Planning Guide

PureCloud API Enablement

Identify the information to have on-hand during enablement workshop.

# Enablement Goals

* Developer Center
	+ Able to navigate PureCloud API references
	+ Able to navigate PureCloud open source repository
* Postman
	+ Installation and setup
	+ Authenticate to organization via oAuth 2.0
	+ API create, read, update, and delete operations
* Web application
	+ Authentication and de-authentication
	+ Creating a “channel” and event monitoring
	+ API create, read, update, and delete operations

# Enablement Prerequisites

* Customer must have an active PureCloud environment with appropriate licensing.
* Customer must designate a development resource to attend enablement workshop.
	+ Customer’s resource should have a background in web development standards (HTML, JavaScript, CSS). Resource should have some experience with jQuery and JavaScript object notation (JSON).
	+ Customer’s resource must complete the PureCloud Core or PureCloud Enhanced training prior to enablement workshop.
	+ Customer’s resource must have the default “Developer” role within their PureCloud organization. Please ensure that the default “Developer” role has the OAuth client Add, Delete, Edit, and View permissions. For details on assigning roles please refer to the [resource center](https://help.mypurecloud.com/articles/assign-roles/).
* Customer must have the Google Chrome web browser installed on a client machine for use during enablement workshop.

# Glossary of Terms

## General Terms

|  |  |
| --- | --- |
| Term | Description |
| API | Application Programming Interface. A set of routines, protocols, and tools for building software. |
| OAuth | Authentication standard implemented by PureCloud. |
| CRUD | Create, Read, Update Delete. Basic functions usually associated with applications using storage such as a database. |

## REST Terminology

|  |  |
| --- | --- |
| Term | Description |
| REST | REpresentational State Transfer. A web service architecture style often used to communicate between software. |
| Endpoint | The URL in which a service may be accessed by a client application. |
| Header | Name or value pairs that are displayed in the request and response messages. |
| Body | Data transferred in an HTTP transaction immediately following the Header. |
| JSON | JavaScript Object Notation. A framework for collecting and passing of data via web services. |
| POST | A request method used by the HTTP protocol. Typically used for creating new data within a web application. |
| GET | A request method used by the HTTP protocol. Typically used for retrieving data from a web application. |
| PUT | A request method used by the HTTP protocol. Typically used for creating or updating data within a web application. |
| PATCH | A request method used by the HTTP protocol. Typically used for updating data within a web application. |
| DELETE | A request method used by the HTTP protocol. Typically used for deleting data within a web application. |

# Why are we using the API?

What are the reasons for using the Purecloud API? In this table, try to describe a high level use case for which your business may use the PureCloud API.

**Category summary:**

* **Analytics** – Real-time and historical statistics monitoring and configuration.
* **Configuration** – Configuration and administration of organization and IVR.
* **Conversations** – Manipulation of different media types including: calls, e-mail, chats, callbacks, voicemail, fax, videos, & social media.
* **Presence** – Monitoring of users’ status and state.
* **Quality Management** – Configuration and management of quality items including call recordings, agent evaluations, and response management.
* **Outbound Dialing** – Configuration and management of outbound dialing including contact lists and campaigns.
* **Other** – Anything not covered by previous topics.

Red denotes example

| Use Cases(Please check all categories that apply for each use case. If you are unsure of the category please check “Other”.) | Analytics | Configuration | Conversations | Presence | Quality Management | Outbound Dialing | Other |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Need to be able to add a new contact to a Dialer contact list from external CRM application. |[ ] [ ] [ ] [ ] [ ] [x] [ ]
| Need to receive a notification every time an agent goes into an away status. |[ ] [ ] [ ] [x] [ ] [ ] [ ]
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# What development languages?

The Purecloud API is built upon REST web services however it is also built to interface with multiple development languages. Please indicate if you are currently using any of the following languages. If you intend to use any development languages not listed, please fill them in in the empty spaces provided below.

|  |  |  |  |
| --- | --- | --- | --- |
| Language | Using? | Language specific API exists | Notes |
| Web services (REST) |[ ]  Yes |  |
| JavaScript |[ ]  Yes |  |
| NodeJS |[ ]  Yes  | Utilizes JavaScript API |
| C# |[ ]  Yes |  |
| Ruby |[ ]  Yes |  |
| Python |[ ]  Yes |  |
| Powershell |[ ]  No | Use web services API instead |
|  |[ ]   |  |
|  |[ ]   |  |
|  | [ ]  |  |  |
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# Client or Server Side Applications?

Please indicate whether you intend to use the Purecloud API with client-side or server-side applications. If you intend to use both please check both options.

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| --- |
| Client Side\*Any application that will be used on a local user computer or workstation. May include locally installed or URL-based applications. |[ ]
| Server Side\*Any application that will reside on a server or server farm. |[ ]

# External Application Integrations

Please list any external applications that will need to interface with the PureCloud API.

Red denotes example

|  |  |
| --- | --- |
| Name | Description |
| Salesforce | Web-based CRM |
| Example.com | Website |
| Example client | Desktop-based client |
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