Using XML Documents in UCCX 8.x
Configuration and troubleshooting

Abhiram Kramadhati

akramadh@cisco.com

- This document explains the use of XML documents in UCCX scripts, and also it touches on the steps such as:
  - Get XML Document
  - Upload Document

- It also addresses the subtle difference in the use of the these steps in the 7.x and 8.x systems

Creating the script

- Let us create a very simple script where a user calls in and changes the call center status to "open" and "close". This status will be stored in an XML document, which can then be read from another script to determine if the call-center is "open" or "close".

- This script requires the following:
  - A user who has administrative rights on the UCCX
  - A template of the XML document

Getting started

- First create an XML document and name it emergency_template.xml (just copy the below contents):

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<Emergencys>
    <Emergency1>%value%</Emergency1>
</Emergencys>
```

- Please notice "%value%", this is the parameter which will be replaced with "open" or "close"
- Upload this file into the Document Repository on UCCX

Name	Size	Date Modified	Modified By	Delete	Rename	Refresh
classpath		01/28/2012 06:48:31 AM India Standard Time	abhi			
emergency_template.xml	0.1 KB	06/10/2012 10:02:30 AM India Standard Time	abhi			

- Once you have that uploaded, you are ready to build the script.
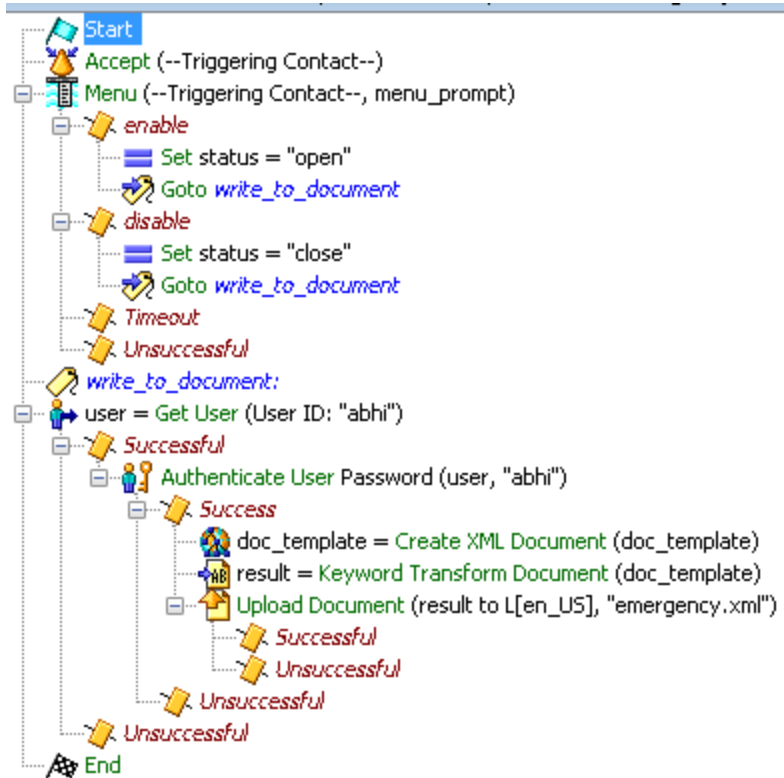
The logic used is as follows:

1. Accept
2. Give an option to caller: "Press 1 to set status to Open, Press 2 to set status to Close"
3. Capture this into the a variable called "status"
4. Authenticate user (with user id and password)
5. Obtain the format of the XML document from the template uploaded
6. Modify the template
7. Upload the new document
8. This document can be read from the main script to check the call center status

Important Note

- Any step which involves the modification/uploading of an object (prompt/document) requires that you use the Authenticate User Step. This is because the 8.x uses Linux which is a secure OS and thus requires authentication.

- This is a major change from 7.x, which did not require this step

- Also if you do not use the Authenticate User step, then the only documents which you can modify are the ones which you upload into: */opt/cisco/uccx/Customer*

- You can check this by running the command: *file uccx list custom_file ***

- You will receive a "*AccessControlException: access denied*" exception in case you don't use the Authenticate User, since there is no permission to modify the object

- The steps which modify the document etc., you will have to do this under the "SUCCESSFUL" step of Authenticate User.
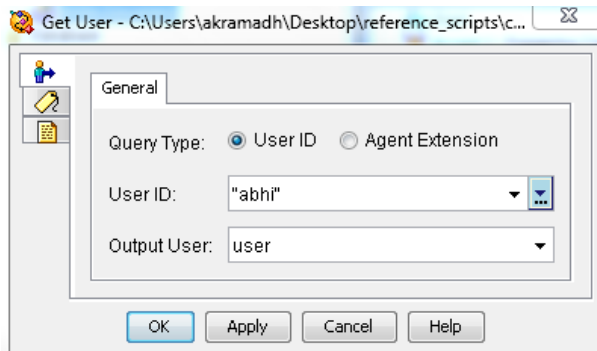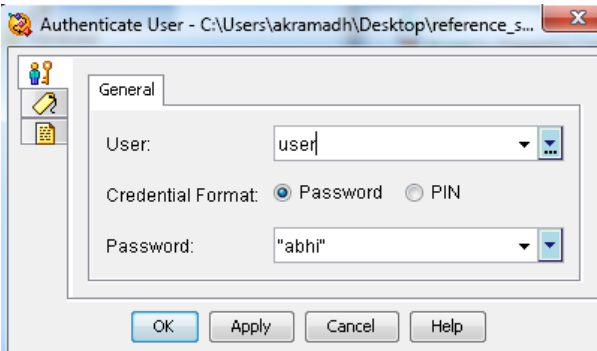
