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Web Services API Reference

[GetWorkbinContent](#)

5/2/2025

GetWorkbinContent

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

Overview

Returns workbin content.

Samples

Get a Workbin's Content by ID

Request URL	<code>/api/v2/me/workbins/{workbinId}</code> OR <code>/api/v2/workbins/{workbinId}</code>
HTTP Method	GET
Required Features	api-multimedia

Request

GET `api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085`

OR

GET `api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085`

Response

```
{
  "statusCode": 0,
  "workbin": {
    "workbinName": "testWorkbin",
    "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
    "displayName": "testWorkbin",
    "uri": "http://localhost:8090/api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
    "type": "Agent"
  }
}
```

For details on the result, please refer to the [Workbin Resource](#) reference.

Get a Workbin's Content with Subresources

Request URL	/api/v2/me/workbins/{workbinId}?subresources=* OR /api/v2/workbins/{workbinId}?subresources=*
HTTP Method	GET
Required Features	api-multimedia

Request

GET api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085?subresources=*

OR

GET api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085?subresources=*

Response

```
{
  "statusCode": 0,
  "workbin": {
    "workbinName": "testWorkbin",
    "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
    "displayName": "testWorkbin",
    "uri": "http://localhost:8090/api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
    "chats": [
      {
        "userData": {
          "Workbin": "testWorkbin",
          "RRequestedSkills": null,
          "RRequestedSkillCombination": "",
          "RTargetObjectSelected": "Chat distribution for processing",
          "InteractionId": "00016aB14RQD006K",
          "RTargetAgentGroup": "Chat distribution for processing",
          "ServiceType": "default",
          "ChatServerModeHA": "true",
          "PegAGChat distribution for processing": 1,
          "RTenant": "Environment",
          "RVQID": "",
          "WorkbinAgentId": "a1",
          "RTargetRequested": "Chat distribution for processing",
          "RVQDBID": "",
          "RStrategyName": "Chat inbound strategy",
          "RTargetTypeSelected": "2",
          "ChatServerAppName": "esv_chat_srv",
          "ChatServerHost": "dev-ip9-152.gws.genesys.com",
          "CustomerSegment": ".CC_0000",
          "RTargetRuleSelected": "",
          "Subject": "TestChatCustomer",
          "RTargetPlaceSelected": "a1",
          "RTargetObjSelDBID": "2341",
          "RTargetAgentSelected": "a1",
          "ServiceObjective": 0,
          "ChatServerDBID": "147",
          "CBR-contract_DBIDs": "",
          "PlaceInQueueSeq": "100618237",
          "CBR-Interaction_cost": ""
        }
      }
    ]
  }
}
```

```

        "ChatServerPort": "7160",
        "CBR-IT-path_DBIDs": "",
        "subscriberID": "CC_0000",
        "RStrategyDBID": "583",
        "CBR-actual_volume": ""
    },
    "id": "00016aB14RQD006K",
    "uri": "http://localhost:8090/api/v2/chats/00016aB14RQD006K",
    "receivedDate": "2015-11-02 11:21:58.000+0200",
    "participants": [],
    "chatType": "Inbound",
    "capabilities": []
  },
  ],
  "type": "Agent"
}

```

For details on the result, please refer to the [Workbin Resource](#) reference.

Get a Workbin's Content with Media Type

Request URL	/api/v2/me/workbins/{workbinId}/{mediaType}?fields=*
	OR /api/v2/workbins/{workbinId}/{mediaType}?fields=*
HTTP Method	GET
Required Features	api-multimedia

Request

Returns email interaction content:

GET api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/email?fields=*

OR

GET api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/email?fields=*

Returns chat interaction content:

GET api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/chat?fields=*

OR

GET api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/chat?fields=*

Returns workitem interaction content:

