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Web Services API Reference

[AddInteractionToWorkbin](#)

AddInteractionToWorkbin

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

Overview

This request assigns an interaction to a workbin.

Request URL	/api/v2/workbins/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	AddInteractionToWorkbin
saveLAR	Possible values are true or false. If true, information about the agent performing the operation is set in the Contact Profile so that it can be used for last agent routing. (optional)

Samples

Request

The request involves sending a JSON body as well as adhering to the url path listed above.

```
POST api/v2/workbins/3434543fafwe987
```

Listed below are possible valid JSON for requests:

AddInteraction

```
{
  "operationName": "AddInteraction",
  "uri": ".../FE7978FEWFE" // this only for V1 -- FB and TW
}
```

AddEmail

```
{
```

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```
"operationName": "AddEmail",
"uri": ".../FE7978FEWFE"
}
```

AddChat

```
{
  "operationName": "AddChat",
  "uri": ".../FE7978FEWFE"
}
```

AddWorkitem

```
{
  "operationName": "AddWorkitem",
  "uri": ".../FE7978FEWFE"
}
```

Response

The response consists of an HTTP response, and cometd response. For details on the result, please refer to the Workbin Resource reference.

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 14
}
```

Cometd responses

```
{
  workbinstatechange
}

{
  u'workitem': {
    u'userData': {
      u'RTargetTypeSelected': u'2',
      u'RTargetObjectSelected': u'?: 2>1',
      u'RVQID': u,
      u'RTargetObjSelDBID': u,
      u'CBR-Interaction_cost': u,
      u'CBR-contract_DBIDs': u,
      u'RTargetAgentSelected': u'MaratTest',
      u'CBR-IT-path_DBIDs': u,
      u'RTargetRuleSelected': u,
      u'RTargetPlaceSelected': u,
      u'CBR-actual_volume': u,
      u'RTenant': u'Environment',
      u'RRequestedSkills': None,
      u'RRequestedSkillCombination': u,
      u'RVQDBID': u,
      u'RStrategyDBID': u'197',
      u'CustomerSegment': u'default',
      u'PegAG?: 2>1': 1,
      u'ServiceType': u'default',
      u'ServiceObjective': 0,
      u'RTargetRequested': u'?: 2>1',
    }
  }
}
```

AddInteractionToWorkbin

```
    u'RTargetAgentGroup': u'?: 2>1',
    u'RStrategyName': u'RouteWorkitemToAgent'
  },
  u'receivedDate': u'2014-04-16T21:03:21.000-0700',
  u'uri': u'http://localhost:8080/api/v2/workitems/02F0ASAK8EAF00W',
  u'capabilities': [

  ],
  u'state': u'InWorkbin',
  u'id': u'02F0ASAK8EAF00W'
},
u'referenceId': 14,
u'notificationType': u'StatusChange',
u'messageType': u'WorkitemStateChangeMessage'
}messageType[
  WorkitemStateChangeMessage
]
```