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Web Services API Reference

Workbins

5/3/2025

Workbins

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The following operations are allowed on **/me/workbins**

Operation Name	HTTP Operation	Description	Permissions
GetWorkbinTypesInfo	GET	Returns a list of workbins and the information associated with the workbins.	Agent

GetWorkbinTypesInfo

Input

None

Output

Success

```
{
  "status": 0,
  "workbins": [
    {
      'workbinId': 'RmFjZWJvb2sgV29ya2JpbiBJblByb2dyZXNzL1ByaXZhdGVWaWV3',
      'active': 1,
      'workbinName': 'FacebookWorkbinInProgress',
      'viewName': 'FacebookWorkbinInProgress/PrivateView',
      'workbinType': 1
    },
    {
      'workbinId': 'VHdpdHRlciBXb3JrYmIuIERyYWZ0L1ByaXZhdGVWaWV3',
      'active': 1,
      'workbinName': 'TwitterWorkbinDraft',
      'viewName': 'TwitterWorkbinDraft/PrivateView',
      'workbinType': 1
    },
    {
      'workbinId': 'VHdpdHRlciBXb3JrYmIuIEluUHJvZ3Jlc3MvUHJpdmF0ZVZpZXc=',
      'active': 1,
      'workbinName': 'TwitterWorkbinInProgress',
      'viewName': 'TwitterWorkbinInProgress/PrivateView',
      'workbinType': 1
    },
    {
      'workbinId': 'VGVzdFdvcmthW4vUHJpdmF0ZVZpZXc=',
      'active': 1,
      'workbinName': 'TestWorkbin',
      'viewName': 'TestWorkbin/PrivateView',
      'workbinType': 1
    },
    {
      'workbinId': 'RmFjZWJvb2sgV29ya2JpbiBEcmFmdC9QcmI2YXRlVmlldw==',
      'active': 1,
      'workbinName': 'FacebookWorkbinDraft',
      'viewName': 'FacebookWorkbinDraft/PrivateView',
      'workbinType': 1
    }
  ]
}
```

```
}
```

Failure

```
{
  "status": integer above 0
  "description": error-code
}
```

Operations

In addition, the following operations are allowed:

Operation Name	HTTP Operation	Description	Permissions
GetWorkbinContent	GET	Returns workbin information and content list.	Agent
AddInteractionToWorkbin	POST	Adds an interaction to the specified workbin.	Agent
PullInteraction	POST	Pulls an interaction from a workbin.	Agent
SubscribeWorkbinEvents	POST	Subscribes the agent to listen to events from the workbin.	Agent
UnsubscribeWorkbinEvents	POST	Unsubscribes the agent, so he or she stops receiving events from the workbin.	Agent

GetWorkbinContent

Returns the content of the specified workbin. URI: **/me/workbins/{workbinid}/interactions?fields=***

Input

None

Output

Success

```
{
  "statusCode": 0,
  "interactions": [
    {
      "InQueues": {
        "__STOP__": ""
      },

