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# Workspace Web Edition Developer's Guide and API Reference

Agent Namespace

# Agent Namespace

## Contents

- [1 Agent Namespace](#)
  - [1.1 Methods](#)
  - [1.2 Type Definitions](#)

## Methods

The Agent namespace includes the following methods:

- [get](#)
- [getState](#)
- [getStateList](#)
- [setState](#)

### get

<b>Signature</b>	<static> get() → { <a href="#">agent.Agent</a> }
<b>Description</b>	Gets the agent's attributes.
<b>Returns</b>	<a href="#">agent.Agent</a>

### getState

<b>Signature</b>	<static> getState() → { <a href="#">media.State</a> }
<b>Description</b>	Gets the agent's state.
<b>Returns</b>	<a href="#">media.State</a>

### getStateList

<b>Signature</b>	<static> getStateList() → {Array.< <a href="#">media.State</a> >}
<b>Description</b>	Gets the list of possible agent states.
<b>Returns</b>	Array.< <a href="#">media.State</a> >

### setState

<b>Signature</b>	<static> setState( <i>stateOperationName</i> )								
<b>Description</b>	Sets the agent's state.								
<b>Parameters</b>	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td><i>stateOperationName</i></td> <td>string</td> <td>An operationName from the agent states list. See <a href="#">State</a>.</td> </tr> </tbody> </table>	Name	Type	Description	<i>stateOperationName</i>	string	An operationName from the agent states list. See <a href="#">State</a> .		
Name	Type	Description							
<i>stateOperationName</i>	string	An operationName from the agent states list. See <a href="#">State</a> .							

## Type Definitions

The agent namespace includes the following object types:

- [Agent](#)

### Agent

<b>Description</b>	Represents the JSON structure of the agent.		
<b>Type</b>	Object		
<b>Properties</b>	<b>Name</b>	<b>Type</b>	<b>Description</b>
	employeeld	string	The agent's unique identifier used for routing purposes.
	firstname	string	The agent's first name.
	lastname	string	The agent's last name.
	username	string	The agent's username. This is a global unique ID.
	roles	Array.<string>	<p>An array of the agent's roles. Possible roles are:</p> <ul style="list-style-type: none"> <li>• <b>ROLE_AGENT</b> — mandatory for users of Workspace Web Edition</li> <li>• <b>ROLE_SUPERVISOR</b> — enables users to perform supervisor operations like monitoring.</li> <li>• <b>ROLE_ADMIN</b> — provides</li> </ul>

Description	Represents the JSON structure of the agent.		
	<b>Name</b>	<b>Type</b>	<b>Description</b>
			administrator access to the Genesys Web Services API.