Configure HTTP Request on Call Flows with Authorization Type as Basic on WebEx Contact Center

Contents

Introduction

This document describes the steps to configure HTTP Request node on flows with Authorization type as Basic Authorization on WebEx Contact Center (WxCC).

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Configure Call Flows

Components Used

The information in this document is based on these software versions:

- WxCC 2.0

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 command.

Configure

Configure HTTP Request node on flows with Connector for Authorization type as Basic Authorization

Step 1: Run the API on postman or any other API tool to ensure that the API request generates a 200 OK response with Authorization Type as Basic

As an example, the API request the Authorization has been set to Basic Auth and suppplied the Username and Password. Once the API is run, we recieve a 200 OK response

Request URL: Add the Request URL HTTP Method: GET Authorization Type: Basic Authorization
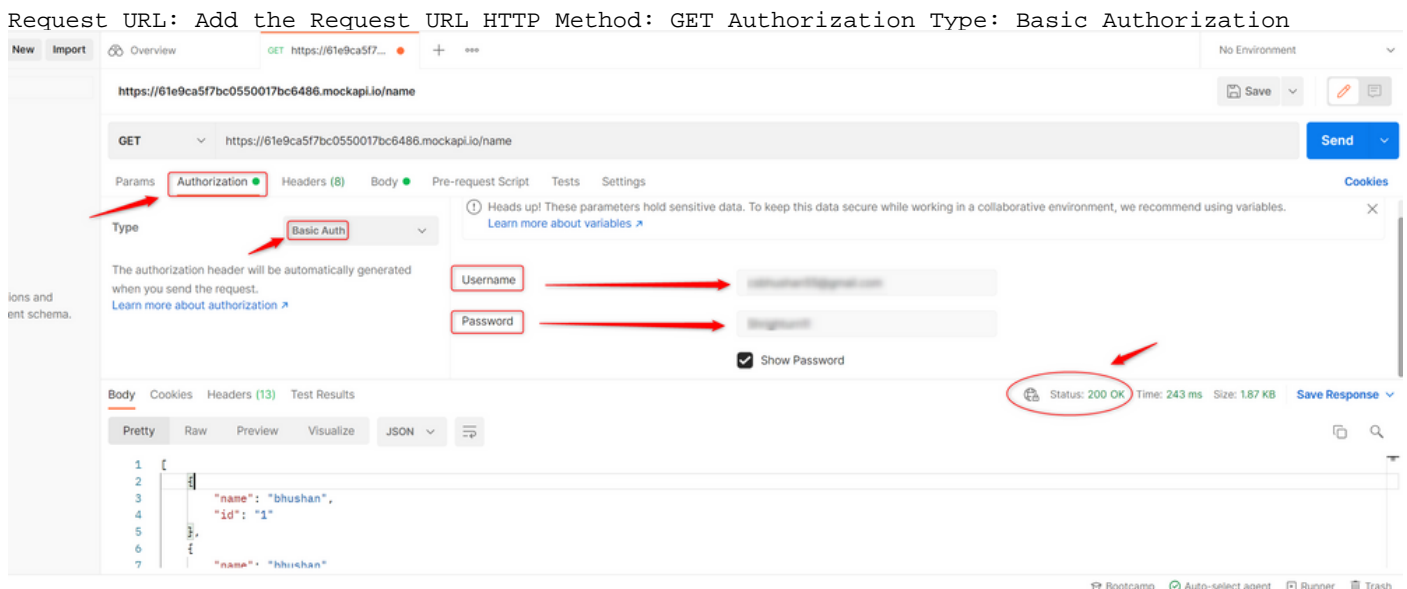
Step 2: Create a connector on WxCC Control hub - Under **Contact Center** service > select **Connectors** > select **Customer Connectors** > select **Add more**. Provide the information in the form and hit **Done**
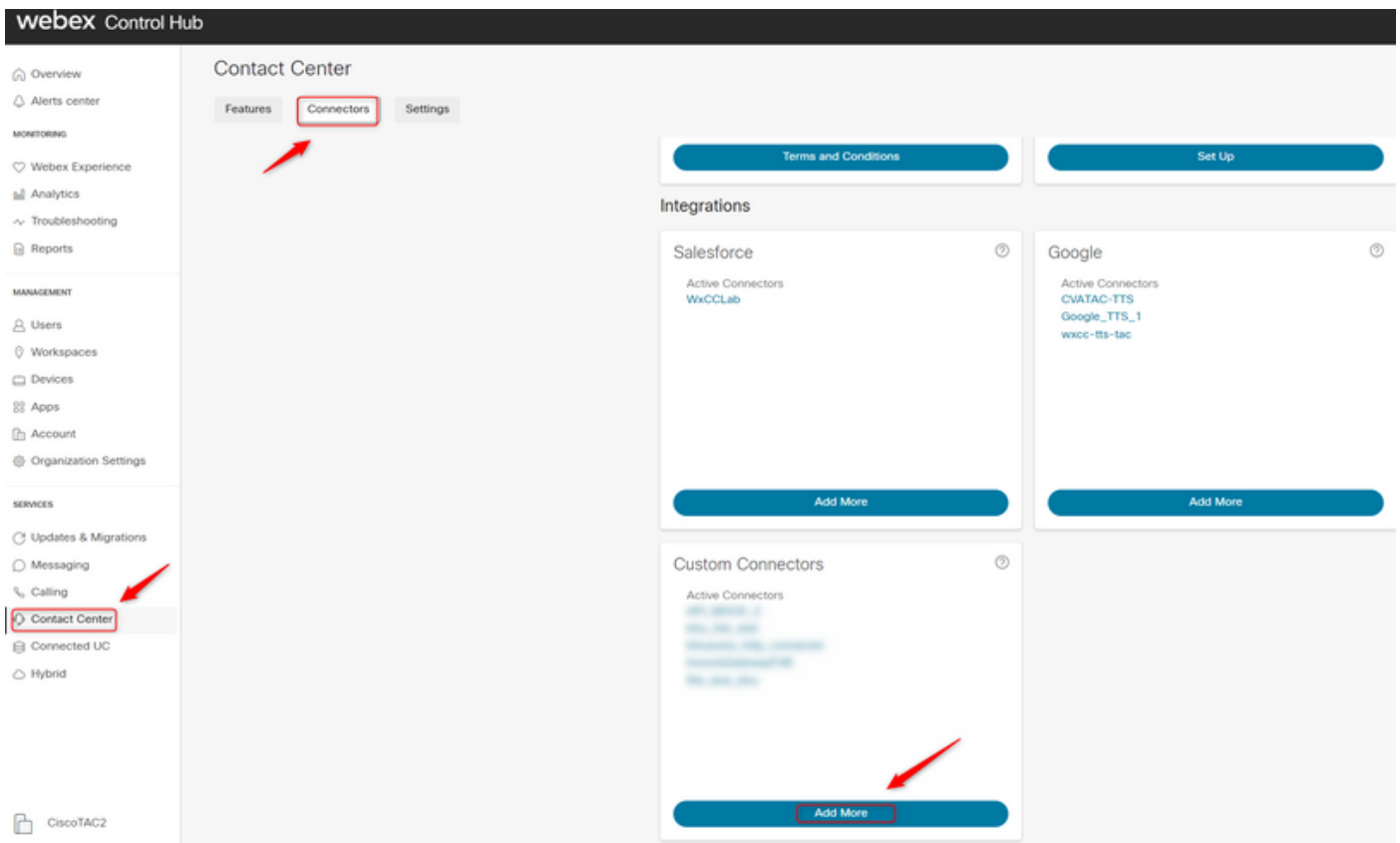
Note: From the example used in this article notice that the Resource Domain and does not is not contain the request path.

