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User Data Management Administrator's Guide

Working with Jobs

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You can access the **Jobs** page to set up, modify, and monitor your data export jobs.

The **Jobs** page displays a list of your data export jobs. From here, you can create new jobs 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.

Create 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 configuration page for a job titled "A Sample Job". The interface includes a navigation bar at the top with "User Data Management" and tabs for "Jobs", "GDPR", "History", and "Artifacts". The user is logged in as "cddixr_all_agent". The job configuration is as follows:

- Title:** A Sample Job
- Description:** This is a sample job
- Source:** IWD
- Type:** Event
- Run:** Hourly
- Run every:** 1 hour(s)
- Start At:** 0 minute(s) past the hour
- Date Range of Data:** Hour/s
- File Split Size:** 1024 MB

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**.

By default, **Entity Types** is enabled for **all**. If you turn the slider off, you must select at least one entity type (for example, **Work Item**). You can add multiple entity 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.

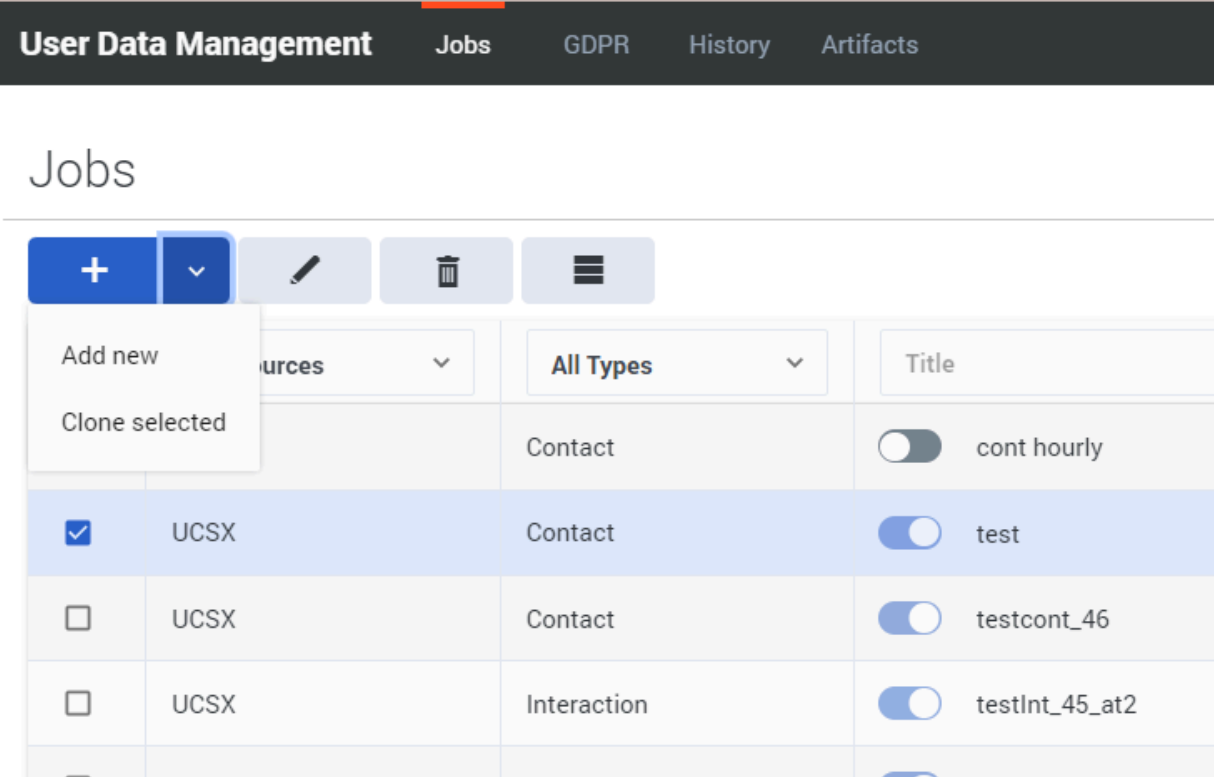
- **Once** - Select if this job is an one-time job that starts immediately after creation when **Start immediately** is selected or at a specific future date and time when **Configure start date and time** is selected.
- **Hourly** - Select if the job is to be run every hour. The valid hours can be between 1 and 23 and the minutes can be between 0 and 59.
- **Daily** - Select if the job is to be run every day at a specified time.
- **Weekly** - Select if the job is to be run once a week at the specified day and time.
- **Monthly** - Select if the job is to be run once a month at the specified day and time. **Note:** This job will be not be run in months with 30 days or less if you select **30** in the **Day of month** option.

The **Date Range of Data** 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**.

Clone an existing job



The screenshot shows the 'User Data Management' interface with the 'Jobs' tab selected. The 'Add new' button is open, showing 'Clone selected' as an option. Below the button is a table of jobs. The first job is selected.

	Resources	All Types	Title
<input type="checkbox"/>		Contact	<input type="checkbox"/> cont hourly
<input checked="" type="checkbox"/>	UCSX	Contact	<input checked="" type="checkbox"/> test
<input type="checkbox"/>	UCSX	Contact	<input checked="" type="checkbox"/> testcont_46
<input type="checkbox"/>	UCSX	Interaction	<input checked="" type="checkbox"/> testInt_45_at2

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**.

Suspend (and resume) a job

<input type="checkbox"/>	UCSX	Contact	<input type="checkbox"/>	cont hourly
<input checked="" type="checkbox"/>	UCSX	Contact	<input type="checkbox"/>	test
<input type="checkbox"/>	UCSX	Contact	<input type="checkbox"/>	testcont_46

Use the slider to change the state of a job to **Suspended** or **Active**.

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.

Modify 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 cannot edit it after it is submitted. But you can modify the job before it is run.

Delete 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.

View the history of a job

The screenshot displays the 'User Data Management' interface. The top navigation bar contains the following items: 'User Data Management' (with a logo), 'Jobs', 'GDPR', 'History', and 'Artifacts'. Below the navigation bar, the page title is 'Jobs'. A toolbar contains five icons: a plus sign, a dropdown arrow, a pencil, a trash can, and a hamburger menu. Below the toolbar is a table with the following structure:

<input type="checkbox"/>	All Sources		Title
<input type="checkbox"/>	UCSX	Contact	<input type="checkbox"/> cont hourly
<input checked="" type="checkbox"/>	UCSX	Contact	<input checked="" type="checkbox"/> test
<input type="checkbox"/>	UCSX	Contact	<input checked="" type="checkbox"/> testcont_46

A tooltip with the text 'Search execution history' is positioned over the dropdown arrow in the table's header.

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.