GET api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/workitem?fields=*

OR

GET api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/workitem?fields=*

Response

Email:

```
{
  "statusCode": 0,
  "email": [
    ...
  ]
}
```

Chat:

```
{
  "statusCode": 7,
  "chat": [
    {
      "state": "InWorkbin",
      "userData": {
        "Workbin": "testWorkbin",
        "RRequestedSkills": null,
        "RRequestedSkillCombination": "",
        "RTargetObjectSelected": "Chat distribution for processing",
        "InteractionId": "00016aB14RQD005N",
        "RTargetAgentGroup": "Chat distribution for processing",
        "ServiceType": "default",
        "ChatServerModeHA": "true",
        "PegAGChat distribution for processing": 1,
        "RTenant": "Environment",
        "RVQID": "",
        "WorkbinAgentId": "a1",
        "RTargetRequested": "Chat distribution for processing",
        "RVQDBID": "",
        "RStrategyName": "Chat inbound strategy",
        "RTargetTypeSelected": "2",
        "ChatServerAppName": "esv_chat_srv",
        "ChatServerHost": "dev-ip9-152.gws.genesys.com",
        "CustomerSegment": ".CC_0000",
        "RTargetRuleSelected": "",
        "Subject": "TestChatCustomer",
        "RTargetPlaceSelected": "a1",
        "RTargetObjSelDBID": "2341",
        "RTargetAgentSelected": "a1",
        "ServiceObjective": 0,
        "ChatServerDBID": "147",
        "CBR-contract_DBIDs": "",
        "PlaceInQueueSeq": "99455798",
        "CBR-Interaction_cost": "",
        "ChatServerPort": "7160",
        "CBR-IT-path_DBIDs": "",
        "subscriberID": "CC_0000",
        "RStrategyDBID": "583",
        "CBR-actual_volume": ""
      },
      "id": "00016aB14RQD005N",
      "receivedDate": "2015-10-31 23:56:27.000+0200",
      "participants": [],
      "chatType": "Inbound",
      "capabilities": []
    }
  ]
}
```

Workitem:

```
{
  "statusCode": 0,
  "workitem": [
    ...
  ]
}
```

For details on the result, please refer to the [Workbin Resource](#) reference.

Get Multiple Workbins Content

Request URL	/api/v2/me/ workbins?workbinIds=workbinId1,workbinId2,... OR /api/v2/workbins?workbinIds=workbinId1,workbinId2,...
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET api/v2/me/  
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,a91eelc2-9cfe-43b6-8193-fd39cd89d5b4
```

OR

```
GET api/v2/  
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,a91eelc2-9cfe-43b6-8193-fd39cd89d5b4
```

Response

```
{
  "statusCode": 0,
  "workbins": {
    "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4": {
      "workbinName": "Facebook Workbin Draft",
      "id": "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
      "displayName": "Facebook Workbin Draft",
      "uri": "http://localhost:8090/api/v2/workbins/  
a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
      "type": "Agent"
    },
    "aee812a5-7396-4dd9-b180-230f1c1fb085": {
      "workbinName": "testWorkbin",
      "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
      "displayName": "testWorkbin",
      "uri": "http://localhost:8090/api/v2/workbins/  
aee812a5-7396-4dd9-b180-230f1c1fb085",
      "type": "Agent"
    }
  }
}
```

For details on the result, please refer to the [Workbin Resource](#) reference.

Get Multiple Workbins Content with Subresrouces

Request URL	/api/v2/me/workbins?workbinIds=workbinId1,workbinId2,...<resources=*
	OR /api/v2/workbins?workbinIds=workbinId1,workbinId2,...<resources=*
HTTP Method	GET
Required Features	api-multimedia

Request

GET api/v2/me/workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,a91eelc2-9cfe-43b6-8193-fd39cd89d5b4<resources=*

OR

GET api/v2/workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,a91eelc2-9cfe-43b6-8193-fd39cd89d5b4<resources=*

Response

```
{
  "statusCode": 0,
  "workbins": {
    "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4": {
      "workbinName": "Facebook Workbin Draft",
      "id": "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
      "displayName": "Facebook Workbin Draft",
      "uri": "http://localhost:8090/api/v2/workbins/a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
      "type": "Agent"
    },
    "aee812a5-7396-4dd9-b180-230f1c1fb085": {
      "workbinName": "testWorkbin",
      "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
      "displayName": "testWorkbin",
      "uri": "http://localhost:8090/api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
      "chats": [
        {
          "userData": {
            "Workbin": "testWorkbin",
            "RRequestedSkills": null,
            "RRequestedSkillCombination": "",
            "RTargetObjectSelected": "Chat distribution for processing",
            "InteractionId": "00016aB14RQD007D",
            "RTargetAgentGroup": "Chat distribution for processing",
            "ServiceType": "default",
            "ChatServerModeHA": "true",
            "PegAGChat distribution for processing": 1,
            "RTenant": "Environment",
            "RVQID": "",
            "WorkbinAgentId": "a1",
            "RTargetRequested": "Chat distribution for processing",
            "RVQDBID": "",
            "RStrategyName": "Chat inbound strategy",
            "RTargetTypeSelected": "2",
```

