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Web Services API Reference

Business Unit API

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Business Unit API

This document describes the Business Unit API section of the [Provisioning API](#) portion of the [Web Services API](#) and provides guidance for developers building voice-related client applications.

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Overview

The Business Unit API provides operations related to Business Units.

Currently the relationship between agents, supervisors, skills, and queues is tracked at the contact center level. This works for smaller deployments, but in larger contact centers it makes more sense to form groups that are assigned a subset of these contact center resources in order to display and manipulate data that is relevant for the currently logged in user.

Business Unit is a group with type=BusinessUnit It contains the following subresources - users, supervisors, queues and skills:

```
GET /groups/{id}?subresources=*
{
  "name": "Tech Support",
  "contains": ["users", "skills", "queues"],
  "users": [{"userName": "user1", etc}],
  "supervisors": [{"userName": "supervisor1", etc}],
  "skills": [{"name": "tech support.Spanish", "description": "Spanish skill"}],
  "queues": [{"name": "queue1", etc}]
  "type": "BusinessUnit"
}
```

As all other sub-resources, "skills" and "queues" are accessible through a call. For example:

```
GET /groups/{id}/skills,
GET /groups/{id}/queues,
GET /groups/{id}/users,
GET /groups/{id}/supervisors or
GET /groups/{id}?subresources=.
```

Groups that contain users will be synchronized with Configuration Server "agent groups" with the associated name as described here. All other resources in the group (for example: skills, queues) does not have a Configuration Server representation of the relationship.

A Configuration Server agent group will always represented as a Business Unit in **Web Services** which means that other resources may potentially be associated with the group within **Web Services**.

Business Unit API

Create a Business Unit

Assign a Supervisor

Assign a Queue

Assign a Skill

Assign or Unassign an Agent

Retrieve Content

Scenarios

Retrieve List of Business Units

Scenario	Expected Sequence	Role
Assign supervisor to Business Unit	<ul style="list-style-type: none"> Create a new Business Unit Assign supervisor to Business Unit Assign queue to Business Unit 	Admin
Create a skill associated with a specific Business Unit	<ul style="list-style-type: none"> Create a skill using the existing API Assign queue, skill, and supervisor to a Business Unit 	Admin
Create a skill with the same name for two different Business Units	<ul style="list-style-type: none"> Because skill name must be unique the skill naming convention must be handled by the User Interface. For example, the skill names could be TechSupport.Spanish and Sales.Spanish with the queue name cut out when displayed on the UI) Otherwise the sequence is the same as above. 	Admin
Assign a set of agents to the supervisor	<ul style="list-style-type: none"> Assign supervisor and agents to the same Business Unit 	Admin
Retrieve all entities the current user is responsible for	<ul style="list-style-type: none"> Retrieve Business Unit membership Determine where the current user is in supervisors list All entities may be retrieved for all Business Units where the current user is a supervisor 	Any user

Scenario	Expected Sequence	Role
Unassign any entity from Business Unit	<ul style="list-style-type: none">The association is removed between entity and Business Unit	Admin