

Data Extraction APIs - V1

The Data Extraction API lets you extract data from CXone for external reporting purposes. For example, you can extract QM Workflows data. Data to extract can only be filtered according to the specified date range.

You can write scripts to call the API periodically instead of retrieving the data manually each time. At any given time, only one user per tenant can call an API. You can only call the API once in a 30 second period.

Async Solution

When calling the endpoint **/jobs** with POST method, a **jobId** is returned while the data is being prepared. You can verify if the data is ready by polling the service from the endpoint **/jobs/{jobId}**, the status of the job is returned. If the status is **SUCCESS**, then an additional url is also returned. The url will be accessible for 30 seconds (not including the time it takes to download the file).

Sync Solution (deprecated)

Call the endpoint **/jobs/sync** to trigger a query for extracting data. Data is prepared and gathered. A url is returned and is accessible for 30 seconds (not including the time it takes to download the file).

General Requirements

To use this API, you must generate an API key in CXone and refresh it to get an access token that you can use as a bearer token when calling Data Extraction APIs. See steps 2 and 3 in [Create Access Key](#).

Based on the entity requested, authorization checks are applied and may result in a success or unauthorized, and permissions should be checked.

Available Production Servers

- Oregon Environment: <https://na1.nice-incontact.com/data-extraction/V1>
- Australia Environment: <https://au1.nice-incontact.com/data-extraction/V1>
- Frankfurt Environment: <https://eu1.niceincontact.com/data-extraction/V1>

Available APIs for Extracting Data

Data Extraction

Async:

GET jobs

View a list of all job statuses per tenant. Possible statuses are Running, Succeeded, Failed, Cancelled, and Expired.

Example Value:

```
"jobs": [  
  {  
    "id": "3fa85f64-5717-4562-b3fc-2c963f66afa6",  
    "status": "RUNNING"  
  },  
  {  
    "id": "ddd0a5ce-8a23-4b8a-9a29-28dde50deab5",  
    "status": "FAILED"  
  }  
]
```

Responses

Status: **200** - Success. Retrieved status for all jobs.

Status: **401** - Unauthorized. Invalid credentials.

Status: **403** - Forbidden. User does not have permission to view job status.

Status: **500** - Internal Server Error

POST jobs

After a request to extract data is made, the data is gathered and prepared for extraction. The data is available in S3 as a csv file for 24 hours. When done, a job ID is returned.

Request Body*: application/json

exportRequest {

description:

Parameters that need to be provided in order to extract data.

entityName string

Name of entity to extract.

version string

Version of entity to extract.

startDate string(\$date)

Date, in UTC, from which to start extracting data.

For example, extract data starting from May 22, 2019.

endDate string(\$date)

Date, in UTC, from which to stop extracting data.

For example, extract data until May 29, 2019.

}

Example Value:

```
{
  "entityName": "qm-workflows",
  "version": "3",
  "startDate": "2019-05-22",
  "endDate": "2019-05-29"
}
```

Responses

Status: **202** - Success. Successfully exported asynchronous job.

string

example: 20873a3f-b951-4481-b83b-f6fa1ebe0759

Status: **400** - Invalid request. Incorrect date filters, etc.

Status: **401** - Unauthorized. Invalid credentials.

Status: **403** - Forbidden. User does not have permission to view job status.

Status: **404** - Not Found. Missing entity or invalid version.

Status: **500** - Internal Server Error

GET **jobs/{jobId}**

View the status for a specific job per its job Id. If a job was successful, a url to access the extracted data is returned and is accessible for 30 seconds (not including the time it takes to download the file). If the job failed, an error message is returned. The link can be used to access the extracted data. Possible job statuses are Running, Succeeded, Failed, Expired, and Cancelled.

jobId*: **string**

Unique identifier for the request that was made to extract customer data.

Status: **202** - Success. Retrieved job status.

Example Value:

```
20873a3f-b951-4481-b83b-f6fa1ebe0759
```

jobResponse{

description: Displays the job status

jobStatus: {

description: Job Status, includes job ID and job status

id: **string**

Unique identifier of the job.

status: **string**

example: SUCCEEDED

Job status that can be returned.

Enum: [RUNNING, SUCCEEDED, FAILED, CANCELLED, EXPIRED]

result: {

description: Job result. If successful, contains the url, if failed, an error message is displayed.

url: **string**

example: *https://s3.example.amazonaws.com/results-bucket/data-extraction/{details}*

A url to access the extracted data is returned when a job for extracting data is successful.

errorMessage: **string**

Error message displayed when a request for extracting data fails.

}

}

}

Status: **400** - Invalid request. Incorrect date filters, etc.

Status: **401** - Unauthorized. Invalid credentials.

Status: **403** - Forbidden. User does not have permission to view job status.

Status: **404** - Not Found. Missing entity or invalid version.

Status: **500** - Internal Server Error

Sync (Deprecated):

POST jobs/sync

After a request to extract data is made, the data is gathered and prepared for extraction. A url to access the extracted data is returned and is accessible for 30 seconds (not including the time it takes to download the file).