```

        "ChatServerAppName": "esv_chat_srv",
        "ChatServerHost": "dev-ip9-152.gws.genesys.com",
        "CustomerSegment": ".CC_0000",
        "RTargetRuleSelected": "",
        "Subject": "TestChatCustomer",
        "RTargetPlaceSelected": "a1",
        "RTargetObjSelDBID": "2341",
        "RTargetAgentSelected": "a1",
        "ServiceObjective": 0,
        "ChatServerDBID": "147",
        "CBR-contract_DBIDs": "",
        "PlaceInQueueSeq": "100644457",
        "CBR-Interaction_cost": "",
        "ChatServerPort": "7160",
        "CBR-IT-path_DBIDs": "",
        "subscriberID": "CC_0000",
        "RStrategyDBID": "583",
        "CBR-actual_volume": ""
    },
    "id": "00016aB14RQD007D",
    "uri": "http://localhost:8090/api/v2/chats/00016aB14RQD007D",
    "receivedDate": "2015-11-02 14:30:51.000+0200",
    "participants": [],
    "chatType": "Inbound",
    "capabilities": []
  },
  ],
  "type": "Agent"
}
}
}
}

```

For details on the result, please refer to the [Workbin Resource](#) reference.

Get a Workbin's Content with Subresources by User

Request URL	/api/v2/{userId}/workbins/{workbinId}?subresources=*
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET /api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/workbins/
aee812a5-7396-4dd9-b180-230f1c1fb085?subresources=*
```

Response

```

{
  "statusCode": 0,
  "workbin": {
    "workbinName": "testWorkbin",
    "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
    "displayName": "testWorkbin",
    "uri": "http://localhost:8090/api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
    "chats": [
      {
        "userData": {

```

```
    "Workbin": "testWorkbin",
    "RRequestedSkills": null,
    "RRequestedSkillCombination": "",
    "RTargetObjectSelected": "Chat distribution for processing",
    "InteractionId": "00016aB14RQD006K",
    "RTargetAgentGroup": "Chat distribution for processing",
    "ServiceType": "default",
    "ChatServerModeHA": "true",
    "PegAGChat distribution for processing": 1,
    "RTenant": "Environment",
    "RVQID": "",
    "WorkbinAgentId": "a1",
    "RTargetRequested": "Chat distribution for processing",
    "RVQDBID": "",
    "RStrategyName": "Chat inbound strategy",
    "RTargetTypeSelected": "2",
    "ChatServerAppName": "esv_chat_srv",
    "ChatServerHost": "dev-ip9-152.gws.genesys.com",
    "CustomerSegment": ".CC_0000",
    "RTargetRuleSelected": "",
    "Subject": "TestChatCustomer",
    "RTargetPlaceSelected": "a1",
    "RTargetObjSelDBID": "2341",
    "RTargetAgentSelected": "a1",
    "ServiceObjective": 0,
    "ChatServerDBID": "147",
    "CBR-contract_DBIDs": "",
    "PlaceInQueueSeq": "100618237",
    "CBR-Interaction_cost": "",
    "ChatServerPort": "7160",
    "CBR-IT-path_DBIDs": "",
    "subscriberID": "CC_0000",
    "RStrategyDBID": "583",
    "CBR-actual_volume": ""
  },
  "id": "00016aB14RQD006K",
  "uri": "http://localhost:8090/api/v2/chats/00016aB14RQD006K",
  "receivedDate": "2015-11-02 11:21:58.000+0200",
  "participants": [],
  "chatType": "Inbound",
  "capabilities": []
},
{
  "type": "Agent"
}
}
```

For details on the result, please refer to the [Workbin Resource](#) reference.

Get a Workbin's Content with Media Type by User

Request URL	/api/v2/{userId}/workbins/{workbinId}/{mediaType}?fields=*
HTTP Method	GET
Required Features	api-multimedia

Request

Returns email interaction content:

GET api/v2/b15862cq-2445-4735-bba2-69694p0g50qq/workbins/a15862be-2445-4735-aad2-69694a0f50ff/
email?fields=*

Returns chat interaction content:

GET api/v2/b15862cq-2445-4735-bba2-69694p0g50qq/workbins/a15862be-2445-4735-aad2-69694a0f50ff/
chat?fields=*

Returns workitem interaction subresources:

GET api/v2/b15862cq-2445-4735-bba2-69694p0g50qq/workbins/a15862be-2445-4735-aad2-69694a0f50ff/
workitem?fields=*

