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Web Services API Reference

GetWorkbins

4/30/2025

GetWorkbins

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

Overview

Agent can get details about valid workbins and workbin URIs assigned to them.

Samples

The following are samples for obtaining information about workbins and workbin URIs.

Get All Valid Workbins of Any Type

Request URL	api/v2/workbins?fields=*
HTTP Method	GET
Required Features	api-multimedia

Request

GET api/v2/workbins?fields=*

Response

```
{
  "statusCode": 0,
  "workbins": [
    {
      "name": "Workbin_AgentGroup",
      "id": "a15862be-2445-4735-aad2-69694a0f50ff",
      "displayName": "Workbin_AgentGroup",
      "uri": "http://localhost:8090/api/v2/workbins/a15862be-2445-4735-aad2-69694a0f50ff",
      "type": "Place"
    },
    {
      "workbinName": "email-collaboration-wb",
      "id": "40b9b24b-0e15-4458-8a11-4a1958068d3e",
      "displayName": "email-collaboration-wb",
      "uri": "http://localhost:8090/api/v2/workbins/40b9b24b-0e15-4458-8a11-4a1958068d3e",
      "type": "Agent"
    },
    {
      "workbinName": "email-agent-group-wb",
      "id": "8e977189-379f-4f3f-b9a5-4917da1891e5",
      "displayName": "email-agent-group-wb",
    }
  ]
}
```

```
        "uri": "http://localhost:8090/api/v2/workbins/8e977189-379f-4f3f-b9a5-4917da1891e5",
        "type": "AgentGroup"
    },
    ...
]
}
```

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

Get All Valid Workbins of Type Agent and Place

Request URL	/api/v2/me/workbins?fields=*
HTTP Method	GET
Required Features	api-multimedia

Request

GET /api/v2/me/workbins?fields=*

Response

```
{
  "statusCode": 0,
  "workbins": [
    {
      "name": "Workbin_AgentGroup",
      "id": "a15862be-2445-4735-aad2-69694a0f50ff",
      "displayName": "Workbin_AgentGroup",
      "uri": "http://localhost:8090/api/v2/workbins/a15862be-2445-4735-aad2-69694a0f50ff",
      "type": "Place"
    },
    {
      "workbinName": "email-collaboration-wb",
      "id": "40b9b24b-0e15-4458-8a11-4a1958068d3e",
      "displayName": "email-collaboration-wb",
      "uri": "http://localhost:8090/api/v2/workbins/40b9b24b-0e15-4458-8a11-4a1958068d3e",
      "type": "Agent"
    },
    ...
  ]
}
```

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

Get All Valid Workbins of Type Agent and Place with Media Type as Subresources

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

Request

Returns workbins with email Interaction subresources:

```
GET api/v2/me/workbins?subresources=email
```

Returns workbins with chat Interaction subresources:

```
GET api/v2/me/workbins?subresources=chat
```

Returns workbins with workitem Interaction subresources:

```
GET api/v2/me/workbins?subresources=workitem
```

Returns workbins with facebook subresources:

```
GET api/v2/me/workbins?subresources=facebook
```

Returns workbins with facebooksession subresources:

```
GET api/v2/me/workbins?subresources=facebooksession
```

Returns workbins with twitter subresources:

```
GET api/v2/me/workbins?subresources=tweet
```

Response

```
{
  "statusCode": 0,
  "workbins": [
    {
      "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",
    "receivedDate": "2015-11-02 11:21:58.000+0200",
    "participants": [],
    "chatType": "Inbound",
    "capabilities": []
  },
  "type": "Agent"
},
{
  "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"
},
{
  "workbinName": "CloudPoDSimpleEmailDraftWb",
  "id": "ef77fc7e-249d-484b-a0c8-59f7a3838e27",
  "displayName": "CloudPoDSimpleEmailDraftWb",
  "uri": "http://localhost:8090/api/v2/workbins/ef77fc7e-249d-484b-a0c8-59f7a3838e27",
  "type": "Agent"
},
{
  "workbinName": "email-collaboration-wb",
  "id": "40b9b24b-0e15-4458-8a11-4a1958068d3e",
  "displayName": "email-collaboration-wb",
  "uri": "http://localhost:8090/api/v2/workbins/40b9b24b-0e15-4458-8a11-4a1958068d3e",
  "type": "Agent"
},
{
  "workbinName": "Facebook Workbin InProgress",
  "id": "71e4eae1-78d6-46e5-9001-d8af97455c31",
  "displayName": "Facebook Workbin InProgress",
  "uri": "http://localhost:8090/api/v2/workbins/71e4eae1-78d6-46e5-9001-d8af97455c31",
  "type": "Agent"
},
{
  "workbinName": "PromotionWorkbin",
  "id": "22fb50bc-b50b-4a26-a285-36f771b8a0da",
  "displayName": "PromotionWorkbin",
  "uri": "http://localhost:8090/api/v2/workbins/22fb50bc-b50b-4a26-a285-36f771b8a0da",
```

```

        "type": "Agent"
    },
    {
        "workbinName": "CloudPoDSimpleEmailProgressWb",
        "id": "b16059db-913e-4841-8172-f2cb83905b91",
        "displayName": "CloudPoDSimpleEmailProgressWb",
        "uri": "http://localhost:8090/api/v2/workbins/
b16059db-913e-4841-8172-f2cb83905b91",
        "type": "Agent"
    },
    {
        "workbinName": "email-draft-wb",
        "id": "171ed62e-a14a-4931-a9b0-2a6145a4456a",
        "displayName": "My Draft E-mails",
        "uri": "http://localhost:8090/api/v2/workbins/171ed62e-
a14a-4931-a9b0-2a6145a4456a",
        "type": "Agent"
    },
    {
        "workbinName": "email-in-progress-wb",
        "id": "c0433feb-ba38-485a-9c84-44fffa9a45c7",
        "displayName": "My Inbound E-mails in Progress",
        "uri": "http://localhost:8090/api/v2/workbins/c0433feb-
ba38-485a-9c84-44fffa9a45c7",
        "type": "Agent"
    }
}
]
}

