Hack Your Way to Improved API Usability

Rachel Muller, Aspect Software
What We Do
Aspect Via: The customer engagement cloud platform that makes organizations and their customers happy.

Customer Engagement Platform

Aspect Via™ is a one-of-a-kind customer engagement platform that covers all the customer service bases while taking full advantage of Amazon Web Service (AWS) cloud services and infrastructure. The Aspect Via platform approach eliminates the headaches and costs of maintaining traditional, loosely coupled contact center point solutions for your call center, self-service/VR and workforce management needs.

With Aspect Via, everything comes together, rallying the entire enterprise around the customer experience as the contact center operations and mindset are mainstreamed into the larger enterprise.

SOLUTION | CAPABILITIES | PACKAGES | CLOUD SERVICES | DEMOS | TESTIMONIAL | RESOURCES

EVERYTHING YOU NEED IN A SINGLE SOLUTION

Aspect Via is a complete customer engagement solution powered by a set of native customer service capabilities and designed to integrate into the larger customer-driven enterprise. Based entirely on proven technology from Aspects comprehensive portfolio, while utilizing our latest next-generation components, the Aspect Via customer engagement platform brings the full convenience, security and reliability of the AWS cloud plus:

- Native IM, WFO, and self-service capabilities
- Common configuration and administration across all capabilities
- Shared real-time and historical reporting across all capabilities
Hello David. This is a friendly reminder that you have an appointment with Dr. Greene on Wednesday, Aug. 3, at 11am. Please reply: confirm, reschedule or cancel.

Reschedule

We are sorry you will not be able to make your appt. Would you like to reschedule for today or a different day?

Different day

Would you like to reschedule over text or with one of our staff members?
**noun**

Informal

An event, typically lasting several days, in which a large number of people meet to engage in collaborative computer programming.

‘a series of 48-hour hackathons to build new web and mobile services’

**Origin**

1990s: from hack, on the pattern of marathon.

**Pronunciation**

hackathon /'hækəθən/
Our hackathon journey begins…
Anxiety Relief: Evangelizing an internal hackathon

• Professional services - unclear on APIs available, feedback loop missing

• Support – no experience with the APIs

• Developers – concerned APIs not exercised with real use cases

• Consensus reached – full speed ahead!
Goals

Use APIs

Collect Feedback

Implement Feedback

External Customer Ready
Diverse teams

Participants provided customer facing resources

Generate clients using Swagger tools

Development resources answer questions and collect feedback.

Time bounded event
Timeline

- Determine Use Cases
- Provide Credentials to Teams
- Hack
- Feedback Actions

Team Assignments • Workshop • Retrospective
Determine Use Cases

Application Data Sharing

Client → aspectViA
Events → Update
Update → CRM

Fraud Alert Notification

Alert → Client → aspectViA
Update → Notify
Provide Credentials To Teams

• Took forever to get client credentials out to the teams

• Initial access to some endpoints failed!
Workshop

- Lots of discussion about authorization
- Questions about how the APIs cooperated for a use case
• Promise of efficiency from Swagger codegen fulfilled!

• Some broken contracts – developers observed first hand

• Most completed in 4 hour time window
• APIs mostly fulfilled the use cases

• Common feedback patterns emerged
  • Need to build server interface and test clients from swagger files!
  • Authorization is a complex topic
Track Feedback Resolutions

- There are numerous payload fields in Streaming API on events, these are string-serialized, so to access the data it requires double-deserialization (i.e., deserialize the event, get the payload field, deserialize the payload field).

- Enums are defined with a Sref property in the quality swagger file. This caused the codegen tool to report a circular reference.

- Create AHA feature to define engagement center, fastpath and messaging events in swagger files

- Create issue in JIRA so we can determine the best way to fix this problem. VIA-9469 has been created to track the issue.

- @ Muller, Rachel
- Completed

- @ Chu, Harbo
- In Progress

- VIA-9469 - Data cannot be retrieved due to an unexpected error.
Dispersed, virtual teams are challenging
  • Time flexibility key to success

Conflicting priorities within teams
  • Schedule event formally next time.
  • Combine workshop/coding/retrospective into single event

Proved feedback crucial to API usability
Cross functional team cooperation and comradery

Instant and direct feedback to development team

Increased API skills for the support team

Shareable samples catalog

Keep communicating beyond hackathon

More hackathons please!
QUESTIONS
Thank You!

Rachel Muller, Aspect Software