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Web Services API Reference

`AddInteractionToWorkbin` for Supervisor

12/12/2025

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
  ]
]
```