

Changing resourceType through UCCX 10.6...



[davidtilman](#) 8 posts since Apr 28, 2016

Changing resourceType through UCCX 10.6 API Oct 11, 2016 1:59 PM

I have been able to successfully update resources through the UCCX REST API except the resourceType node. I have tested sending XML through a REST utility using the PUT method for an existing resource. I get the XML through the GET method and test changing the resource by making minor changes to that XML and sending it back.

I get a response status code of 200 when changing something like AgentAlias and other nodes. If I change the resourceType from 1 to 2 in the XML then I get a response status code of 400 (Bad Request). I am trying to change a resource from agent to supervisor and vice versa through the API.

Is there suppose to be a different way to change a resource from agent to supervisor through the API?

Here is the section of the resource.xsd regarding resourceType:

```
<xs:simpleType name="resourceType">
  <xs:restriction base="xs:int">
    <xs:enumeration id="AGENT" value="1" />
    <xs:enumeration id="SUPERVISOR" value="2" />
  </xs:restriction>
</xs:simpleType>
```



[Jyothish Joshi](#) 39 posts since Sep 14, 2014

Re: Changing resourceType through UCCX 10.6 API Oct 14, 2016 12:12 AM

Hi David,

The below fields are marked as unmodifiable in the resource API:

Extension, FirstName, LastName, Type, UserID, PrimarySupervisorOf, SecondarySupervisorOf.

So, there seems to be no API way of modifying the type of a resource currently.