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Web Services API Reference

[AddInteraction to a Group Workbin](#)

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AddInteraction to a Group Workbin

This operation is part of the [Workbins API](#) section of the [Web Services API](#).

AddInteraction to an AgentGroup Workbin

Associates an interaction with an AgentGroup workbin.

Request URL	/api/v2/me/workbins/{id}?agentGroup={agentGroupName}
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	AddInteraction. Other valid values are: AddChat, AddEmail, AddWorkitem, AddTweet, AddFacebook, AddFacebooksession and AddOpenmedia.
id	The ID of the interaction to add to the workbin.
saveLAR	If "true", Web Services sets information about the agent performing the operation in the Contact Profile to be used for Last Agent Routing. (optional)

Sample

Request

```
POST api/v2/me/workbins/6c715fa9-de16-4d23-b07c-cbcb1caf3e07?agentGroup=MyAgentGroup
{
  "operationName": "AddChat",
  "id": "0001BaBFVPR20035"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the [workbin resource](#).

```
{
  "statusCode": 0,
  "referenceId": 16
}
```

CometD notification

```
{
  "action": "ItemAdded",
  "agentGroup": "MyAgentGroup",
  "chatStateResourceV2": {"capabilities": [],
    "chatType": "Inbound",
    "id": "0001BaBFVPR20035",
    "participants": [],
    "receivedDate": "2016-04-08 15:05:57.000+0300",
    "userData": {"CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "ChatServerAppName": "esv_chat_srv",
      "ChatServerDBID": "147",
      "ChatServerHost": "dev-ip9-152.gws.genesys.com",
      "ChatServerPort": "7160",
      "CustomerSegment": "default",
      "OccuredAt": "2016-04-08T12:06:01Z",
      "PegAG?:2>1": 1,
      "RRequestedSkillCombination": "",
      "RRequestedSkills": None,
      "RStrategyDBID": "472",
      "RStrategyName": "CloudPoDSimpleChatInStrategy",
      "RTargetAgentGroup": "?:2>1",
      "RTargetAgentSelected": "a1",
      "RTargetObjSelDBID": "",
      "RTargetObjectSelected": "?:2>1",
      "RTargetPlaceSelected": "a1",
      "RTargetRequested": "?:2>1",
      "RTargetRuleSelected": "",
      "RTargetTypeSelected": "2",
      "RTenant": "Environment",
      "RVQDBID": "",
      "RVQID": "",
      "ServiceObjective": 0,
      "ServiceType": "default",
      "Subject": "TestChatCustomer"}}},
  "id": "6c715fa9-de16-4d23-b07c-cbcb1caf3e07",
  "messageType": "WorkbinStateChangeMessage"
}
```

AddInteraction to a PlaceGroup Workbin

Associates an interaction with a PlaceGroup workbin.

Request URL	/api/v2/me/workbins/{id}?placeGroup={placeGroupName}
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	AddInteraction. Other valid values are: AddChat, AddEmail, AddWorkitem, AddTweet, AddFacebook, AddFacebooksession and AddOpenmedia.
id	The ID of the interaction to add to the workbin.
saveLAR	If "true", Web Services sets information about the agent performing the operation in the Contact Profile to be used for Last Agent Routing. (optional)

Sample

Request

```
POST api/v2/me/workbins/5d487e69-a393-4228-a06f-6a4015ab1b54?placeGroup=MyPlaceGroup
{
  "operationName": "AddChat",
  "id": "0001BaBFVPR20039"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the [workbin resource](#).

```
{
  "statusCode": 0,
  "referenceId": 17
}
```

CometD notification

```
{
  "action": "ItemAdded",
  "chatStateResourceV2": {
    "capabilities": [],
    "chatType": "Inbound",
    "id": "0001BaBFVPR20039",
    "participants": [],
    "receivedDate": "2016-04-08 15:31:30.000+0300",
    "userData": {
      "CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "ChatServerAppName": "esv_chat_srv",
      "ChatServerDBID": "147",
      "ChatServerHost": "dev-ip9-152.gws.genesys.com",
      "ChatServerPort": "7160",
      "CustomerSegment": "default",
      "OccuredAt": "2016-04-08T12:31:33Z",
      "PegAG?:2>1": 1,
      "RRequestedSkillCombination": "",
      "RRequestedSkills": None,
      "RStrategyDBID": "472",
      "RStrategyName": "CloudPoDSimpleChatInStrategy",
    }
  }
}
```

```
    "RTargetAgentGroup": "?:2>1",
    "RTargetAgentSelected": "a1",
    "RTargetObjSelDBID": "",
    "RTargetObjectSelected": "?:2>1",
    "RTargetPlaceSelected": "a1",
    "RTargetRequested": "?:2>1",
    "RTargetRuleSelected": "",
    "RTargetTypeSelected": "2",
    "RTenant": "Environment",
    "RVQDBID": "",
    "RVQID": "",
    "ServiceObjective": 0,
    "ServiceType": "default",
    "Subject": "TestChatCustomer"}}},
  "id": "5d487e69-a393-4228-a06f-6a4015ab1b54",
  "messageType": "WorkbinStateChangeMessage",
  "placeGroup": "MyPlaceGroup"
}
```