```

```
"RRequestedSkillCombination": "",
"MediaType": "email",
"InteractionId": "0000Aa8WRME43VG6",
"RTargetAgentGroup": "?:2>1",
"ServiceType": "default",
"IsHeld": 0,
"IsOnline": 0,
"SubmitSeq": "41895540",
"RTenant": "Environment",
"DeliveredAt": "2013-07-20T00:41:33Z",
"_ContainsAttachment": "false",
"RVQID": "",
"_AttachmentsSize": "0",
"PegAG?:2>1": 2,
"SubmittedBy": "es_esj",
"Header_Date": "Sat, 20 Jul 2013 02:02:57 +0300",
"EmailAddress": "qwerty@mcr812trywe",
"Header_Message-ID": "<r4mo20o0o6jlniq.190720131550@mcr812trywe>",
"RTargetRequested": "?:2>1",
"Queue": "Facebook Workbin InProgress/PrivateQueue",
"InteractionType": "Inbound",
"MovedToQueueAt": "2013-07-20T00:41:33Z",
"_AutoReplyCount": 0,
"PlacedInQueueAt": "2013-07-20T00:41:33Z",
"IsLocked": 0,
"CustomerSegment": "default",
"RTargetRuleSelected": "",
"RTargetPlaceSelected": "MaratTest",
"To": "saas54@mcr812trywe",
"ReceivedAt": "2013-07-19T23:03:02Z",
"RTargetObjSelDBID": "",
"RTargetAgentSelected": "MaratTest",
"CBR-contract_DBIDs": "",
"InteractionSubtype": "InboundNew",
"Header_Content-Type": "multipart/mixed; boundary=\"=====0302739529==\"",
"CBR-IT-path_DBIDs": "",
"CBR-actual_volume": "",
"Workbin": "Facebook Workbin InProgress",
"RRequestedSkills": null,
"OutQueues": {
  "SimpleEmailOutQueue": ""
},
"RTargetObjectSelected": "?:2>1",
"AssignedAt": "2013-07-20T00:41:33Z",
"_AttachmentFileNames": "",
"Mailbox": "saas54",
"TenantId": 1,
"PegDEF": 188,
"WorkbinAgentId": "MaratTest",
"FirstName": "qwerty",
"RVQDBID": "",
"RStrategyName": "SimpleEmailInStrategy",
"RTargetTypeSelected": "2",
"SubmittedAt": "2013-07-19T23:03:16Z",
"Subject": "test_receive_invite_and_accept_updateproperites",
"ServiceObjective": 0,
"AssignedTo": "MaratTest",
"Origination_Source": "Email",
"PlaceInQueueSeq": "41904672",
"CBR-Interaction_cost": "",
"Header_MIME-Version": "1.0",
"FromAddress": "qwerty@mcr812trywe",
"ContactId": "00001a8QWK4A003P",
```

```
        "RStrategyDBID": "188",
        "FromPersonal": "",
        "InteractionState": 0
    }
}
```

Failure

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

For details on the statusCode value, refer to the [All Methods](#) section of the Return Values page.

AddInteractionToWorkbin

Adds interactions to a workbin. URI: **/me/workbins/{workbinId}/interactions**

Input

```
{
  "interactionId": id
}
```

Output

Success

```
{
  "status": 0
  uri: "http://host:port/api/v2/me/workbins/{workbinId}/interactions/{interactionid}"
}
```

Failure

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

For details on the statusCode value, refer to the [All Methods](#) section of the Return Values page.

PullInteraction

This request pulls an interaction from a workbin and assigns the interaction to the user. URI: **/me/interactions** Upon successful execution, a CometD message will be returned with interaction state "Pulled".

Input

```
{
  "operationName": "PullInteractionFromWorkbin"
}
```

```
"uri": "http://host:port/api/v2/me/workbins/{workbinId}/interactions/{interactionid}"
}
```

Output

Success

```
{
  "status": 0
}
```

Failure

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

For details on the statusCode value, refer to the [All Methods](#) section of the Return Values page.

SubscribeWorkbinEvents

This request subscribes the agent to events from the workbin.

Input

```
{
  "operationName": "Subscribe"
}
```

Output

Success

```
{
  "status": 0
}
```

Failure

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

For details on the statusCode value, refer to the [All Methods](#) section of the Return Values page.

CometD Notifications

Topic: **/v2/me/workbins**

Message:

```
{
```

```
{
  'messageType': 'workbinNotificationResource',
  'operation': 'Create',
  'workbinContentOperation': 'PlacedIn',
  'interaction': {
    'userData': {
      'Sublist': {
        'subkey': 'subkeyvalue'
      }
    },
    'currentQueue': 'TestWorkbin/PrivateQueue',
    'interactionSubtType': 'InboundNew',
    'state': 'Queued',
    'parentId': ,
    'id': '0000Ba8Y08X9001E',
    'channel': 'email',
    'interactionType': 'Inbound'
  },
  'workbinInfo': {
    'workbinTypeId': 'TestWorkbin',
    'workbinGroupId': None,
    'workbinPlaceGroupId': None,
    'workbinAgentId': 'Agen1',
    'workbinPlaceId': None
  },
  'actorInfo': {
    'agentId': None,
    'actorMediaServerId': 'test',
    'actorType': 'MediaServer',
    'actorPlaceId': None
  },
  'reasonInfo': {
    'reason': 1,
    'reasonDescription': abcd,
    'reasonName' : ddddd
  }
}
```

UnsubscribeWorkbinEvents

This request unsubscribes the agent from events from the workbin.

Input

```
{
  "operationName": "Unsubscribe"
}
```

Output

Success

```
{
  "status": 0
}
```

Failure

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

For details on the statusCode value, refer to the [All Methods](#) section of the Return Values page.