

Getting Started

What is a Web Service Client?

A Web Service Client is any component or application that communicates with a web service using SOAP messages, or a comparable messaging protocol.

A Web Service Client can be a traditional client application. A client can also be another Web application.

(In this situation, the Web application would consume the XML within the SOAP message, format it, and send the result back to an ultimate client — perhaps a Web browser.)

We need these following four basic steps to create a Web service.

1. Create a proxy class for the Web service.
2. Reference the proxy class in the client code.
3. Create an instance of the proxy class in the client code.
4. Call the method on the proxy class that corresponds to the Web service method with which you want to communicate.

For most clients, these steps differ only in how the proxy class is referenced and how the Web service client is deployed. The tutorial below shows how to develop a simple Windows Forms application which logs into CCMM using CCMM Agent Webservices.

Using Visual Studio

Create a Windows-based application

1. Start Visual Studio 2008 or later.
Note: Installing a Development Environment on a CCMM Contact Center Multimedia Server is not supported - please use a dedicated non-production machine.
2. On the **File** menu, point to **New**, and then click **Project**.
3. Under **Project Type**, click to select **Visual C# Project**.
4. Under **Template**, click to select **Windows Application**.
5. In the **Name** box, type **CCMMAgentWebservicesClient**, and then click **OK**.

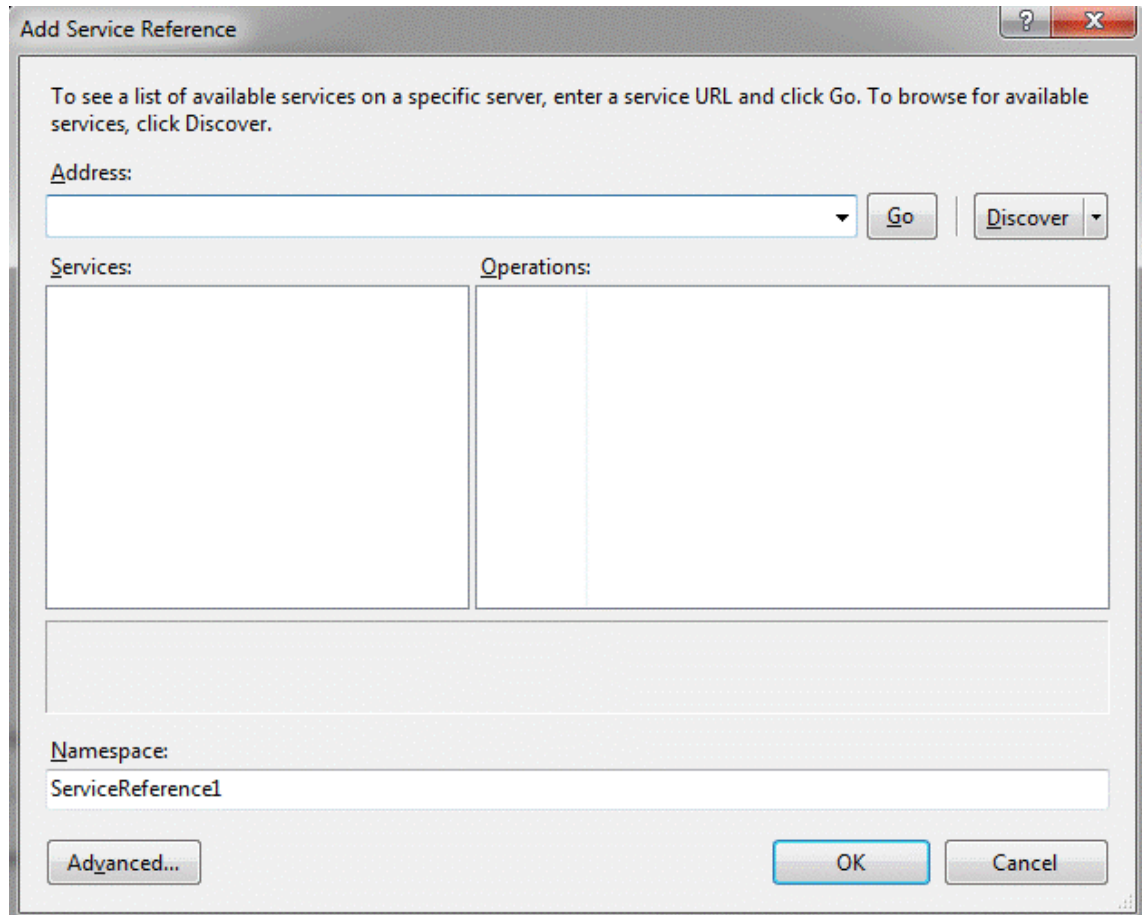
By default, a form named **Form1** is created.

