

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

Workitem API

Workitem API

This document provides guidance for developers building workitem-related client applications and describes the Workitem API portion of the Web Services API.

Overview

Workitems are custom media types or tasks that are processed by the intelligent Workload Distribution (iWD) solution.

Resources	Workitem Control
Resource	Create Accept Reject SetInFocus Complete
User Data AttachUserData UpdateUserData DeleteUserData	Conference & Transfer Transfer