Web Services API Reference

Configuration Manager Scenarios

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Configuration Manager Scenarios

This operation is part of the Hierarchical Dispositions API portion of the Web Services API.

Contents

Overview

This describes various scenarios for which Hierarchical Dispositions can be managed with Configuration Manager.

Create a disposition in CME

A Configuration Manager Administrator must be able to create a new Business Attribute Value in any Business Attribute that is known to contain dispositions.

This Business Attribute Value must be interpreted as a disposition in the appropriate category based on Business Attribute Value folder structure.

The new disposition should become immediately available via the API.

Modify a disposition

A Configuration Manager Administrator must modify a Business Attribute Value in any Business Attribute that is known to contain dispositions.

The new value is reflected immediately via the API.

Remove a disposition

A Configuration Manager Administrator must be able to remove a Business Attribute Value in any Business Attribute that is known to contain dispositions.

The removed value is immediately unavailable via the API.

Remove a Business Attribute Value folder

A Configuration Manager Administrator must remove a Business Attribute Value folder in any Business Attribute that is known to contain dispositions.

The removed folder (for example: group in API terms) is immediately unavailable via the API.

In addition, all of its children must be removed in Cassandra as well.

Remove a Business attribute representing a disposition container

A Configuration Manager Administrator must remove a business attribute which represents dispositions and the corresponding group should be removed in Cassandra as well.

Note that the default disposition container may be removed as well in which case we may have a scenario where there is no default disposition container.

Create a new Business Attribute and mark it as a disposition container

A Configuration Manager Administrator can create a new business attribute and mark it as a disposition container by setting the annex.

Web Services imports this business attribute and provide access to its elements via the "groups" structure.

Set a disposition container as "default"

When the `interaction.disposition.value-business-attribute` option is updated in Configuration Manager, Web Services must set the disposition group which corresponds to that business attribute as `default`.

> ### Important
> If this option is not set, the `default` business attribute name is `DispositionCode`.