Request Body*: application/json

exportRequest {

description:

Parameters that need to be provided in order to extract data.

entityName **string**

Name of entity to extract.

version **string**

Version of entity to extract.

startDate **string(\$date)**

Date, in UTC, from which to start extracting data.
For example, extract data starting from May 22, 2019.

endDate **string(\$date)**

Date, in UTC, from which to stop extracting data.
For example, extract data until May 29, 2019.

}

Example Value:

```
{
  "entityName": "qm-workflows",
  "version": "1",
  "startDate": "2019-05-22",
  "endDate": "2019-05-29"
```

```
}
```

Responses

Status: **202** - Success. Successfully exported synchronous request.

exportResponse {

description:

Successful response includes a url to access the extracted data.

url:

string

example: <https://s3.example.amazonaws.com/results-bucket/data-extraction/{details}>

A url to access the extracted data is returned when a request for extracting data is successful.

}

Status: **400** - Invalid request. Incorrect date filters, etc.

Status: **401** - Unauthorized. Invalid credentials.

Status: **403** - Forbidden. User does not have permission to view job status.

Status: **404** - Not Found. Missing entity or invalid version.

Status: **500** - Internal Server Error

Available Entities

QM Workflows. Version 1

The QM Workflow API allows you to extract QM workflow data, including evaluations, self-assessments and calibrations.

Data is filtered according to the submission date, that is Date and time, in UTC, of when the evaluation was submitted (#12 in the table below).

The QM workflow result contains the following columns:

	Column Name	Description
1.	Tenant Name	Name of the tenant.
2.	Agent ID	Unique identifier of the agent.
3.	Type	Type of evaluation, for example: <ul style="list-style-type: none">• Evaluation• Self-Assessment
4.	Evaluation Flow Trigger	Event that started the evaluation: <ul style="list-style-type: none">• Manual trigger• Quality Plan• Calibration
5.	Workflow Status	Status of workflow: <ul style="list-style-type: none">• Claimed (new)• Sent to Agent

		<ul style="list-style-type: none"> • Dispute • In Progress • In Review • Completed Reviewed • Completed Acknowledged • Completed No Review • Completed • Expired
6.	Auto Acknowledged	<p>Possible Values are:</p> <ul style="list-style-type: none"> • TRUE - If the agent did not acknowledge the evaluation, it was automatically acknowledged. • FALSE - If agent acknowledged the evaluation. • Empty value- in cases of self-assessment, no acknowledgment is necessary.
7.	Workflow State	<p>State of workflow:</p> <ul style="list-style-type: none"> • Open • Closed • Timed-Out
8.	Plan Name	The name of the quality plan through which this evaluation was initiated.

9.	Form Name	The name of the form that was used to perform this evaluation.
10.	Form Version	The version of the evaluation form that was used to perform this evaluation.
11.	Start Date	Date and time, in UTC, of when this evaluation started.
12.	Submission Date	Date and time, in UTC, of when this evaluation was submitted.
13.	Last Updated	Timestamp, in UTC, of when this evaluation was last modified.
14.	Score – Percentage	Evaluation score (percentage).
15.	Score	Evaluation score.
16.	Maximum Possible Score	The maximum possible score for each question of the evaluation form.
17.	Rank	Custom range of values set by the user to define the form rank.
18.	Failed Critical Question	<ul style="list-style-type: none"> • If the value is true, it means that the user failed a critical question and the evaluation form score is set to zero. • If the value is false, it means that user answered the question correctly.
19.	User Review Comments	The comments put in by the user (agent) while disputing the evaluation.

20.	Dispute Resolver Comments	The comments put in by the user (manager/evaluator) while closing the dispute.
21.	Segment ID	The segment ID of the interaction for which this evaluation was done.
22.	ACD ID	Unique identifier of the Automatic Call Distributor.
23.	Interaction Type	Type of interaction: <ul style="list-style-type: none"> • Phone call • Chat • Email
24.	Interaction Start Date	Start date-time of interaction, in UTC.
25.	Interaction End Date	End date-time of interaction, in UTC.
26.	Interaction Direction	Direction of call: <ul style="list-style-type: none"> • Inbound • Outbound
27.	Team ID	Unique identifier of team to which evaluated agent belongs.
28.	Team Name	Name of the team to which evaluated agent belongs.
29.	Phone Number	Customer's phone number.
30.	FirstName (Eva)	First name of the evaluator.
31.	LastName (Eva)	Last name of the evaluator.
32.	FirstName (Agent)	First name of the evaluated agent.

33.	LastName (Agent)	Last name of the evaluated agent.
34.	FirstName (Disp)	First name of the dispute resolver.
35.	LastName (Disp)	Last name of the dispute resolver.
36.	FirstName (Assigner)	First name of who assigned the evaluation.
37.	LastName (Assigner)	Last name of who assigned the evaluation.