eg4k-vvb1.berlin.icm	<pre>{ "text": "", "rc": 200, "errors": [] }</pre>
eg4k-vvb2.berlin.icm	

RESET

Note: The description is updated in this API PUT request

Example 4: Delete a service account on Cisco VVB, created in Example 1

Fill the Request parameters as shown in the image. And click on Execute.

Path - `speechconfig/rest/config/tts/serviceaccount/newServiceaccount`.

The screenshot displays the Cisco Unified Contact Center Enterprise Management interface. The main section is the "Command Execution Pane".

- Machine Type:** Virtualized Voice Browser
- Method:** DELETE
- Path:** `speechconfig/rest/config/tts/serviceaccount/new`
- Site:** All Sites
- Host Name:** Select All, eg4k-vvb1.berlin.icm, eg4k-vvb2.berlin.icm
- Request Body:** (Empty text area)
- Content Type:** JSON
- Response Type:** JSON
- Buttons:** EXECUTE, RESET

Result Filter: Success(2), Failure(0)

Result Details:

Host Name	Response
eg4k-vvb1.berlin.icm	{ "text": "", "rc": 200, "errors": [] }
eg4k-vvb2.berlin.icm	

Troubleshoot

The Tomcat logs `c:\icm\tomcat\logs\CCBU.<timestamp>` are needed to troubleshoot any of the API requests from the Command Execution Pane in SPOG.

Related Information

[PCCE Administration guide](#)

[Technical Support & Documentation - Cisco Systems](#)