



# Bulk Job API

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## Bulk Job API

Use the Bulk Job API to list the bulk jobs currently defined in the database, define new bulk jobs, and view or delete records of existing bulk jobs.



**Note** Avoid performing a bulk job transaction during a maintenance window.



**Note** Limit the bulk job import to 1000 records at any given instance.

### URL

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

### Operations

- [create](#): Creates one bulk job.
  - You can update the existing agent and supervisor usernames to SSO usernames using the **ssomigration** jobType.
- [delete](#): Permanently deletes one bulk job.
- [get](#): Returns one bulk job using the URL  
`https://<server>/unifiedconfig/config/bulkjob/<id>`.
- [get](#) (template): Returns a sample CSV template for the given bulk job type. The response contains the CSV template as a file attachment. The form of the request is  
`https://<server>/unifiedconfig/config/bulkjob/templates/<jobType>`, where `<jobType>` can be one of the following:
  - ssomigration

Returns the ssomigration CSV template as a file attachment. The template includes the first 12,000 agent and supervisor accounts that are not enabled for SSO.

If the database contains more than 12,000 non-SSO users, get the first 12,000 and update their credentials for SSO. Then get the next 12,000 users and update their credentials for SSO. Repeat until there are no more agents to migrate.

Non-SSO users can be filtered by peripheralId, agentTeamId, or both.

To filter by peripheralId, use the following URL:

`https://<server>/unifiedconfig/config/bulkjob/templates/ssomigration?<peripheralId>=<peripheralId>`

To filter by agentTeamId, use the following URL:

`https://<server>/unifiedconfig/config/bulkjob/templates/ssomigration?<agentTeamId>=<agentTeamId>`

To filter by both peripheralId and agentTeamId, use the following URL:

`https://<server>/unifiedconfig/config/bulkjob/templates/ssomigration?<peripheralId>=<peripheralId>&<agentTeamId>=<agentTeamId>`

- `agentservice_association`

The sample CSV template returns the list of agents and the associated Contact Center AI service types.

- [list](#): Retrieves a list of bulk jobs.

## Parameters

- `refURL`: The refURL of the bulk job. See [Shared Parameters](#).
- `description`: See [Shared Parameters](#).
- `fileContent`: The content of the bulk CSV file. The size of the file must not exceed 3MB. For information about the CSV file data, see *Manage Bulk Jobs* section in the *Administration Guide for Cisco Unified Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-maintenance-guides-list.html>.
- `createDateTime`: The time the bulk job was submitted. It indicates the time in milliseconds elapsed from the zero epoch value of January 1, 1970, 00:00:00 GMT. Read-only.
- `jobHostName`: The Windows computer name of the AW that initiated the bulk job. Read-only.
- `startDateTime`: The time the bulk job began to run. Read-only.
- `endDateTime`: The time the bulk job completed or failed. Read-only.
- `jobState`: The current state of the job. Read-only.
  - 1: Queued
  - 2: Processing
  - 3: Succeeded
  - 4: Failed
  - 5: Cancelled
  - 6: Partially succeeded

- **jobType**: The job type. Optional. If this parameter is not provided, the value is determined automatically based on the header in the bulk job file. If the parameter is provided, the header must match the job type specified.

The valid value is 5, for SSO Migration.

The valid value is 104, for Contact Center AI service association. You can create a bulk job and update the existing agent to enable or disable Contact Center AI services, using the **agentservice\_association** jobType. This jobType is available for administrators only when Cloud Connect is added in the inventory.

- **description**: See [Shared Parameters](#).
- **logFile**: A URL to download the log file for the bulk job. Read-only.
- **csvFile**: A URL to download the CSV file that was originally uploaded in the fileContent parameter. Read-only.

### 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>• description</li> </ul>	<ul style="list-style-type: none"> <li>• description</li> <li>• jobType</li> <li>• jobState</li> <li>• jobHostName</li> <li>• createDateTime</li> <li>• startDateTime</li> <li>• endDateTime</li> </ul>

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

### Example Create Request

Example create request for enabling Agent Answers service for the agents:

```
<bulkJob>
<jobType>104</jobType>
<fileContent>agentId,userName,agentServices
1111,Agent1,AgentAnswers
2222,Agent2,AgentAnswers
</fileContent>
</bulkJob>
```

Example create request for enabling Agent Answers and Transcript services for the agents:

```
<bulkJob>
<jobType>104</jobType>
<fileContent>agentId,userName,agentServices
1111,Agent1,AgentAnswers;Transcript
2222,Agent2,AgentAnswers;Transcript
</fileContent>
</bulkJob>
```

### Example Get Response

Example response for a SSO migration create job that completed successfully:

```
<bulkJob>
  <changeStamp>2</changeStamp>
  <refURL>/unifiedconfig/config/bulkjob/(id)</refURL>
  <jobHostName>CCE_AW</jobHostName>
  <createDateTime>1461785074000</createDateTime>
  <startDateTime>1461785074000</startDateTime>
  <endDateTime>1461785074000</endDateTime>
  <jobState>3</jobState>
  <jobType>5</jobType>
  <description>sso migration bulk job</description>
  <logFile>
    <refURL>/unifiedconfig/config/bulkjob/(id)/log</refURL>
  </logFile>
  <csvFile>
    <refURL>/unifiedconfig/config/bulkjob/(id)/csv</refURL>
  </csvFile>
</bulkJob>
```