



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](#)

12/12/2025

AddInteractionToWorkbin

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

Overview

This request assigns an interaction to a workbin.

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

Parameters

Parameter	Value
operationName	AddInteractionToWorkbin
saveLAR	Possible values are true or false. If true, information about the agent performing the operation is set in the Contact Profile so that it can be used for last agent routing. (optional)

Samples

Request

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

POST api/v2/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 cometd response. For details on the result, please refer to the Workbin Resource reference.

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'2014-04-16T1: 03: 21.000-0700',
    u'uri': u'http: //localhost: 8080/api/v2/workitems/02F0ASAK8EAF00W',
    u'capabilities': [

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