

了解PCCE命令执行窗格

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简介

本文档介绍通过包联系中心企业版(PCCE)单一管理窗格(SPOG)命令执行窗格发送应用编程接口(API)请求的步骤。

作者：Ramiro Amaya和Anuj Bhatia，思科TAC工程师和Shilpa Jayashekar，思科工程。

先决条件

要求

思科建议您了解 思科产品包联系中心企业版

使用的组件

本文档中使用的信息基于PCCE 12.5(1)版本。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解任何步骤的潜在影响。

背景信息

命令执行窗格在统一联系中心企业版(CCE)管理中提供REST客户端界面。此窗格允许系统管理员：

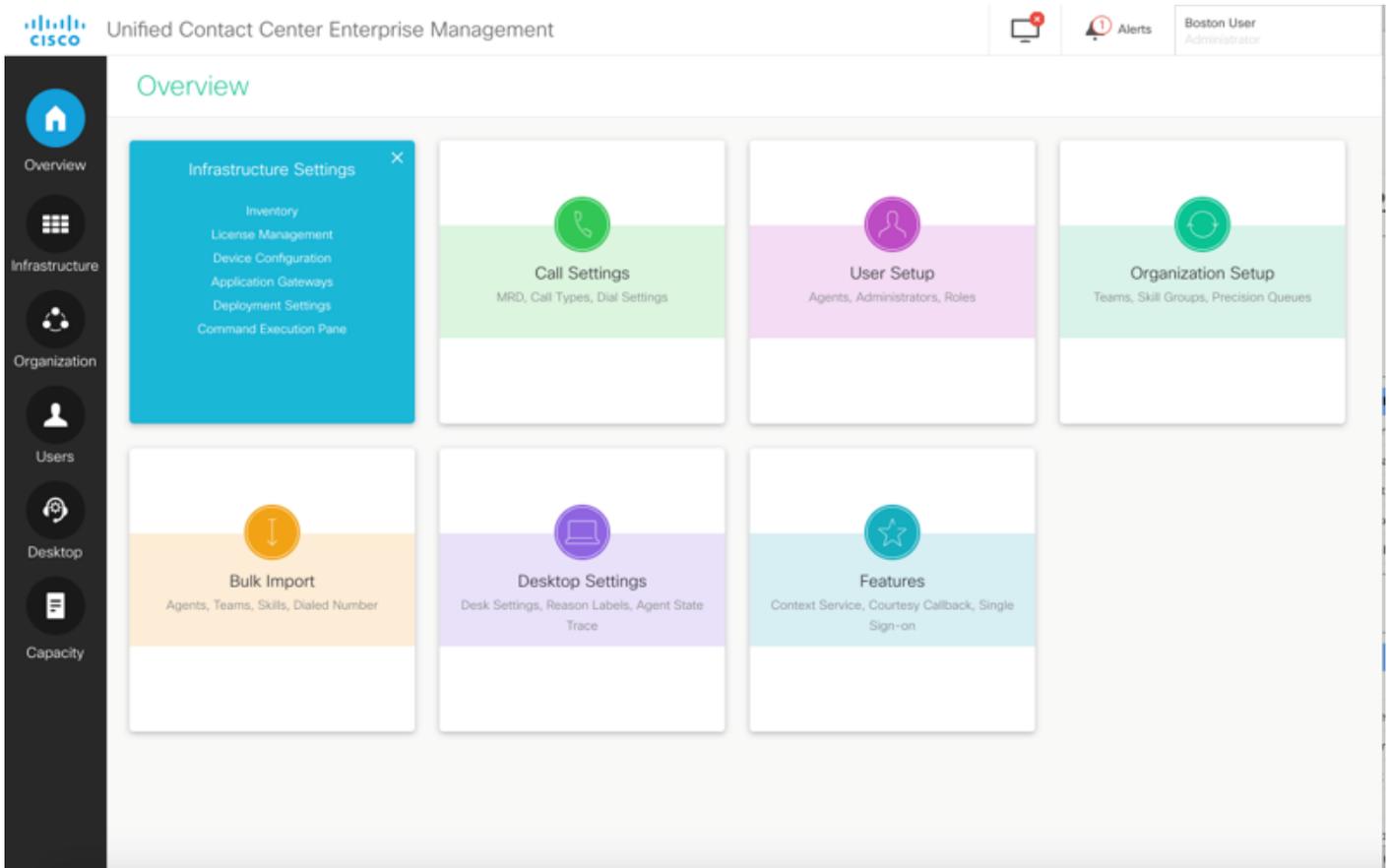
- 从统一CCE管理的单个界面执行对统一客户语音门户(CVP)、统一CVP报告和思科虚拟化语音浏览器(CVB)的REST API调用。
- 配置Packaged CCE最新版本中提供的客户虚拟助理(CVA)等功能，无需升级Packaged CCE组件。例如，如果VVB升级到12.5，则CVA功能（在12.5中提供）可通过使用命令执行窗格从

