

瞭解PCCE命令執行窗格

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簡介

本文檔介紹通過軟體包聯絡中心企業版(PCCE)單一平台式命令(SPOG)執行窗格傳送應用程式程式設計介面(API)請求的步驟。

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必要條件

需求

思科建議您瞭解 Cisco Package Contact Center Enterprise

採用元件

文中使用的資訊是根據PCCE 12.5(1)版本。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何步驟可能造成的影響。

背景資訊

Command Execution（命令執行）窗格在Unified Contact Center Enterprise(CCE)管理中提供 REST客戶端介面。此窗格允許系統管理員：

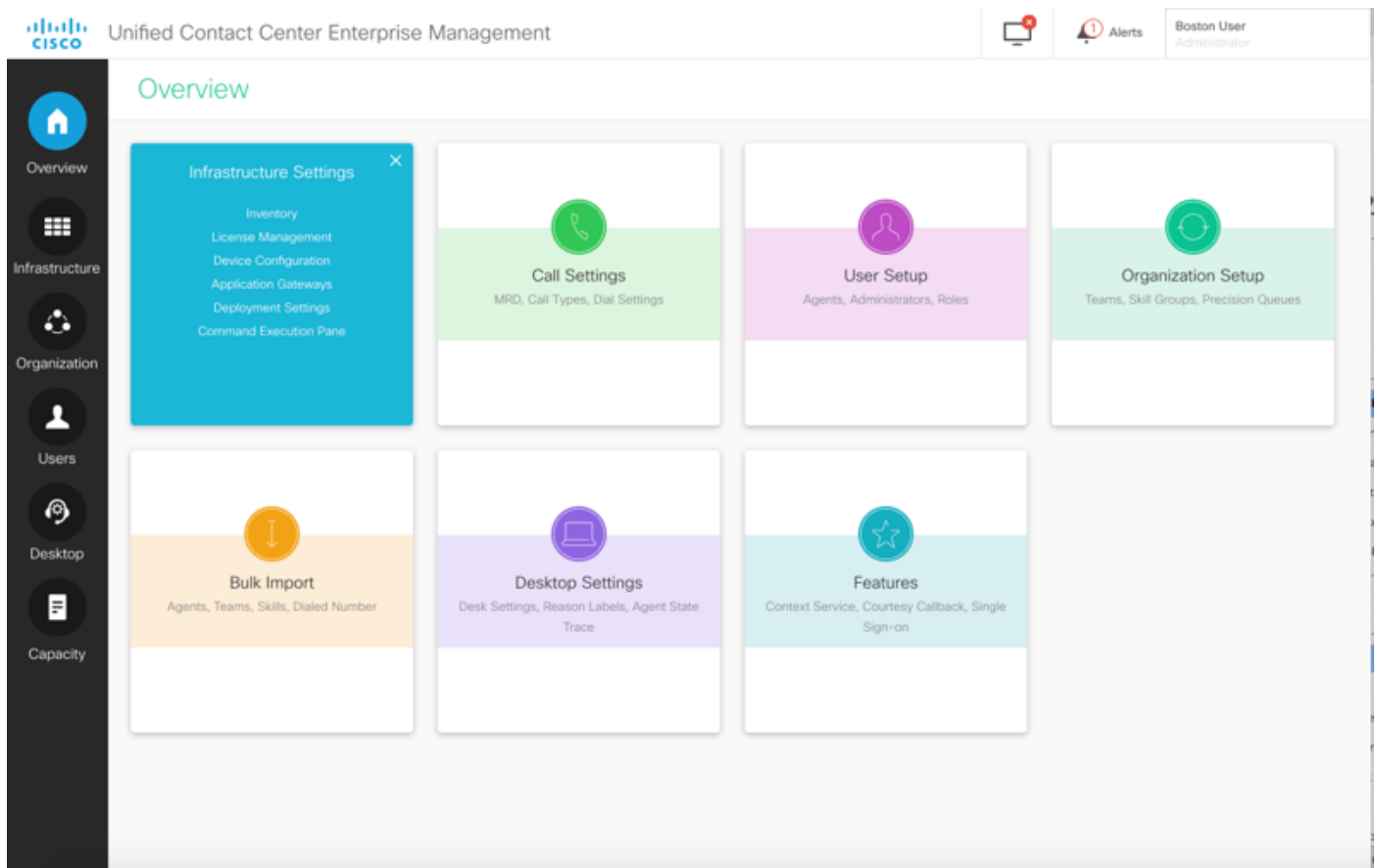
- 從Unified CCE Administration的單一介面執行對統一客戶語音門戶(CVP)、統一CVP報告和思科虛擬化語音瀏覽器(CVVB)的REST API呼叫。
- 配置最新版本的Packaged CCE中提供的客戶虛擬助理(CVA)等功能，而無需升級Packaged

