



Webex Experience Management Configuration

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Import Experience Management Certificate to Unified CVP Call Server

CVP VXML server fetches the authorization token from the Cloud Connect server and reaches the Experience Management platform to download the desired questionnaire. To successfully interact and download the information from Experience Management, CVP server requires the Experience Management certificate in its keystore. Perform the following steps to export the certificate and to import it in CVP server.

Procedure

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- Step 1** Export the Experience Management platform certificate:
- Open a Chrome browser session and navigate to <https://api.getcloudcherry.com/api/Questions/Questionnaire>.
 - Click the lock icon in the address bar and click **Certificate (Valid)**.
 - Under the **Details** tab, click **Copy to File** to export the certificate and save it as a *Base-64 encoded X.509 (.CER)* file with the name *CloudcherryAPI.cer* (the file to be imported in the next step).
- Step 2** Import the certificate into the CVP keystore:
- Copy the exported certificate to the following directory of all CVP call servers: `C:\Cisco\CVP\conf\security`
 - Import these certificates using the command: `%CVP_HOME%\jre\bin\keytool.exe -storetype JCEKS -keystore %CVP_HOME%\conf\security\.keystore -import -trustcacerts -alias {apicloudcherry_name} -file c:\cisco\cvp\conf\security\CloudcherryAPI.cer`
- Step 3** Export the Experience Management platform Azure certificate:
- Open a Chrome browser, navigate to <https://learn.microsoft.com/en-us/azure/security/fundamentals/azure-ca-details>, and download the DigiCert Global Root G2 certificate.
 - Check the certificate which is downloaded as `DigiCert Global Root G2.crt`.
- Step 4** Import the certificate into the CVP keystore:

- a) Copy the exported certificate to the following directory of all CVP call servers: `C:\Cisco\CVP\conf\security as DigiCert_Global_Root_G2.crt`
- b) Import this certificate using the command: `%CVP_HOME%\jre\bin\keytool.exe -storetype JCEKS -keystore %CVP_HOME%\conf\security\keystore -import -trustcacerts -alias {apicloudcherry_azure} -file c:\cisco\cvp\conf\security\DigiCert_Global_Root_G2.crt`

Step 5 Restart the CVP server.



Note While importing the certificate, CVP requests for a password. For generating the keystore password, go to the `%CVP_HOME%\bin` folder and run the `DecryptKeystoreUtil.bat` file.



Note If the Certificate Authority (CA) signed certificate on Cloud expires as per policy, the new certificate needs to be imported to the CVP Server.

Experience Management Voice Survey Thresholds

Experience Management voice survey is used for getting feedback on the overall customer journey experience.

The following default configurations are used for this feature:

In `c:\cisco\cvp\conf\ivr.properties` file:

Property	Description	Configurable/ Non-Configurable?	Value
IVR.AuthTokenRefresh TimeOut	Time in seconds after which AuthToken is refreshed	Yes	1800
IVR.SurveyTokenRefresh TimeOut	Time in seconds after which SurveyToken is refreshed	Yes	43200
IVR.SurveyQuestionRefresh TimeOut	Time in seconds after which SurveyQuestions is refreshed	Yes	43200
IVR.WxmSurveyToken ApiUrl	Url to connect to fetch the survey token from Wxm	Yes	https://api.getcloudcherry.com/api/SurveyToken
IVR.WxmSurveyQuestions ApiUrl	Url to connect to fetch the questionnaire from Wxm	Yes	https://api.getcloudcherry.com/api/Questions/Questionnaire

Property	Description	Configurable/ Non-Configurable?	Value
IVR.WxmSurveyAnswers SubmitApiUrl	Url to connect to submit the answers to Wxm	Yes	https://api.getcloudcherry.com/api/Survey ByToken/
IVR.WxmSurveySettings ApiUrl	Url to connect to fetch the settings of the questionnaire from Wxm	Yes	https://api.getcloudcherry.com/api/Settings/
IVR.WxmAudio Url	Url to connect to fetch the audio files from Wxm	Yes	https://api.getcloudcherry.com/api/Stream UserAsset/
IVRWxmSurveyQuestionnaire Url	Url to connect to fetch the questionnaire settings from Wxm	Yes	https://api.getcloudcherry.com/api/surveyquestionnaire/

In c:\cisco\cvp\conf\sip.properties file:

Property	Description	Configurable/ Non-Configurable?	Value
SIP.CloudCherrySurveyValidity Time	Time in seconds for which the survey is active	Yes	60000
SIP.CloudConnectSurveyDispatch EndPointApi	Url for connecting Cloud Connect to get the SurveyDispatch EndPoint	Yes	/cherrypoint/surveydispatch
SIP.CloudConnect.Auth TokenApi	Url for connecting Cloud Connect to get AuthToken for Wxm	Yes	/cherrypoint/authtoken

Procedure

Sample

Experience Management SMS/Email Thresholds

Experience Management SMS/Email-based survey is used to send the survey link to the callers for getting feedback on the overall customer journey experience.

The following batch threshold properties which trigger the SMS/Email Cloud Connect API have to be configured (if not already configured) for this feature:

In c:\cisco\cvp\conf\ivr.properties file:

Property	Description	Configurable/ Non-Configurable?	Default Value
IVR.CloudCherryBatchSize	Batch size for triggering the Email/SMS Cloud Connect API	Yes	100
IVR.CloudCherryBatch Timeout	Batch timeout (in seconds) for triggering the Email/SMS Cloud Connect API	Yes	60



Note Customers can optimize these values based on their deployment requirements.

In `c:\cisco\cvp\conf\sip.properties` file:

Property	Description	Configurable/ Non-Configurable?	Value
SIP.CloudConnect.Request Timeout	HTTP request connection timeout (in milliseconds) towards Cloud Connect component	Yes	10000 Note The timeout value can be increased as per environment.

Procedure

Sample

HTTP Proxy Settings in VXML Server

For Experience Management to function, the VXML server must be connected to the internet. Enable direct access to the internet or configure HTTP proxy settings in the VXML server. To configure HTTP proxy settings in VXML server, perform the following steps:

Procedure

- Step 1** Open Windows regedit in the VXML server.
- Step 2** Go to `HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Apache Software Foundation\Procrun 2.0\VXMLServer\Parameters\Java\Options`.
- Step 3** Add the following entries:


```
-Dhttp.proxyHost=<proxy IP>
-Dhttp.proxyPort=<proxy port>
```

```
-Dorg.asynhttpclient.useProxyProperties=true  
-Dhttp.nonProxyHosts=<hostname>
```

Step 4 Restart the CVP VXML server from Windows services.