Building the script

- Accept the call

- Present the users with a menu: "press 1 to set the status to open, press 2 to set the status to close"

- Capture the input into a variable "status"

- Authenticate the user. I have internal authentication where I do not prompt anything from the caller. But you can also modify the script so that the caller can enter his userid/extension and password/pin.

Troubleshooting tip

- You will have 2 variables: *user_id* and *user*

- user_id is of type String

- user is of type "User"

- Please use the "user" object under "Authenticate User" and not "user_id". Because you need the UCCX to authenticate the "user" and not the "user_id". Note that you need to use the "user_id" to import the user object to "user".

User id "abhi" is used to import the actual user object into "user".

The user object imported into "user" is used for authentication.

XML part of the script

- Use XML document step to create a reference of the XML document which has already been uploaded.

doc_template = Create XML Document (doc_template)

Edit Variable

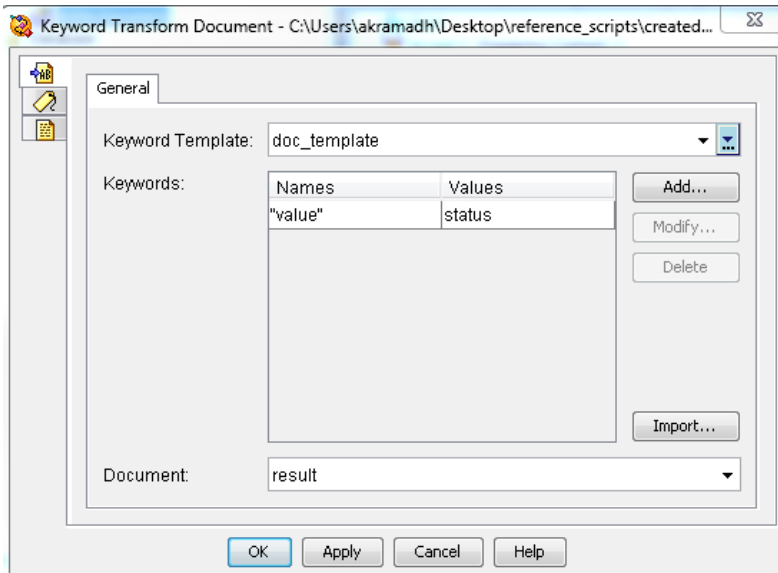|	
Type:	Document
Name:	doc_template
Value:	DOC[emergency_template.xml]
☐ Final	☐ Array
☐ Parameter	Dimensions: 0

OK   Cancel

emergency_template.xml has already been uploaded to the UCCX

The major change between 7.x and 8.x in terms of using this step is documented in this defect: CSCti89552

- Use the "Keyword Transform Document" to modify the template and then create a document
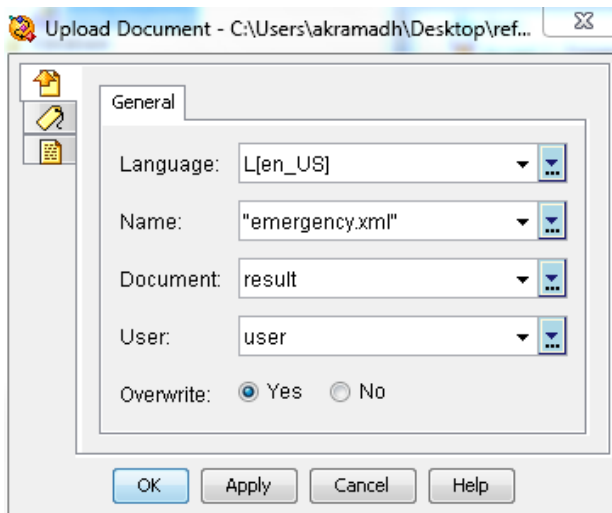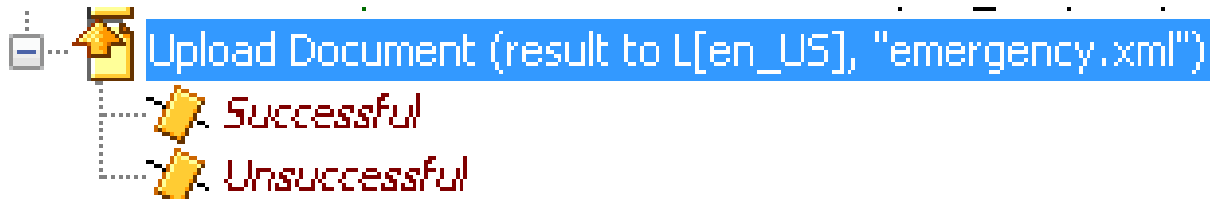
result = Keyword Transform Document (doc_template)

The word "value" in the xml template (emergency_template.xml) will be replaced with the value of "status" which is either "open" or "close"

```
<?xml version="1.0" encoding="ISO-8859-1"?>
<Emergencys>
          <Emergency1>%value%</Emergency1>
</Emergencys>
```

- Upload the document which was modified using the template

Upload Document (result to L[en_US], "emergency.xml")
- Successful
- Unsuccessful

The document which was created and stored under "result" will now be uploaded to the folder en_US and will be named as "emergency.xml".

To do this, specify an user who has already been authenticated successfully by UCCX.

Language:	English (United States) [en_US] ▾						
Folder: ..\							

Name	Size	Date Modified	Modified By	Delete	Rename	Refresh
emergency.xml	0.1 KB	06/10/2012 11:38:13 AM India Standard Time	abhi	🗑	🔖	🔄

The file which we created can be found here. For an example call where I selected "open" as an option:

```
<Emergencys>
    <Emergency1>open</Emergency1>
</Emergencys>
```

You can then modify the main script to check the status of this XML document and then decide if the status is "OPEN" or "CLOSE". Logic can then be added appropriately.