



Deleting Assistants

When you delete Unified CM Assistant assistants, Cisco Unified CallManager maintains information on the assistant as a user in the directory. For example, Assistant *thudson* is assigned to two managers, *hart* and *dstewart*. You can disassociate *thudson* from both managers by deleting *thudson* as an assistant in the Cisco Unified CallManager database. The directory still shows *thudson* as a user.

Deleting Assistants from Cisco Unified CallManager

You have two ways for locating existing records to delete:

- [Using Query to Delete Assistants Associations, page 30-1](#)
- [Using a Custom File to Delete Assistant Associations, page 30-2.](#)

Using Query to Delete Assistants Associations

To delete assistants from their associations with managers from Cisco Unified CallManager directory, use this procedure.

Procedure

Step 1 Choose **BAT Administration > Managers/Assistants > Delete Assistants > Query**. The Delete Assistants Configuration window displays.

Step 2 From the first Find Assistants where drop-down list box, choose one of the following criteria:

- User ID
- First Name
- Middle Name
- Last Name
- Department

From the second Find Assistants where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly

- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable.



Tip To find all assistants that are registered in the database, click **Find** without entering any search text.



Note To choose assistants from more than one department, enter multiple departments in this field. For example, to choose managers from departments 12 and 24, enter **12, 24** in the third box instead of performing two operations.

Step 4 To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat steps 2 and 3.

Step 5 Click **Find**.

A list of discovered assistants displays by:

- User ID
- First Name
- Middle Name
- Last Name
- Department

Step 6 In the Job Information area, enter the Job description.

Step 7 Click the Run Immediately radio button to delete assistants immediately or, click Run Later to delete assistants at a later time.

Step 8 Click **Submit** to create a job for deleting assistants.

Step 9 Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.

For more information on jobs, see the [Chapter 52, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 57-17.](#)

Additional Topics

See the [“Related Topics” section on page 30-3.](#)

Using a Custom File to Delete Assistant Associations

You can create a custom file by using a text editor to locate assistant associations that you want to delete.

Before You Begin

1. Create a text file that lists user ID for assistants that you want to delete, putting each on a separate line.

2. Upload the custom file to the first node of Cisco Unified CallManager server. See the [“Uploading a File” section on page 2-3](#).

To delete assistants associations by using a custom file, use the following procedure.

Procedure

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- Step 1** Choose **BAT Administration > Managers/Assistants > Delete Assistants > Custom File**. The Delete Assistants Configuration window displays.
 - Step 2** In Select Assistants where field, keep the identifier, **User ID**.
 - Step 3** In the second field, in Custom File drop-down list box, choose the name of the custom file that you created for this transaction.
 - Step 4** Click **Find**.
The list of discovered assistants displays.
 - Step 5** In the Job Information area, enter the Job description.
 - Step 6** Click the Run Immediately radio button to delete assistants immediately or, click Run Later to delete assistants at a later time.
 - Step 7** Click **Submit** to create a job for deleting assistants.
 - Step 8** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job.
For more information on jobs, see the [Chapter 52, “Scheduling Jobs.”](#)
For information on log files, see [“BAT Log Files” section on page 57-17](#).
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Additional Topics

See the [“Related Topics” section on page 30-3](#).

Related Topics

- [Deleting Assistants from Cisco Unified CallManager, page 30-1](#)
- [Deleting Assistants from Cisco Unified CallManager, page 30-1](#)

