



# Bucket Interval API

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Configure bucket intervals to report how many calls are handled or abandoned during specific, incremental time slots. Each bucket interval has a maximum of nine configurable time slots, called Upper Bounds. Upper Bounds are ranges measured in seconds to segment and capture call-handling activity. You can run reports that show calls answered and calls abandoned for these intervals.

Use the Bucket Intervals API to add new bucket intervals, edit the name of an existing bucket interval, get a list of all of the configured bucket intervals, and delete existing bucket intervals.

## URL

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

## Operations

- **create**: Creates one bucket interval.
- **delete**: Deletes one bucket interval from the database.
- **get**: Returns one bucket interval, using the URL `https://<server>/unifiedconfig/config/bucketinterval/<id>`.
- **list**: Retrieves a list of bucket intervals.
- **update**: Updates the name of one bucket interval.

## Parameters

- **refURL**: The refURL of the bucket interval. See [Shared Parameters](#).
- **name**: The name of the bucket interval. See [Shared Parameters](#).
- **changeStamp**: See [Shared Parameters](#).
- **upperBound1**: Required. The first Bucket Interval value, in seconds. Must be greater than 0. This parameter cannot be updated.
- **upperBound2 to upperBound 9**: Optional. The next Bucket Interval values, in seconds. Each must be greater than the previous upperBound field or be left blank (if blank, all remaining upperBound fields must also be blank). These parameters cannot be updated.

## Search and Sort Values

The following table shows the parameters that are searched and the parameters that are sortable.

Search parameters	Sort parameters
<ul style="list-style-type: none"> <li>name</li> </ul>	<ul style="list-style-type: none"> <li>name (default)</li> <li>upperBound 1-9</li> </ul>

See [Search](#) and [Sort](#).

## Example Get Response

```
<bucketInterval>
  <refURL>/unified/config/bucketInterval/(id)</refURL>
  <name>test</name>

  <upperBound1>10</upperBound1>
  <upperBound2>20</upperBound2>
  <upperBound3>30</upperBound3>
  <upperBound4>40</upperBound4>
  <upperBound5>50</upperBound5>
  <upperBound6>60</upperBound6>
  <upperBound7>70</upperBound7>
  <upperBound8>80</upperBound8>
  <upperBound9>90</upperBound9>
  <changeStamp>0</changeStamp>
</bucketInterval>
```