Response

Email:

```
{
  "statusCode": 0,
  "email": [
    ...
  ]
}
```

Chat:

```
{
  "statusCode": 7,
  "chat": [
    {
      "state": "InWorkbin",
      "userData": {
        "Workbin": "testWorkbin",
        "RRequestedSkills": null,
        "RRequestedSkillCombination": "",
        "RTargetObjectSelected": "Chat distribution for processing",
        "InteractionId": "00016aB14RQD005N",
        "RTargetAgentGroup": "Chat distribution for processing",
        "ServiceType": "default",
        "ChatServerModeHA": "true",
        "PegAGChat distribution for processing": 1,
        "RTenant": "Environment",
        "RVQID": "",
        "WorkbinAgentId": "a1",
        "RTargetRequested": "Chat distribution for processing",
        "RVQDBID": "",
        "RStrategyName": "Chat inbound strategy",
        "RTargetTypeSelected": "2",
        "ChatServerAppName": "esv_chat_srv",
        "ChatServerHost": "dev-ip9-152.gws.genesys.com",
        "CustomerSegment": ".CC_0000",
        "RTargetRuleSelected": "",
        "Subject": "TestChatCustomer",
        "RTargetPlaceSelected": "a1",
        "RTargetObjSelDBID": "2341",
        "RTargetAgentSelected": "a1",
        "ServiceObjective": 0,
        "ChatServerDBID": "147",
        "CBR-contract_DBIDs": "",
        "PlaceInQueueSeq": "99455798",
        "CBR-Interaction_cost": ""
      }
    }
  ]
}
```

```

        "ChatServerPort": "7160",
        "CBR-IT-path_DBIDs": "",
        "subscriberID": "CC_0000",
        "RStrategyDBID": "583",
        "CBR-actual_volume": ""
    },
    "id": "00016aB14RQD005N",
    "receivedDate": "2015-10-31 23:56:27.000+0200",
    "participants": [],
    "chatType": "Inbound",
    "capabilities": []
}
]
}

```

Workitem:

```

{
  "statusCode": 0,
  "workitem": [
    ...
  ]
}

```

For details on the result, please refer to the [Workbin Resource](#) reference.

Get Multiple Workbins Content with Subresources by User

Request URL	<code>/api/v2/{userId}/workbins?workbinIds=workbinId1,workbinId2,...<resources=*</code> OR <code>/api/v2/workbins?workbinIds=workbinId1,workbinId2,...<resources=*</code>
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,
a91eelc2-9cfe-43b6-8193-fd39cd89d5b4<resources=*
```

OR

```
GET api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,
a91eelc2-9cfe-43b6-8193-fd39cd89d5b4<resources=*
```

Response

```

{
  "statusCode": 0,
  "workbins": {
    "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4": {
      "workbinName": "Facebook Workbin Draft",
      "id": "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",

```

```

        "displayName": "Facebook Workbin Draft",
        "uri": "http://localhost:8090/api/v2/workbins/
a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
        "type": "Agent"
    },
    "aee812a5-7396-4dd9-b180-230f1c1fb085": {
        "workbinName": "testWorkbin",
        "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
        "displayName": "testWorkbin",
        "uri": "http://localhost:8090/api/v2/workbins/
aee812a5-7396-4dd9-b180-230f1c1fb085",
        "chats": [
            {
                "userData": {
                    "Workbin": "testWorkbin",
                    "RRequestedSkills": null,
                    "RRequestedSkillCombination": "",
                    "RTargetObjectSelected": "Chat distribution for processing",
                    "InteractionId": "00016aB14RQD007D",
                    "RTargetAgentGroup": "Chat distribution for processing",
                    "ServiceType": "default",
                    "ChatServerModeHA": "true",
                    "PegAGChat distribution for processing": 1,
                    "RTenant": "Environment",
                    "RVQID": "",
                    "WorkbinAgentId": "a1",
                    "RTargetRequested": "Chat distribution for processing",
                    "RVQDBID": "",
                    "RStrategyName": "Chat inbound strategy",
                    "RTargetTypeSelected": "2",
                    "ChatServerAppName": "esv_chat_srv",
                    "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                    "CustomerSegment": ".CC_0000",
                    "RTargetRuleSelected": "",
                    "Subject": "TestChatCustomer",
                    "RTargetPlaceSelected": "a1",
                    "RTargetObjSelDBID": "2341",
                    "RTargetAgentSelected": "a1",
                    "ServiceObjective": 0,
                    "ChatServerDBID": "147",
                    "CBR-contract_DBIDs": "",
                    "PlaceInQueueSeq": "100644457",
                    "CBR-Interaction_cost": "",
                    "ChatServerPort": "7160",
                    "CBR-IT-path_DBIDs": "",
                    "subscriberID": "CC_0000",
                    "RStrategyDBID": "583",
                    "CBR-actual_volume": ""
                },
                "id": "00016aB14RQD007D",
                "uri": "http://localhost:8090/api/v2/chats/00016aB14RQD007D",
                "receivedDate": "2015-11-02 14:30:51.000+0200",
                "participants": [],
                "chatType": "Inbound",
                "capabilities": []
            }
        ]
    },
    "type": "Agent"
}
}
}

```

For details on the result, please refer to the [Workbin Resource](#) reference.