CCE元件。例如，如果VVB升級到12.5，則可以使用命令執行窗格從封裝的CCE 12.0 ES 37配置CVA功能（12.5中提供）。

設定

只有系統管理員有權訪問「命令執行」窗格。

以系統管理員身份登入時，可以從Infrastructure Settings(Card)> Command Execution Pane訪問Command Execution Pane。



附註：系統管理員有權訪問所有功能。在CCE管理中，選擇Users > Roles > SystemAdmin（分配了此角色的管理員可以訪問所有功能和子功能）

本頁包含兩個部分：請求和響應。

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

請求部分

「請求」部分包含以下屬性：

- 1.電腦型別： 使用者要為其執行API請求的電腦型別。
- 2.站點： 必須執行API的站點。選擇電腦型別時，預設情況下將選擇「所有站點」。
- 3.主機： 必須為其執行API的主機。預設情況下會選擇所有主機。 如果沒有可用的主機，將顯示相應的消息。

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
 10.10.10.80Response Type Result Filter Success(0) Failure(0)

Result Details

Execute the request to see the results

Command Execution Pane



Overview



Infrastructure



Organization



Users



Desktop



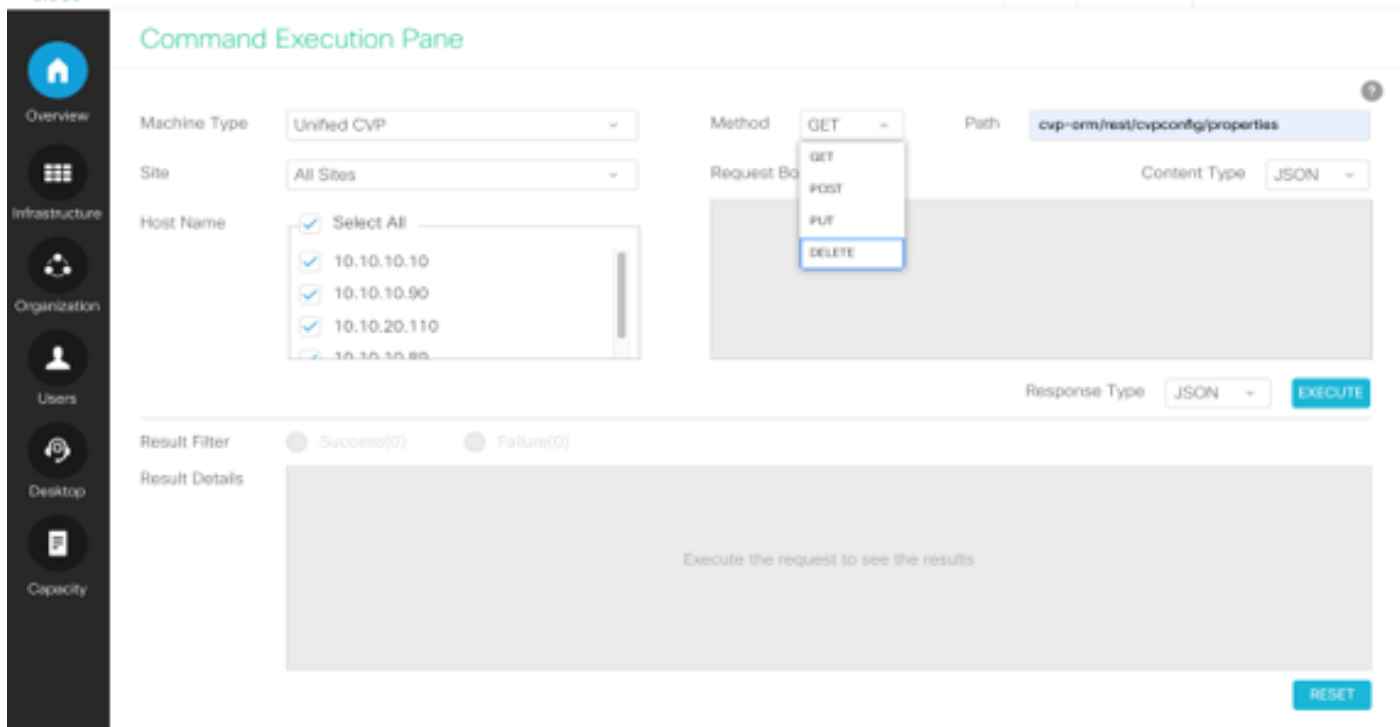
Capacity

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：所選方法：GET、POST、PUT和DELETE是選項。