```

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

Get All Valid Workbin URIs for Workbins of Any Type

Request URL	/api/v2/workbins
HTTP Method	GET
Required Features	api-multimedia

Request

GET /api/v2/workbins

Response

```

{
    "statusCode": 0,
    "paths": [
        "/workbins/ae812a5-7396-4dd9-b180-230f1c1fb085",
        "/workbins/a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
        "/workbins/ef77fc7e-249d-484b-a0c8-59f7a3838e27",
        "/workbins/40b9b24b-0e15-4458-8a11-4a1958068d3e",
        "/workbins/8e977189-379f-4f3f-b9a5-4917da1891e5",
        "/workbins/71e4eae1-78d6-46e5-9001-d8af97455c31",
        "/workbins/22fb50bc-b50b-4a26-a285-36f771b8a0da",
        "/workbins/b16059db-913e-4841-8172-f2cb83905b91",
        "/workbins/171ed62e-a14a-4931-a9b0-2a6145a4456a",
        "/workbins/c0433feb-ba38-485a-9c84-44fffa9a45c7"
    ],
    "uris": [

```

```

    "http://localhost:8090/api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
    "http://localhost:8090/api/v2/workbins/a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
    "http://localhost:8090/api/v2/workbins/ef77fc7e-249d-484b-a0c8-59f7a3838e27",
    "http://localhost:8090/api/v2/workbins/40b9b24b-0e15-4458-8a11-4a1958068d3e",
    "http://localhost:8090/api/v2/workbins/8e977189-379f-4f3f-b9a5-4917da1891e5",
    "http://localhost:8090/api/v2/workbins/71e4eae1-78d6-46e5-9001-d8af97455c31",
    "http://localhost:8090/api/v2/workbins/22fb50bc-b50b-4a26-a285-36f771b8a0da",
    "http://localhost:8090/api/v2/workbins/b16059db-913e-4841-8172-f2cb83905b91",
    "http://localhost:8090/api/v2/workbins/171ed62e-a14a-4931-a9b0-2a6145a4456a",
    "http://localhost:8090/api/v2/workbins/c0433feb-ba38-485a-9c84-44fffa9a45c7"
  ]
}

```

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

Get All Valid Workbin URIs for Workbins of Type Agent and Place

Request URL	/api/v2/me/workbins
HTTP Method	GET
Required Features	api-multimedia

Request

GET /api/v2/me/workbins

Response

```

{
  "statusCode": 0,
  "paths": [
    "/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
    "/workbins/a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
    "/workbins/ef77fc7e-249d-484b-a0c8-59f7a3838e27",
    "/workbins/40b9b24b-0e15-4458-8a11-4a1958068d3e",
    "/workbins/71e4eae1-78d6-46e5-9001-d8af97455c31",
    "/workbins/22fb50bc-b50b-4a26-a285-36f771b8a0da",
    "/workbins/b16059db-913e-4841-8172-f2cb83905b91",
    "/workbins/171ed62e-a14a-4931-a9b0-2a6145a4456a",
    "/workbins/c0433feb-ba38-485a-9c84-44fffa9a45c7"
  ],
  "uris": [
    "http://localhost:8090/api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
    "http://localhost:8090/api/v2/workbins/a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
    "http://localhost:8090/api/v2/workbins/ef77fc7e-249d-484b-a0c8-59f7a3838e27",
    "http://localhost:8090/api/v2/workbins/40b9b24b-0e15-4458-8a11-4a1958068d3e",
    "http://localhost:8090/api/v2/workbins/71e4eae1-78d6-46e5-9001-d8af97455c31",
    "http://localhost:8090/api/v2/workbins/22fb50bc-b50b-4a26-a285-36f771b8a0da",
    "http://localhost:8090/api/v2/workbins/b16059db-913e-4841-8172-f2cb83905b91",
    "http://localhost:8090/api/v2/workbins/171ed62e-a14a-4931-a9b0-2a6145a4456a",
    "http://localhost:8090/api/v2/workbins/c0433feb-ba38-485a-9c84-44fffa9a45c7"
  ]
}

```

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