Packaged CCE 12.0 ES 37进行配置。

配置

只有系统管理员有权访问命令执行窗格。

以系统管理员身份登录时，可以从Infrastructure Settings(Card)> Command Execution Pane访问Command Execution窗格。



注意：系统管理员是有权访问所有功能的角色。在CCE管理中，选择用户>角色>系统管理（分配了此角色的管理员可以访问所有功能和子功能）

本页包含两个部分：请求和响应。

Unified Contact Center Enterprise Management Alerts Boston User Administrator

Command Execution Pane

Machine Type: Select... Method: GET Path:

Site: Select... Request Body: Content Type: JSON

Host Name: Select All
Select Site to choose the Hosts

Response Type: JSON EXECUTE

Result Filter: Success(0) Failure(0)

Result Details: Execute the request to see the results

RESET

请求部分

“请求”部分包含以下属性：

1. 机器类型： 用户要执行API请求的计算机类型。
2. 地点： 必须执行API的站点。选择计算机类型时，默认情况下会选择所有站点。
3. 主机： 必须执行API的主机。默认情况下，所有主机都处于选中状态。 如果没有可用主机，将显示相应消息。

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
 10.10.10.90Response Type Result Filter Success(0) Failure(0)Result Details
Execute the request to see the results

Command Execution Pane



Overview



Infrastructure



Organization



Users



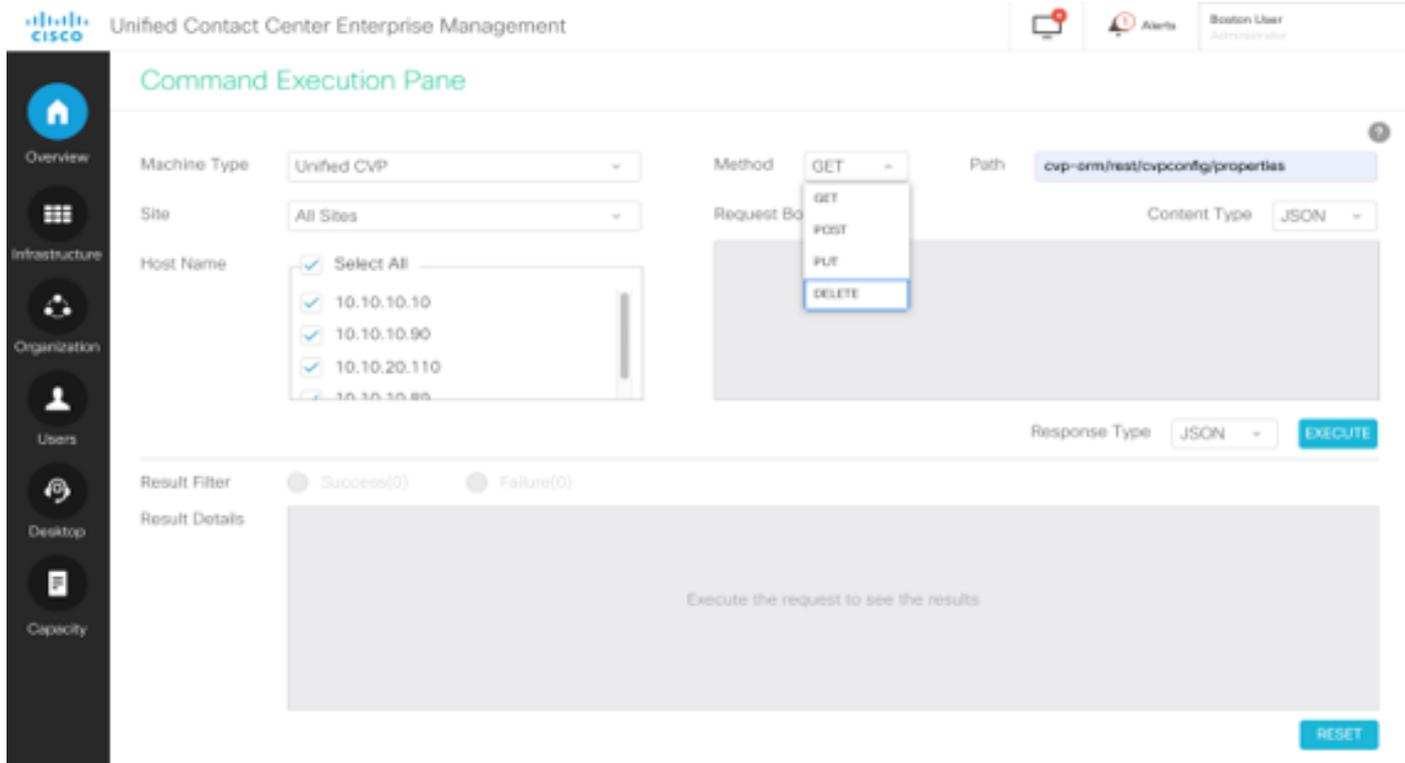
Desktop



Capacity

Machine Type Method Path Site Request Body Content Type Host Name
 Select All
No hosts available at selected siteResponse Type Result Filter Success(0) Failure(0)Result Details
Execute the request to see the results

4.方法：选择的方法：GET、POST、PUT和DELETE是选项。



5.路径：要执行的API的相对路径。

6.请求正文：此处是API请求的负载。目前支持的内容类型为JSON。

注意：对于POST和PUT，请求正文为必填项。

7.内容类型：支持JSON和XML内容类型。

8.响应类型：选择预期响应的类型。默认值为JSON。XML是另一个选项。

9.执行：执行请求。填写所有必填字段后，即会启用该字段。

Command Execution Pane

Machine Type: Virtualized Voice Browser | Method: POST | Path: `speechconfig/hest/config/its/serviceaccount`

