

GENESYS

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Web Services API Reference

Workbins API

Workbins API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

A Workbin is a queue that holds interactions for a specific place or user.

Resources

Remove Response Template to Agents Favorites

Workbin Control for Supervisors

PullInteractionFromWorkbin for Supervisor

AddInteractionToWorkbin for Supervisor

Basic Response Template Control

Get Workbins

Get Workbin Content

Add Interaction to Workbin

Pull Interaction from Workbin

Subscribe to Workbin Notifications

Unsubscribe from Workbin Notifications

Group Workbin

GetGroupWorkbinContent

AddInteractionToGroupWorkbin

PullInteractionFromGroupWorkbin

SubscribingToGroupWorkbinNotifications

UnsubscribingFromGroupWorkbinNotifications