



Operation API

- [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
 - 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>
          </apiError>
        </apiErrors>
      </errorDetail>
    </apiError>
  </apiErrors>
</operationsResult>
```

```
        <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>
```