



# Operation API

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- [Operation API, on page 1](#)

## Operation API

Use the Operation API to save changes to several items of the same type in a single request. The following changes are allowed in an operation:

- delete: Multiple items of the same type. Any item that supports the delete operation can be deleted using the Operation API.
- Agent update: Update multiple agents (available for supervisors and administrators).

### URL

`https://<server>/unifiedconfig/config/operation`

### HTTP Method

Use HTTP POST to submit a request to the Operation API.

### Parameters

- operationType: Indicates if the items specified in the refURLs should be updated or deleted. Values are update/delete.
- refURLs: A collection of refURL parameters indicating which items are included in the request. See [Shared Parameters](#).
- changeset: Includes the parameters that are changed in an update operation. See Agent Call API.
  - skillGroupsAdded
  - skillGroupsRemoved
  - attributesAdded
  - attributesRemoved
  - agentServicesToEnable: Indicates the Contact Center AI services to be enabled for a set of agents.

- `agentService`: The type of Contact Center AI service. Supported values are `AgentAnswers` and `Transcript`.
- `agentServicesToDisable`: Indicates the Contact Center AI service to be disabled for a set of agents.
  - `agentService`: The type of Contact Center AI service. Supported values are `AgentAnswers` and `Transcript`.

### Example Delete Request

```
<operation>
  <operationType>delete</operationType>
  <refURLs>
    <refURL>/unifiedconfig/config/calltype/5000</refURL>
    <refURL>/unifiedconfig/config/calltype/5001</refURL>
  </refURLs>
</operation>
```

### Example Update Request

```
<operation>
  <operationType>update</operationType>
  <refURLs>
    <refURL>/unifiedconfig/config/agent/5000</refURL>
    <refURL>/unifiedconfig/config/agent/5001</refURL>
  </refURLs>
  <changeSet>
    <agent>

      <agentServicesToEnable>
        <agentService>AgentAnswers</agentService>
        ....
      </agentServicesToEnable>
      <agentServicesToDisable>
        <agentService>Transcript</agentService>
        ....
      </agentServicesToDisable>

      <skillGroupsAdded>
        <skillGroup>
          <refURL>/unifiedconfig/config/skillgroup/6000</refURL>
        </skillGroup>
      </skillGroupsAdded>
      <skillGroupsRemoved>
        <skillGroup>
          <refURL>/unifiedconfig/config/skillgroup/6001</refURL>
        </skillGroup>
      </skillGroupsRemoved>
    </agent>
  </changeSet>
</operation>
```

### Response Parameters

- `status`: Indicates the state of the operation.
  - `success`: The operation succeeded for all items.
  - `partialSuccess`: The operation succeeded for some items, but other items had errors.

- failure: The operation failed for all items.
- apiErrors: Errors indicate which items had errors and the cause of the error.

### Example Success Response

The following example shows the response when the delete operation is successful:

```
<operationsResult>
  <status>success</status>
</operationsResult>
```

### Example Partial Success Message

The following example shows a partial success response for a request to delete several agents:

```
<operationsResult>
  <apiErrors>
    <apiError>
      <errorDetail xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type=
        "resourceErrorDetail">
        <refURL>agent/1</refURL>
        <apiErrors>
          <apiError>
            <errorMessage>The specified ID does not exist
              in the database.</errorMessage>
            <errorType>notFound.dbData</errorType>
          </apiError>
        </apiErrors>
      </errorDetail>
      <errorMessage>There were one or more errors processing the following
        request: delete agent/1</errorMessage>
      <errorType>operation.resourceErrors</errorType>
    </apiError>
    <apiError>
      <errorDetail xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type=
        "resourceErrorDetail">
        <refURL>agent/2</refURL>
        <apiErrors>
          <apiError>
            <errorMessage>The specified ID does not exist
              in the database.</errorMessage>
            <errorType>notFound.dbData</errorType>
          </apiError>
        </apiErrors>
      </errorDetail>
      <errorMessage>There were one or more errors processing the following
        request: delete agent/2</errorMessage>
      <errorType>operation.resourceErrors</errorType>
    </apiError>
  </apiErrors>
  <status>partialSuccess</status>
</operationsResult>
```

### Example Failure Response

The following example shows a failure response for a request to delete a call type that does not exist:

```
<operationsResult>
  <status>failure</status>
  <apiErrors>
    <apiError>
```

```

<errorDetail xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type=
"resourceErrorDetail">
  <refURL>/unifiedconfig/config/calltype/9999</refURL>
  <apiErrors>
    <apiError>
      <errorMessage>The specified ID does not exist in the database.</errorMessage>
      <errorType>notFound.dbData</errorType>
    </apiError>
  </apiErrors>
</errorDetail>
<errorMessage>There were one or more errors processing the following request:
delete /unifiedconfig/config
/calltype/9999</errorMessage>
<errorType>operation.resourceErrors</errorType>
</apiError>
</apiErrors>
</operationsResult>

```

### Request Limit

Maximum 100 items are allowed in a request:

### Example Request Limit Response

```

<operationsResult>
<apiErrors>
  <apiError>
    <errorMessage>The number of resources provided (101) exceeds the maximum number allowed
(100).</errorMessage>
    <errorType>operation.tooManyResources</errorType>
  </apiError>
</apiErrors>
<status>failure</status>
</operationsResult>

```