Site: All Sites

Host Name: Select All, vvb74, VVB75

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>
    </speechConfig>
  </serviceAccount>
</speechConfig>
```

Content Type: XML (dropdown menu showing .JSON, XML)

Response Type: JSON | EXECUTE

Result Filter: Success(0) Failure(0)

Result Details: Execute the request to see result details

RESET

响应部分

“响应”部分包含以下属性：

- 1.结果筛选：过滤结果以查看成功或失败响应。
- 2.结果详情：它包含主机名列表和所选主机名的响应。
- 3.重置：这会将屏幕上的所有属性重置为默认值。

Command Execution Pane

Machine Type: Unified CVP Method: GET Path: `cvp-orm/rest/cvpconfig/properties`

Site: All Sites Content Type: JSON

Host Name: Select All
 10.10.10.10
 10.10.10.90
 10.10.20.110
 10.10.10.80

Request Body:
 Response Type: JSON EXECUTE

Result Filter: Success(0) Failure(4)

Result Details

10.10.10.90	<pre>{ "text": "", "rc": 504, "errors": ["504 Error"] }</pre>
10.10.10.89	
10.10.10.10	
10.10.20.110	

RESET

Command Execution Pane

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

Site: All Sites Content Type: XML

Host Name: Select All
 vvb74
 VVB75

Request Body:
 Response Type: JSON EXECUTE

Result Filter: Success(2) Failure(0)

Result Details

vvb74	<pre>{ "serviceAccounts": [{ "providerName": "Google", "name": "sa3", "description": null, "isDefault": false, "authKey": "xvc", "properties": [] }] }</pre>
VVB75	

RESET

验证

您可以使用这些示例验证命令执行窗格的结果。

示例 1：在Cisco VVB上创建服务帐户

填写如图所示的请求参数，然后点击执行。

The screenshot shows the Cisco Unified Contact Center Enterprise Management interface. The 'Command Execution Pane' is active, displaying a GET request configuration. The 'Machine Type' is 'Virtualized Voice Browser', 'Method' is 'GET', and 'Path' is 'speechconfig/rest/config/tts/serviceaccount'. The 'Host Name' list includes 'wb74' and 'VVB75'. The 'Request Body' is empty, and 'Content Type' is 'XML'. The 'Response Type' dropdown is open, showing 'JSON' and 'XML' options. The 'EXECUTE' button is visible. Below the configuration, the 'Result Filter' shows 'Success(2)' and 'Failure(0)'. The 'Result Details' table lists 'wb74' and 'VVB75'. The response body is a JSON object:

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

示例 2：获取在示例1中创建的Cisco VVB上的服务帐户

填写请求参数，如图所示。然后点击Execute。您应获得如图所示的成功响应。

路径：speechconfig/rest/config/tts/serviceaccount/newServiceaccount。

The screenshot shows the Cisco Unified Contact Center Enterprise Management interface. The 'Command Execution Pane' is active, displaying a POST request configuration. The 'Machine Type' is 'Virtualized Voice Browser', 'Method' is 'POST', and 'Path' is 'speechconfig/rest/config/tts/serviceaccount'. The 'Host Name' list includes 'eg4k-vvb1.berlin.icm' and 'eg4k-vvb2.berlin.icm'. The 'Request Body' is a JSON object:

