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Cloud Data Download Service Administrator's Guide

Administration

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- Administrator

From the **Administration** menu, you can access the **Jobs** page to set up, modify, and monitor your data export jobs.

Related documentation:

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Jobs page

The **Jobs** page displays a list of your data export jobs. From here, you can create a new data export job or monitor and manage existing ones.

Tip

You can view full details for all active and completed jobs on the History page, which you can access from the Export menu.

The page provides details about each job, such as data source, job type, latest status, and date when each job last ran. If a job is still running, the **Latest Status** column features a status bar to indicate the progress of the active data export job. If you hover your mouse over the bar, it displays the estimated time remaining until the job completes.

Source	Title	Created Date	Latest Status	Latest Started At	Next Starts At
UCS	Interaction	2019-04-25 13:36:56	In Progress	2019-04-25 13:36:58	2019-04-26 03
UCS	Interaction	2019-04-18 22:32:16	Finished	2019-04-23 03:00:03	2019-04-26 03
UCS	Interaction	2019-04-18 22:32:16	Finished	2019-04-24 03:00:02	2019-04-26 03

Adding a new job

To create a new job, click the **Add new job** button:



This opens the job settings editor, where you can specify the settings for the new job. Mandatory fields are marked with an asterisk (*).

The screenshot shows the 'New Contact History Export Job' configuration page. The 'Source' is set to 'Contact History' and 'Type' to 'Interaction'. The 'Run' section is set to 'Weekly' on 'Tuesday' at '2:00 AM'. The 'Export Timeframe' is set to 'Week'. The 'File Split Size' is set to 'Not specified'. A note at the bottom says 'Job applies to media types: all'.

You must give the job a **Title**. You can also add a **Description**, but this is optional.

Select **Contact History** as the data **Source**. Then you can choose either **Interaction** or **Contact** as the data **Type**.

Important

Info Mart exports are not supported. Do not select **Info Mart** as the data source for your job.

By default, **Media Types** is enabled for **all**. If you turn the slider off, you must select at least one media type (for example, **Chat**). You can add multiple media types.

Use the **Run** setting to specify how often to run the job. You can then choose to run the job immediately or schedule it to start at a specific date and time.

Important

- If you select **Hourly**, the start time is calculated based on 00:00 UTC (Coordinated Universal Time) and not the local timezone. For example, let's say you want the job to run every 4 hours. The first run of the job will be at 00:00 UTC, the next at 04:00 UTC, then 08:00 UTC, and so on.
- Also, note that CDDS uses Coordinated Universal Time (UTC) to calculate the start time for scheduled jobs and not the local timezone. As a result, job start times are not automatically adjusted to align with changes to the local timezone, such as for Daylight Savings Time. After a local timezone change, review the start times for your scheduled jobs and adjust accordingly.

The **Export Timeframe** setting lets you export all data or just the data for a specific time period. If you select **Fixed interval**, you can then specify the **Start** and **End** dates for the export.

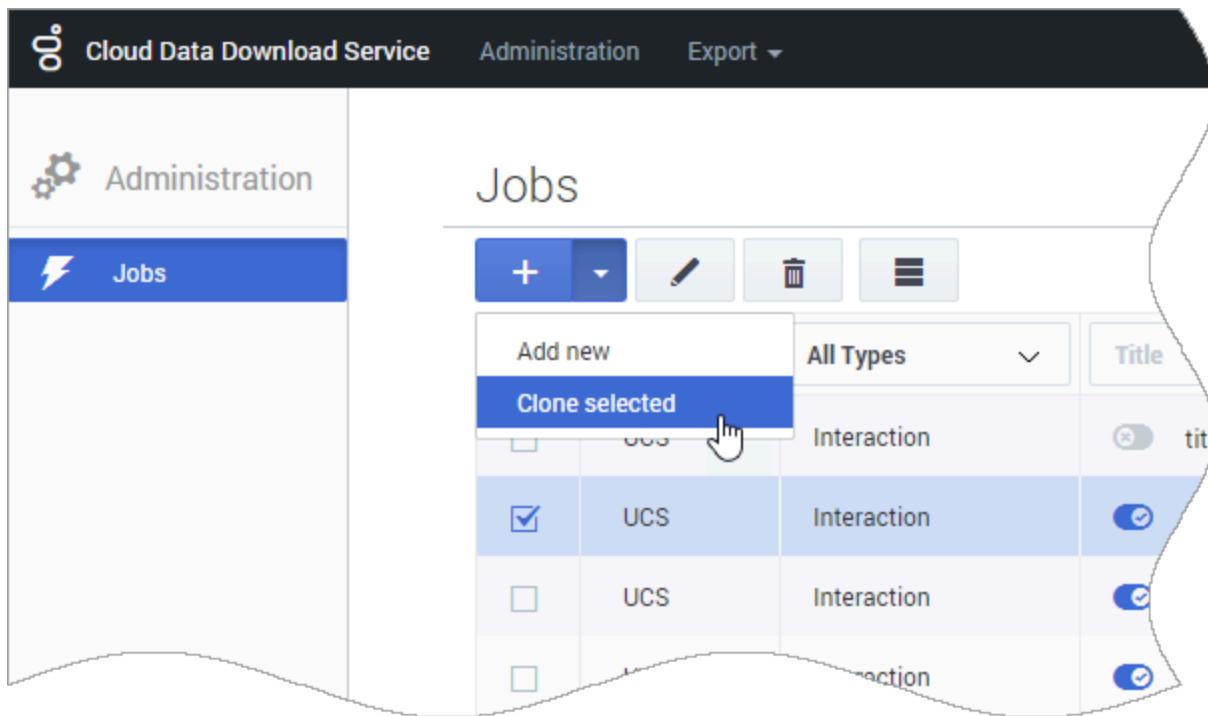
By default, the data is exported as a single file. If you want to break the exported data into a set of smaller files, use the **File Split Size** setting to specify the size of each file.

When you are finished setting up the job, click **Save**.

Cloning a job

This option is useful if you want to create a new job based on the settings of an existing job.

Select the job you want to clone and choose **Clone selected** from the **Add new** button dropdown menu:



This opens the job settings editor. You can keep the existing job settings, or make any desired changes. For example, you might want to give the job a different **Title** or adjust the range of the **Export Start/End** dates.

When you are finished, click **Save**.

Suspending (and resuming) a job

Use the slider to change the state of a job to **suspended** or **active**.

<input type="checkbox"/>	UCS	Interaction	<input checked="" type="checkbox"/> Interactions backup
<input type="checkbox"/>	UCS	Interaction	<input checked="" type="checkbox"/> Interactions backup

Important

If you create a one-time data export job (i.e. a job you intend to only run once) and submit it to run immediately, it is automatically added in a suspended state and can't be resumed. If you create and submit a one-time job with a delayed (i.e. scheduled) start time, it automatically changes to a suspended state when the job starts.

Editing a job

Select the job you want to edit and click the pencil icon:



When you are finished making changes, click **Save**.

Important

If the data export job is only going to be run once, you won't be able to edit it after it is submitted.

Deleting a job

Select the job you want to delete and click the trash icon:



Important

You can't delete a job that is still in progress.

Viewing the job history

If you select a job and click the collapsed (or "hamburger") button, it will take you to the History page, where the results will be filtered to show the history of the selected job.