5.路徑：要執行的API的相對路徑。

6.請求主體：API請求的負載將轉到此處。目前支援的內容型別為JSON。

附註：對於POST和PUT，必須使用「請求正文」。

7.內容型別：支援JSON和XML內容型別。

8.響應型別：選擇預期的響應型別。預設值為JSON。XML是另一個選項。

9.執行：執行請求。填寫所有必填欄位後，該欄位即啟用。

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 also shows .JSON)

Response Type: JSON | EXECUTE

Result Filter: Success(0) | Failure(0)

Result Details: Execute the request to see result details

RESET

響應部分

「響應」部分包含以下屬性：

1. 結果篩選器：過濾結果以檢視成功或失敗響應。
2. 結果詳細資訊：它包含主機名的清單和所選主機名的響應。
3. 重置：這會將螢幕上的所有屬性重置為其預設值。

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
 10.10.10.80Response Type Result Filter Success(0) Failure(4)

Host Name
10.10.10.90
10.10.10.89
10.10.10.10
10.10.20.110

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

Command Execution Pane



Overview



Infrastructure



Organization



Users



Desktop



Capacity

Machine Type Method Path Site Request Body Content Type Host Name
 Select All
 vvb74
 VVB75Response Type Result Filter Success(2) Failure(0)

Host Name
vvb74
VVB75

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

驗證

可以使用這些示例來驗證Command Execution Pane的結果。

範例 1：在Cisco VVB上建立服務帳戶

如圖所示填充請求引數，然後按一下執行。

The screenshot shows the 'Command Execution Pane' in the Cisco Unified Contact Center Enterprise Management interface. The 'Machine Type' is set to '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' is set to 'JSON'. The 'EXECUTE' button is visible. Below the execution area, 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": []
    }
  ]
}
```

範例 2：獲取在示例1中建立的Cisco VVB上的服務帳戶

如圖所示填充請求引數。然後點選Execute。您應該會得到如圖所示的成功響應。

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

The screenshot shows the 'Command Execution Pane' in the Cisco Unified Contact Center Enterprise Management interface. The 'Machine Type' is set to '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": "newServiceaccount",
    "description": null,
    "isDefault": false,
    "authKey": "xvc",
    "properties": []
  }
}
```

The 'Response Type' is set to 'JSON'. The 'EXECUTE' button is visible. Below the execution area, 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": []
}
```


範例 3:更新在示例1中建立的Cisco VVB上的服務帳戶

如圖所示填充Request引數。然後點選Execute。

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

The screenshot displays the 'Command Execution Pane' in the Cisco Unified Contact Center Enterprise Management interface. The top navigation bar includes the Cisco logo, the title 'Unified Contact Center Enterprise Management', and user information for 'boston Administrator'. The left sidebar contains navigation icons for Overview, Infrastructure, Organization, Users, Desktop, and Capacity. The main area is titled 'Command Execution Pane' and contains the following elements:

- Machine Type:** Virtualized Voice Browser
- Site:** All Sites
- Host Name:** A list of hosts with checkboxes: 'Select All', 'eg4k-vvb1.berlin.icm', and 'eg4k-vvb2.berlin.icm'.
- Method:** PUT
- Path:** `speechconfig/rest/config/tts/serviceaccount/new`
- Request Body:** A JSON object:

```
{  "serviceAccount": {    "providerName": "Google",    "name": "newServiceaccount",    "description": "updating the description",    "isDefault": false,    "authKey": "xvc",    "properties": []  }}
```
- Content Type:** JSON
- Response Type:** JSON
- EXECUTE** button
- Result Filter:** Success(2) (selected), Failure(0)
- Result Details:** A table with two rows: 'eg4k-vvb1.berlin.icm' and 'eg4k-vvb2.berlin.icm'. The details for the first row show a JSON response:

```
{  "text": "",  "rc": 200,  "errors": []}
```
- RESET** button

附註：描述將在此API PUT請求中更新

範例 4:刪除在示例1中建立的Cisco VVB上的服務帳戶

如圖所示填充Request引數。然後點選Execute。

路徑 — `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)

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

RESET

疑難排解

需要使用Tomcat日誌c:\icm\tomcat\logs\CCBU.<timestamp> 來排除來自SPOG中的命令執行窗格中的任何API請求的故障。

相關資訊

[PCCE管理指南](#)

[技術支援與文件 - Cisco Systems](#)