



Skill Group API

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Skill Group API

A skill group is a collection of agents who share a common set of competencies that equip them to handle the same types of requests. Some examples of skill groups are a collection of agents who speak a specific language or who can assist callers with billing questions.

Use the Skill Group API to list, view, or edit existing skill groups.



Note Access to this API is different for supervisors and administrators. For more information, see [Access](#).

URL

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



Note `unifiedconfig` api does not support skill groups in System PGs

Operations

- **get:** Returns one skill group, using the URL
`https://<server>/unifiedconfig/config/skillgroup/<id>`.
- **list:** Retrieves a list of skill groups.
 - **Query Parameters:**
 - **selectedAgentCount:** Use this query parameter to augment skill group information about multiple agents. The `selectedAgentCount` parameter shows the number of specified agents belonging to that skill group. For example, to find out how many of agents 5000, 5001, 5002, and 5003 belong to each of the skill groups in the list, add **`selectedAgentCount=5000,5001,5002,5003`**.



Note Using `selectedAgentCount` automatically sets the summary list query parameter to **true**.

- Summary list: See [list](#).

- `update`: Updates one skill group.

Parameters

- `refURL`: The refURL of the skill group. See [Shared Parameters](#).
- `name`: The name of the skill group. See [Shared Parameters](#).
- `changeStamp`: See [Shared Parameters](#).
- `description`: See [Shared Parameters](#).
- `peripheral`: Contains the name and id of the peripheral.
- `mediaRoutingDomain`: A reference to the media routing domain ([Media Routing Domain API](#)) including the name and refURL. See [References](#).
 - Defaults to Cisco_Voice MRD if this parameter is not provided.
 - This reference cannot be updated.
- `agents`: A collection of agents assigned to the skill group (See [Agent Call API](#)). References also include `firstName`, `lastName`, `agentId`, and `agentTeam` (which includes the team name and refURL). See [References](#).
 - `canRemove`: This parameter only appears for supervisors. It indicates whether or not the supervisor has permission to remove the agent from this skill group. The supervisor can remove the agent from the skill group if the agent belongs to a team of this supervisor.
- `agentsAdded`: A collection of agent references to be added to the skill group, including the refURL of each agent to be added. This parameter is update only, and cannot be used in conjunction with the `agents` parameter. This parameter can be used with the `agentsRemoved` parameter. See [References](#).
- `agentsRemoved`: A collection of agent references to be removed from the skill group, including the refURL of each agent to be removed. This parameter is update only, and cannot be used in conjunction with the `agents` parameter. This parameter can be used with the `agentsAdded` parameter. See [References](#).
- `agentCount`: Read-only parameter containing the number of agents having the skill.
- `selectedAgentCount`: Read-only field. Indicates the number of specified agents belonging to the skill group. Returned only when using the `selectedAgentCount` query parameter.
- `bucketInterval`: A reference to the bucket interval ([Bucket Interval API](#)). Includes the name and refURL. See [References](#).
- `serviceLevelThreshold`: Maximum time in seconds that a caller should wait before being connected with an agent. Positive integers only, or blank.

- **serviceLevelType:** This value indicates how the system calculates the service level.
 - 1: Ignore Abandoned Calls (default).
 - 2: Abandoned Calls have Negative Impact.
 - 3: Abandoned Calls have Positive Impact.

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"> • name • description 	<ul style="list-style-type: none"> • name (default) • description • serviceLevelThreshold • serviceLevelType • peripheralNumber • peripheral.name

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

For more information on search restrictions, see [Search](#).

Advanced Search Parameters

- **peripherals: (peri1|peri2|peri3, ...)** which returns all SkillGroups that have any of the specified peripherals. Up to ten peripherals can be specified. The peripheral names are fully matched (case-insensitive, no partial matches).

Example Get Response

```
<skillGroup>
  <refURL>/unifiedconfig/config/skillgroup/(id)</refURL>
  <name>test</name>
  <description>test skill group</description>
  <changeStamp>0</changeStamp>
  <peripheral>
    <id>5001</id>
    <name>CUCM_PG1</name>
  </peripheral>
  <mediaRoutingDomain>
    <name>Cisco_Voice</name>
    <refURL>/unifiedconfig/config/mediaroutingdomain/1</refURL>
  </mediaRoutingDomain>
  <bucketInterval>
    <name>bucketIntervalName</name>
    <refURL>/unifiedconfig/config/bucketinterval/1</refURL>
  </bucketInterval>
  <serviceLevelThreshold>20</serviceLevelThreshold>
  <serviceLevelType>1</serviceLevelType>
  <agents>
    <agent>
```

```
<refURL>/unifiedconfig/config/agent/5000</refURL>
<firstName>Jane</firstName>
<lastName>Doe</lastName>
<userName>username</userName>
<agentId>8007</agentId>
<canRemove>true</canRemove>
</agent>
<agent>
  <refURL>/unifiedconfig/config/agent/5001</refURL>
  <firstName>John</firstName>
  <lastName>Smith</lastName>
  <userName>username2</userName>
  <agentId>8008</agentId>
  <agentTeam>
    <refURL>/unifiedconfig/config/agentteam/5000</refURL>
    <name>someTeam</name>
  </agentTeam>
  <canRemove>false</canRemove>
</agent>
<agent>...</agent>
<agent>...</agent>
</agents>
<agentCount>4</agentCount>
</skillGroup>
```