



Contact Share Rule API

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Contact Share Rule API

A Contact Share rule is required when configuring a Contact Share group. A group is sent in every routing request to the Contact Share process. Each group has a rule that defines the logic for selecting a skill group or precision queue in that group for a routing request. Use the Contact Share Rules API to create, update, list, and delete rules. This API is only available on the Contact Director deployment.



Note To learn more about the other APIs available in the Contact Director deployment, see [Access](#).

URL

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

Parameters

- `refURL`: The refURL of the Contact Share rule. See [Shared Parameters](#).
- `name`: Required. The name of the Contact Share rule.
- `ruleExpression`: Required. The logical expression with which the rule operates.
- `description`: Optional. The description of the rule.
- `changeStamp`: See [Shared Parameters](#).

Operations

- `create`: Creates one Contact Share rule.
- `delete`: Permanently deletes one Contact Share rule.
- `get`: Returns one Contact Share rule, using the URL `https://<server>:/unifiedconfig/config/contactsharerule<id>`.
- `list`: Retrieves a list of Contact Share rules.

- [update](#): Updates one Contact Share rule.

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• ruleExpression	<ul style="list-style-type: none">• name(default)• description• ruleExpression

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

Example Get Response

```
<contactShareRule>
  <refURL>/unified/config/contactsharerule/(id)</refURL>
  <name>test</name>
  <ruleExpression>Call.PeripheralVariable==1</ruleExpression>
  <description>test something</description>
  <changeStamp>0</changeStamp>
</contactShareRule>
```