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

The 'Response Type' is 'JSON'. The 'EXECUTE' button is visible. Below the configuration, the 'Result Filter' shows 'Success(2)' and 'Failure(0)'. The 'Result Details' table lists 'eg4k-vvb1.berlin.icm' and 'eg4k-vvb2.berlin.icm'. The response body is a JSON object:

```
{
  "text": "",
  "rc": 201,
  "headers": {
    "location": [
      "https://eg4k-vvb1.berlin.icm/speechconfig/rest/config/tts/serviceaccount/newserviceaccount"
    ]
  },
  "errors": []
}
```

示例 3：在示例1中创建的Cisco VVB上更新服务帐户

填写请求参数，如图所示。然后点击Execute。

路径 — `speechconfig/rest/config/tts/serviceaccount/newServiceaccount`。

The screenshot displays the 'Command Execution Pane' in the Cisco Unified Contact Center Enterprise Management interface. The interface includes a sidebar with navigation options: Overview, Infrastructure, Organization, Users, Desktop, and Capacity. The main area is configured for a PUT request to the path `speechconfig/rest/config/tts/serviceaccount/new`. The 'Machine Type' is set to 'Virtualized Voice Browser', 'Site' to 'All Sites', and 'Host Name' to 'Select All' with two specific hosts selected: `eg4k-vvb1.berlin.icm` and `eg4k-vvb2.berlin.icm`. The 'Request Body' is a JSON object:

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

. The 'Response Type' is set to 'JSON'. Below the configuration, the 'Result Filter' shows 'Success(2)' and 'Failure(0)'. The 'Result Details' table lists the two hosts, and a detailed view for `eg4k-vvb1.berlin.icm` shows a successful response:

```
{  "text": "",  "rc": 200,  "errors": []}
```

. An 'EXECUTE' button is visible at the bottom right of the configuration area, and a 'RESET' button is at the bottom right of the result details area.

注意：此API PUT请求中更新了描述

示例 4：删除在示例1中创建的Cisco VVB上的服务帐户

填写请求参数，如图所示。然后点击Execute。

路径 — `speechconfig/rest/config/tts/serviceaccount/newServiceaccount`。

Unified Contact Center Enterprise Management Alerts boston Administrator

Command Execution Pane

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

Site: All Sites Request Body: Content Type: JSON

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

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

故障排除

需要Tomcat日志c:\icm\tomcat\logs\CCBU。 <timestamp>来排除来自SPOG中“命令执行”窗格的任何API请求故障。

相关信息

[PCCE管理指南](#)

[技术支持和文档 - Cisco Systems](#)