Step 3: Now once we create a follow - Add the HTTPRequest node to the flow and configure the

paramters:

Form the example used in this article:

- Set the Use Authenticated Endpoint flag flag ON
- Select the HTTP connector created on Control Hub
- Select the request path (this path does not contain the **Request Domain** that is provided in the Connector)
- Provide the HTTP Method (In this case it is a **GET** operation)

   The **Query Parameters and HTTP Request Headers fields would change based on the HTTP request. In this example, they are kept empty**

Configure HTTP Request node on flows without a Connector for Authorization type as Basic Authorization

In this case, we would not need to configure a Connector on Control hub and still use Basic Authorization for the HTTP requests

Step 1: Encode your Username and Password to a Base64 format. Use any free online tool to do so (like **base64encode**) in the format - **Username:Password**

Simply enter your data then push the encode button.

Format is:
Username:Password
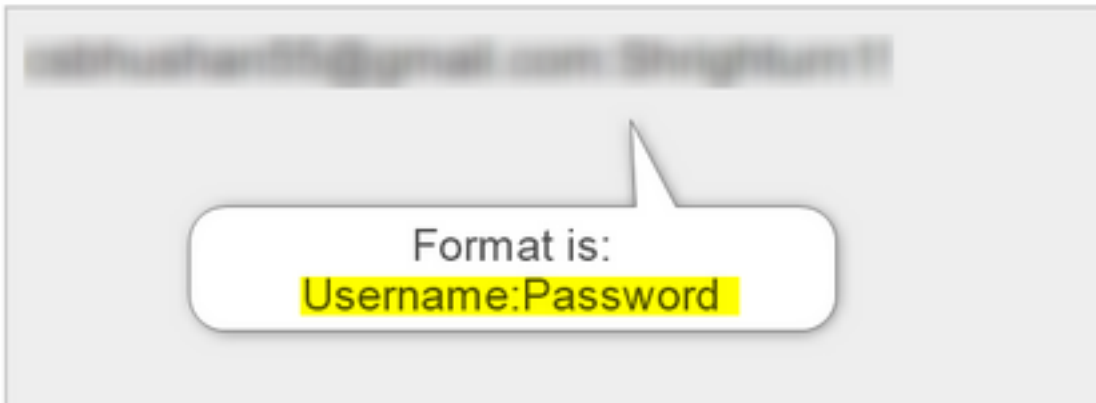
Step 1: Add the **HTTPRequest** node to the flow and configure the paramters:

Form the example used in this article:

- Set the **Use Authenticated Endpoint** flag flag **OFF**
- Select the request URL(this path would be the full URL that includes the **Request Doman** and the **Request Path**)
- Provide the HTTP Method (In this case it is a **GET** operation)
- Add a HTTP Request Headers field with
  Key as **Authorization**
  Value as **Basic **followed by the Base64 password generated in Step 1****
  [Example:**Basic Y3NiaHVzabhuNTVAZ2shanwuY29tOINocmlnaHR1cm4xIQ=**]

Verify

Use the **Case** node right after the **HTTPRequest** node to check the **httpstatuscode** [HTTP Status code] to check if we received a 200 OK for the response