6. Add a **Button** control and two **TextBox** controls to Form1.

Add a Reference to the Project

1. In Solution Explorer, right-click **CCMMAgentWebservicesClient**, and then click **Add Service Reference**.

The **Add Service Reference** dialog box appears.



Add Service Reference

To see a list of available services on a specific server, enter a service URL and click Go. To browse for available services, click Discover.

Address:

Go **Discover**

Services: **Operations:**

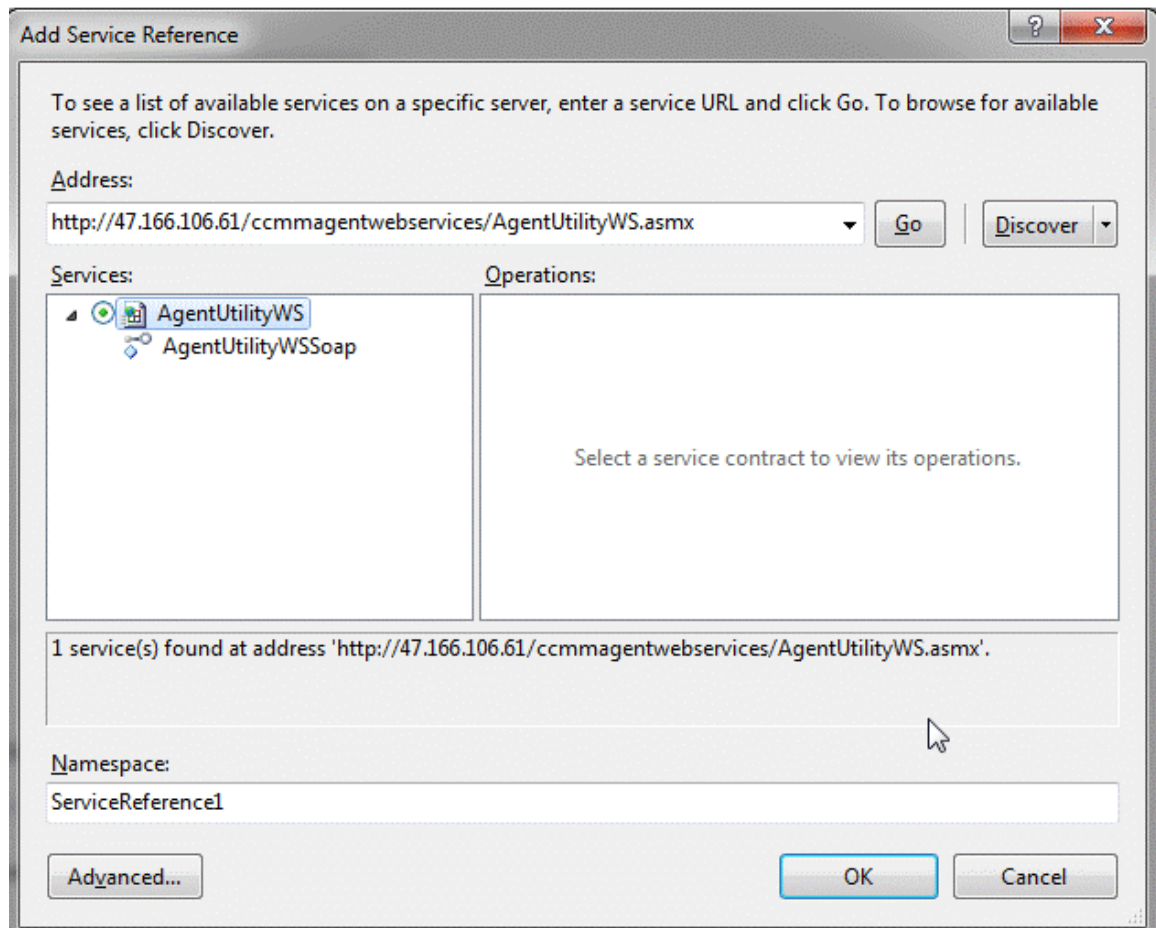
Namespace:

ServiceReference1

Advanced... **OK** **Cancel**

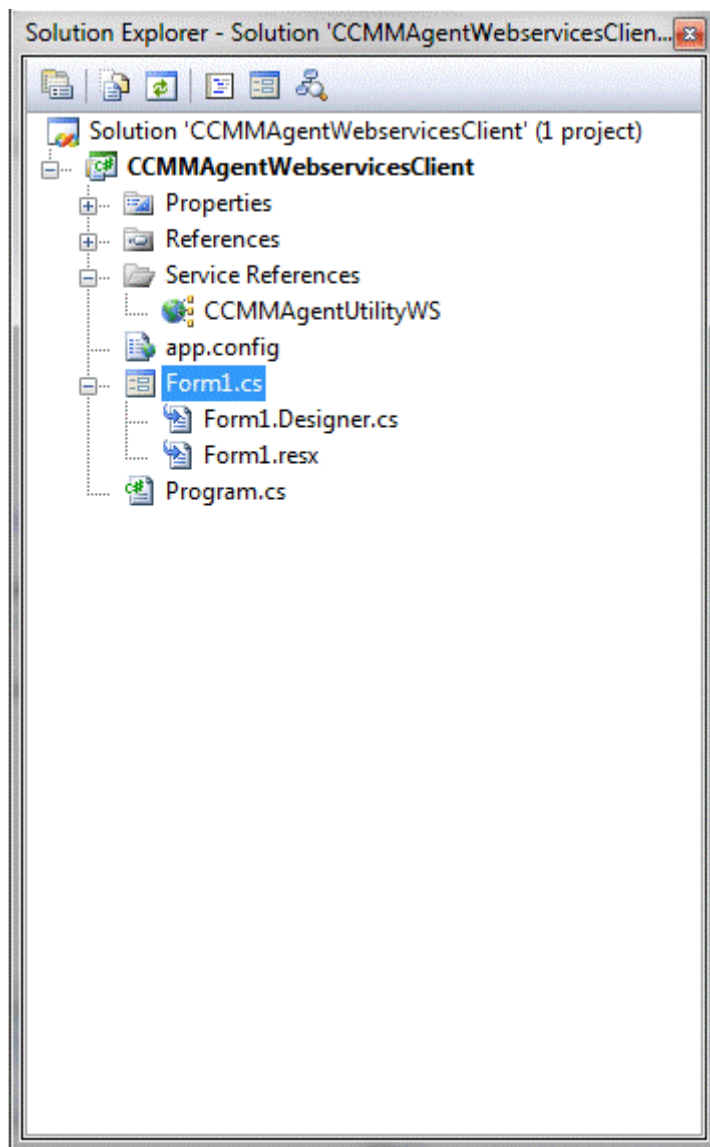
2. In the **Address** bar, type the URL of the Webservice
<https://CCMMSEVERNAME/ccmmagentwebservices/AgentUtilityWS.asmx>.

Now click the Go Button to access the Web Service. In the Web reference name change the default name to **CCMMAgentUtilityWS**.



