# Web Services API Reference

## Query Agent State

4/30/2025

# Query Agent State

## Contents

Use the following queries to retrieve information about agent states.

> **Important**
>
> The Output shown in the following examples might not be applicable to your deployment.

# Overall User State

Returns all of a user's device and channel states.

## Input Parameters

GET on **/me?subresources=***

## Output

*Success*

```
{
       devices: [{
               ...
               id: "12345",
               userState: {
                       state: "NotReady",
                       reason: "Lunch",
                       displayName: "Out to Lunch",
                       workMode: "AuxWork"
               }
               ...
       }],
       channels: [{
               channel: "email",
               userState: {
                       state: "NotReady",
                       reason: "Lunch",
                       displayName: "Out to Lunch"
               },
               ...
       },{
               channel: "chat",
               userState: {
                       state: "NotReady",
                       reasonCode: "Lunch",
                       displayName: "Out to Lunch",
               },
               ...
       }],
       ...
}
```

*Failure*

```
{
        "statusCode": <any integer value above 0>,
        "statusMessage":details
}
```

# Get All Devices

Returns all of a user's device states.

## Input Parameters

GET on **/me/devices**

## Output

*Success*

```
{
  devices: [{
    ...
    id: idOne
    userState: {
        state: "NotReady",
        reason: "Lunch",
        displayName: "Out to Lunch"
        workMode: "AuxWork"
    }
    ... // other device properties
    },
    {      ...
    id: idTwo
    userState: {
        state: "NotReady",
        reason: "Lunch",
        displayName: "Out to Lunch"
        workMode: "AuxWork"
    }
    ... // other device properties
    }
]
}
```

*Failure*

```
{
    "statusCode": an integer value above 0,
    "statusMessage":details
}
```

# Get a Particular Device

Returns a user's specific device state.

## Input Parameters

GET on **/me/devices/{id}**

## Output

*Success*

```
{
  device: {
    ...
    id: idOne
    userState: {
        state: "NotReady",
        reason: "Lunch",
        displayName: "Out to Lunch"
        workMode: "AuxWork"
    }
    ... // other device properties
}
```

*Failure*

```
{
    "statusCode": an integer value above 0,
    "statusMessage":details
}
```

# Get All Multimedia Channels

Returns all of a user's channel states.

## Input Parameters

GET on **/me/channels**

## Output

*Success*

```
{
  channels: [{
  channel: "email",
  userState: {
```

```
    state: "NotReady",
    reason: "Lunch"
    displayName: "Out to Lunch"
  },
  ... // other channel properties
  }, {
  channel: "chat",
  userState: {
    state: "NotReady",
    reason: "Lunch"
    displayName: "Out to Lunch"
  },
  ...
  }]
}
```

*Failed*

```
{
    "statusCode": an integer value above 0,
    "statusMessage":details
}
```

# Get a Particular Multimedia Channel

Returns a user's channel state, given a `channelId`.

## Input Parameters

GET on **/me/channels/{channelId}**

## Output

*Success*

```
{
channel: {
channel: "email",
userState: {
state: "NotReady",
reason: "Lunch"
displayName: "Out to Lunch"
},
... // other channel properties
}
```

*Failed*

```
{
    "statusCode": an integer value above 0,
    "statusMessage":details
}
```