



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

[GetWorkbinContent](#)

12/14/2025

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.