3. Press ENTER or click **Ok** .

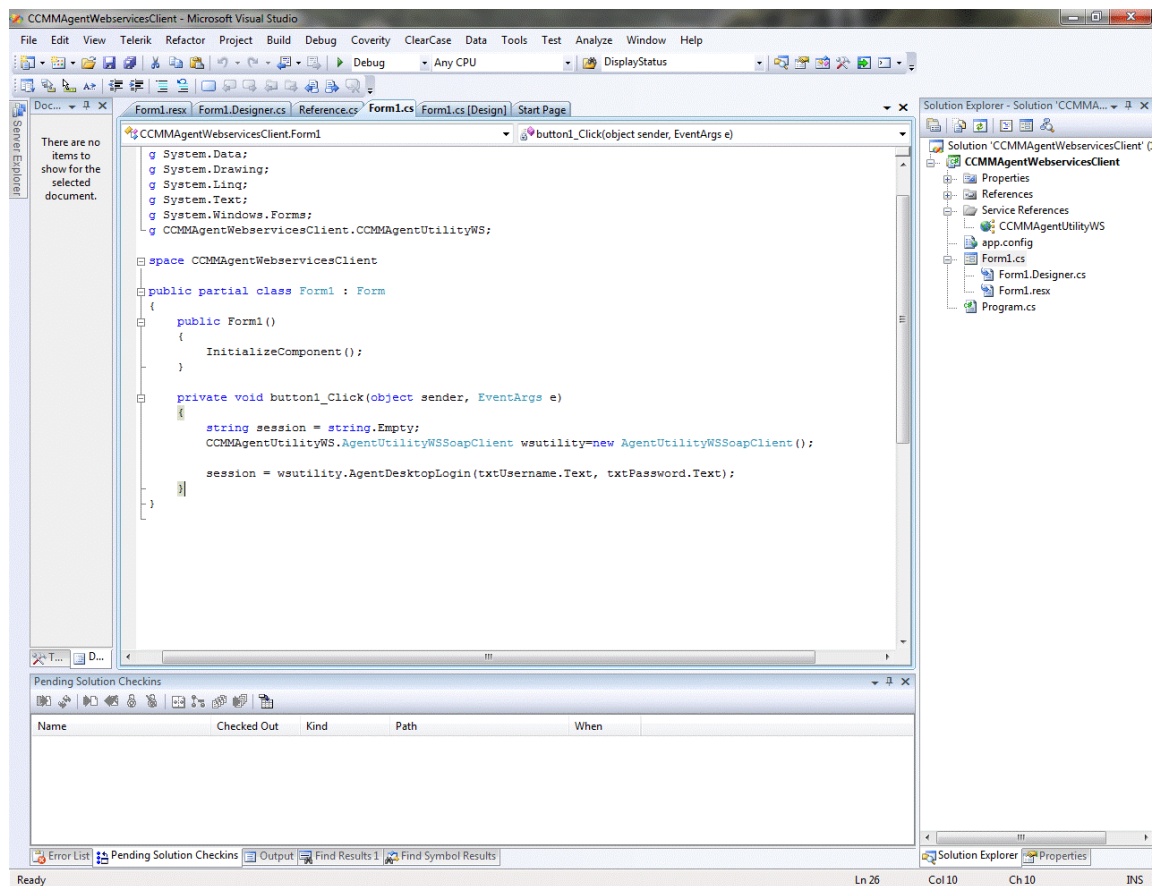
After the reference is added you will notice some new references in your Project.



4. In Solution Explorer, right-click **Form1**, and then click **View Code**.
5. Add the following namespace at the top of the Form1.cs file.

```
Using CCMMAgentWebservicesClient.CCMMAgentUtilityWS;
```

Note: *CCMMAgentUtilityWS* is the name of the service reference as it appears under **Service References** in Solution Explorer.



6. Rename one of the TextBoxes we added earlier to txtUsername and the other to txtPassword - these will be used to send the username and password text to the AgentDesktopLogin Webservice.

In the Form designer, double-click on the button we added earlier, and a click event will be created and attached to that button.

Copy the code above under the click method - it will send the username and password supplied in the textboxes to the AgentDesktopLogin Webservice, and receive a valid SessionKey if login was successful (which is needed for use in the other Webservices).

```

private void btnLogin1_Click(object sender, System.EventArgs e)
{
    " Just copy and paste the code above"
}

```