



Contact Share Group API

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Contact Share Group API

The Contact Share group is a routing entity that operates on a single Contact Share rule with a set of Contact Share queues. It is used to determine to which target Unified CCE to send the call, given the definition of the rule and the realtime data on each of the queues. This API is only available on the Contact Director Deployment.



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

URL

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

Parameters

- `changeStamp`: See [Shared Parameters](#).
- `refURL`: The refURL of the Contact Share group. See [Shared Parameters](#).
- `contactShareRule`: Required. The refURL of a Contact Share rule to apply to this group.
- `name`: Required. The name of the Contact Share group.
- `acceptQueueIf`: Optional. A logical expression that qualifies individual queues to be used in the group.
- `description`: Optional. The description of the group.
- `contactShareQueues`: Optional. Information for any Queues in the Contact Share group.

Operations

- `create`: Creates one Contact Share group.
- `delete`: Deletes one Contact Share group.

- **get**: Returns one Contact Share group, using the URL `https://<server>/unifiedconfig/config/contactsharegroup<id>`.
- **list**: Retrieves a list of Contact Share group.
- **update**: Updates one Contact Share group.

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

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

Example Get Response

```
<contactShareGroup>
  <changeStamp>0</changeStamp>
  <refURL>/unifiedconfig/config/contactsharegroup/5000</refURL>
  <contactShareRule>
    <name>Cisco_MED</name>
    <refURL>/unifiedconfig/config/contactsharerule/5000</refURL>
  </contactShareRule>
  <name>test</name>
  <acceptQueueIf>Call.PeripheralVariable1==1</acceptQueueIf>
  <description>test something</description>
  <contactShareQueues>
    <contactShareQueue>
      <refURL>/unifiedconfig/config/contactsharequeue/5000</refURL>
      <name>CSQ-1</name>
      <queueType>skillGroup</queueType>
      <targetInstance>
        <id>5000</id>
        <name>cs01</name>
      </targetInstance>
    </contactShareQueue>
  </contactShareQueues>
</contactShareGroup>
```