



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

`AddInteractionToWorkbin` for Supervisor

4/28/2025

AddInteractionToWorkbin for Supervisor

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

Overview

Supervisor can assign an interaction to an agent's workbin.

Parameters

Request URL	/api/v2/users/{userId}/workbins/{id}
HTTP Method	POST
Required Features	api-multimedia

Samples

Request

The request involves sending a JSON body as well as adhering to the URL path listed above.

POST api/v2/users/00025aA4V4DR00P5/workbins/3434543fafwe987

Listed below are possible valid JSON for requests:

AddInteraction

```
{
  "operationName": "AddInteraction",
  "uri": ".../FE7978FEWFE" // this only for V1 -- FB and TW
}
```

AddEmail

```
{
  "operationName": "AddEmail",
  "uri": ".../FE7978FEWFE"
}
```

AddChat

```
{
  "operationName": "AddChat",
  "uri": ".../FE7978FEWFE"
}
```

```
}
```

AddWorkitem

```
{
  "operationName": "AddWorkitem",
  "uri": ".../FE7978FEWFE"
}
```

Response

The response consists of an HTTP response, and several cometd responses. For details on the JSON body result, please refer to the [Workbin Resource](#).

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 14
}
```

Cometd responses

```
{
workbinstatechange
}

{
  u'workitem': {
    u'userData': {
      u'RTargetTypeSelected': u'2',
      u'RTargetObjectSelected': u'?: 2>1',
      u'RVQID': u,
      u'RTargetObjSelDBID': u,
      u'CBR-Interaction_cost': u,
      u'CBR-contract_DBIDs': u,
      u'RTargetAgentSelected': u'MaratTest',
      u'CBR-IT-path_DBIDs': u,
      u'RTargetRuleSelected': u,
      u'RTargetPlaceSelected': u,
      u'CBR-actual_volume': u,
      u'RTenant': u'Environment',
      u'RRequestedSkills': None,
      u'RRequestedSkillCombination': u,
      u'RVQDBID': u,
      u'RStrategyDBID': u'197',
      u'CustomerSegment': u'default',
      u'PegAG?: 2>1': 1,
      u'ServiceType': u'default',
      u'ServiceObjective': 0,
      u'RTargetRequested': u'?: 2>1',
      u'RTargetAgentGroup': u'?: 2>1',
      u'RStrategyName': u'RouteWorkitemToAgent'
    },
    u'receivedDate': u'2014-04-1621: 03: 21.000-0700',
    u'uri': u'http: //localhost: 8080/api/v2/workitems/02F0ASAK8EAFA00W',
    u'capabilities': [
      ],
    u'state': u'InWorkbin',
  },
}
```

```
      u'id': u'02F0ASAK8EAF00W'
    },
    u'referenceId': 14,
    u'notificationType': u'StatusChange',
    u'messageType': u'WorkitemStateChangeMessage'
  }messageType[
    WorkitemStateChangeMessage
  ]
]
```