GENESYS™

Web Services API Reference

Subscribe to Group Workbin Notifications

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Subscribe to Group Workbin Notifications

This operation is part of the Workbins API section of the Web Services API.

Subscribe to an AgentGroup Workbin's Notifications

Subscribes to CometD notifications for the specified AgentGroup workbin.

> **Important**
> This functionality requires Interaction Server 8.5.103.05 or later.

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

Parameters

Parameter	Value
operationName	Subscribe

Sample

Request

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

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": 74
}
```

CometD notification

```
{
    "agentGroup": "MyAgentGroup",
    "id": "6c715fa9-de16-4d23-b07c-cbcb1caf3e07",
    "messageType": "WorkbinSubscriptionStateChangeMessage",
    "referenceId": 74,
    "stateResource": "Subscribed"
}
```

Subscribe to a PlaceGroup Workbin's Notifications

Subscribes to CometD notifications for the specified PlaceGroup workbin.

> ### Important
> This functionality requires Interaction Server 8.5.103.05 or later.

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

Parameters

Parameter	Value
operationName	Subscribe

Sample

Request

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

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": 14
}
```

CometD notification

```
{
    "id": "5d487e69-a393-4228-a06f-6a4015ab1b54",
    "messageType": "WorkbinSubscriptionStateChangeMessage",
    "placeGroup": "MyPlaceGroup",
    "referenceId": 14,
    "stateResource": "Subscribed"
}
```