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Web Services API Reference

Query Agent State

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Query Agent State

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Use the following queries to retrieve information about agent states.

Important

The Output shown in the following examples might not be applicable to your deployment.

Overall User State

Returns all of a user's device and channel states.

Input Parameters

GET on **/me?subresources=***

Output

Success

```
{
  devices: [{
    ...
    id: "12345",
    userState: {
      state: "NotReady",
      reason: "Lunch",
      displayName: "Out to Lunch",
      workMode: "AuxWork"
    },
    ...
  }],
  channels: [{
    channel: "email",
    userState: {
      state: "NotReady",
      reason: "Lunch",
      displayName: "Out to Lunch"
    },
    ...
  }, {
    channel: "chat",
    userState: {
      state: "NotReady",
      reasonCode: "Lunch",
      displayName: "Out to Lunch",
    },
    ...
  }],
  ...
}
```

Failure

```
{
  "statusCode": <any integer value above 0>,
  "statusMessage": details
}
```

Get All Devices

Returns all of a user's device states.

Input Parameters

GET on **/me/devices**

Output

Success

```
{
  devices: [{
    ...
    id: idOne
    userState: {
      state: "NotReady",
      reason: "Lunch",
      displayName: "Out to Lunch"
      workMode: "AuxWork"
    }
    ... // other device properties
  },
  {
    ...
    id: idTwo
    userState: {
      state: "NotReady",
      reason: "Lunch",
      displayName: "Out to Lunch"
      workMode: "AuxWork"
    }
    ... // other device properties
  }
]
```

Failure

```
{
  "statusCode": an integer value above 0,
  "statusMessage": details
}
```

Get a Particular Device

Returns a user's specific device state.

Input Parameters

GET on **/me/devices/{id}**

Output

Success

```
{
  device: {
    ...
    id: idOne
    userState: {
      state: "NotReady",
      reason: "Lunch",
      displayName: "Out to Lunch"
      workMode: "AuxWork"
    }
    ... // other device properties
  }
}
```

Failure

```
{
  "statusCode": an integer value above 0,
  "statusMessage": details
}
```

Get All Multimedia Channels

Returns all of a user's channel states.

Input Parameters

GET on **/me/channels**

Output

Success

```
{
  channels: [{
    channel: "email",
    userState: {
```

```
    state: "NotReady",
    reason: "Lunch"
    displayName: "Out to Lunch"
  },
  ... // other channel properties
}, {
  channel: "chat",
  userState: {
    state: "NotReady",
    reason: "Lunch"
    displayName: "Out to Lunch"
  },
  ...
}]
}
```

Failed

```
{
  "statusCode": an integer value above 0,
  "statusMessage": details
}
```

Get a Particular Multimedia Channel

Returns a user's channel state, given a `channelId`.

Input Parameters

GET on **`/me/channels/{channelId}`**

Output

Success

```
{
  channel: {
    channel: "email",
    userState: {
      state: "NotReady",
      reason: "Lunch"
      displayName: "Out to Lunch"
    },
    ... // other channel properties
  }
}
```

Failed

```
{
  "statusCode": an integer value above 0,
  "statusMessage": details
}
```