

Extension Name: GatewayXML

Extension Type: Application Gateway Extension – from the GatewayHost family of Solutions – which also includes GatewayODBC, GatewayMQ, and GatewayCOM (which can be interfaced to any API and/or set of requirements)

What does this Extension do?

The GatewayXML provides the capability for a Cisco Unified Contact Center Enterprise (UCCE) Routing script to interact with an external MSXML-compliant Web/XML Server. Information is passed from the UCCE script to a customer developed Web/XML application via an XML Document; the customer's back-end system processes the information as needed, and then optionally passes results back to the UCCE script for use in Routing decisions, CTI Applications, or Agent Intervention. The Web/XML Application performs the customization needed by the customer, such as: interfacing with back-end systems; calling other Web Applications; and/or performing logical checks on or manipulating the information passed in or returned.

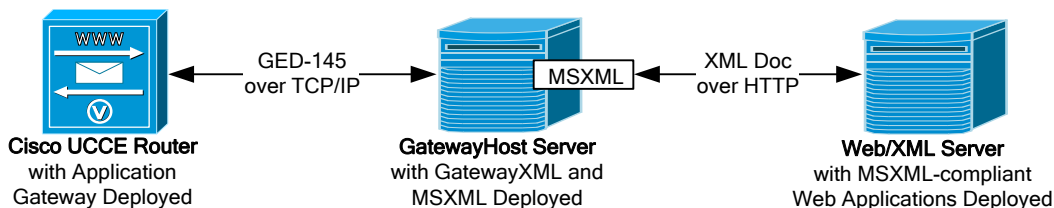
Up to 9 (software) instances of GatewayHost applications may be installed on a single server – with each instance of GatewayXML mapped to a unique Web/XML application.

Note 1: GatewayXML supports Unified Intelligent Contact Manager Enterprise (UICME) – in addition to UCCE.

Note 2: GatewayXML supports Admin Scripts – if interaction is required outside of Routing Script logic.

Note 3: GatewayXML supports Write-only – if data does not have to be returned from the Web Server.

Note 4: GatewayXML supports SOAP, SSL Client Certificates, and Inbound/Outbound XSL Style Sheets.



What is an example use-case for this Extension?

An example of a use-case for the GatewayXML solution would be to satisfy the requirement to take a customer-provided account number and perform a (web-enabled) back-end system lookup for the customer's corresponding account status to then be used in UCCE scripting to route the caller/contact to a specific Service. The account number would be passed to the GatewayXML, then to a Web Server. A lookup within the back-end system would be done via the web application – the customer's account status gathered and returned back to the UCCE script for routing and/or screen pop purposes.

Who will benefit from this Extension?

Customers that have a need to access a Web Server via Microsoft's MSXML during UCCE Contact Routing or UCCE Administration tasks. This GatewayXML extension provides a pre-built XML interface that can connect an UCCE script to an external Web Server. Customers and partners can implement this Application Gateway extension and save time and money that would be required to construct this type of interface from scratch – which would entail learning and applying Web/XML integration techniques / methodologies, the UCCE Application Gateway protocol, and consistent UCCE server functionalities – that include handling the TCP/IP socket communications, packet decoding and encoding, node management, event and message system (EMS) reporting, error handling, DES encryption, metering, asynchronous communication, and work distribution to multiple connections to the Web Server(s).

What is involved with an engagement for this Extension?

The GatewayXML provides a Web/XML interface to Web Servers. Therefore, it will require the customer or partner to develop Web application(s) accessible via URL(s) that handle HTTP POST methods and that exchange XML Documents that support XPATH query notation. Table 1 (below) represents the activities that would be required for a typical GatewayXML engagement.

Table 1: Representative Activities for engagement

Planning	<ul style="list-style-type: none"> • Purchase the GatewayXML Extension – see link below. • Review GatewayXML - Integration Checklist document. • Purchase Server(s) for GatewayXML – that should approximate the Bill of Materials for a low-end Peripheral Gateway (from CCO). • Assessment of availability/functionality of end-customer Web Servers and XML Documents. • GatewayXML process(es) not co-resident with UCCE processes. • GatewayXML server(s) configured in Cisco UCCE Domain.
Design	<ul style="list-style-type: none"> • Detail data, variable mappings, and service requirements between Application Gateway, GatewayXML, and Web Server. • Network connectivity component review. • Complete GatewayXML - Integration Checklist document. • Complete GatewayXML - Install Settings document.
Implementation	<ul style="list-style-type: none"> • Install and configure Application Gateway(s) on UCCE Router(s). • Add Gateway node(s) into the UCCE script(s) – and configure variable(s) to include in send and receive tabs. • Install and configure Web and GatewayXML components on GatewayXML Server(s). • Test all aspects related to the Application Gateway, Web Server, and GatewayXML implementation(s) – starting with connectivity and stand-alone GatewayXML interaction with the Web Server(s) via XML Document(s).
Operation	<ul style="list-style-type: none"> • Archive GatewayXML deployment docs and config files. • Knowledge Transfer to customer or partner team. • 30 day warranty after customer acceptance. • Additional support (CAS) is provided via a Fee-based Annual Subscription Service – see link below.

How do I purchase this Extension?

GatewayXML is purchasable via a Statement Of Work (SOW) and includes basic deployment. To obtain a quote or more information on this Software Extension please contact your Cisco Services Account Manager (SAM) or send your request to: custom-application-request@cisco.com.

How do I purchase Support for this Extension?

Custom Application Support (CAS) for GatewayXML is provided via a Fee-based Annual Subscription Service. To obtain a quote or more information about CAS for this Software Extension please send your request to: cerequest@cisco.com. Reference the Software Extension, Customer, SOW number and PID number.