



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

PullInteraction from a Group Workbin

5/12/2025

Contents

- [1 PullInteraction from a Group Workbin](#)
 - [1.1 PullInteraction from an AgentGroup Workbin](#)
 - [1.2 PullInteraction from a PlaceGroup Workbin](#)

PullInteraction from a Group Workbin

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

PullInteraction from an AgentGroup Workbin

Removes the association between an interaction and an AgentGroup workbin.

Request URL	/api/v2/me/workbins/{id}?agentGroup={agentGroupName}
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	PullInteraction. Other valid values are: PullChat, PullEmail, PullWorkitem, PullTweet, PullFacebook, PullFacebooksession and PullOpenmedia.
id	The ID of the interaction to remove from the workbin.

Sample

Request

```
POST api/v2/me/workbins/6c715fa9-de16-4d23-b07c-cbcb1caf3e07?agentGroup=MyAgentGroup
{
  "operationName": "PullChat",
  "id": "0001BaBFVPR20035"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the [workbin resource](#).

```
{
  "statusCode": 0,
  "referenceId": 77
}
```

CometD notification

```
{
```

PullInteraction from a Group Workbin

```
{
  "action": "ItemRemoved",
  "agentGroup": "MyAgentGroup",
  "chatStateResourceV2": {
    "capabilities": [],
    "chatType": "Inbound",
    "id": "0001BaBFVPR20035",
    "participants": [],
    "receivedDate": "2016-04-08 15:05:57.000+0300",
    "userData": {
      "CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "ChatAnsweredByAgentAt": "2016-04-08T12:06:05Z",
      "ChatServerAppName": "esv_chat_srv",
      "ChatServerDBID": "147",
      "ChatServerHost": "dev-ip9-152.gws.genesys.com",
      "ChatServerPort": "7160",
      "CustomerSegment": "default",
      "OccuredAt": "2016-04-08T12:06:01Z",
      "PegAG?:2>1": 1,
      "RRequestedSkillCombination": "",
      "RRequestedSkills": None,
      "RStrategyDBID": "472",
      "RStrategyName": "CloudPoDSimpleChatInStrategy",
      "RTargetAgentGroup": "?:2>1",
      "RTargetAgentSelected": "a1",
      "RTargetObjSelDBID": "",
      "RTargetObjectSelected": "?:2>1",
      "RTargetPlaceSelected": "a1",
      "RTargetRequested": "?:2>1",
      "RTargetRuleSelected": "",
      "RTargetTypeSelected": "2",
      "RTenant": "Environment",
      "RVQDBID": "",
      "RVQID": "",
      "ServiceObjective": 0,
      "ServiceType": "default",
      "Subject": "TestChatCustomer"
    }
  },
  "id": "6c715fa9-de16-4d23-b07c-cbcb1caf3e07",
  "messageType": "WorkbinStateChangeMessage"
}
```

PullInteraction from a PlaceGroup Workbin

Removes the association between an interaction and a PlaceGroup workbin.

Request URL	/api/v2/me/workbins/{id}?placeGroup={placeGroupName}
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	PullInteraction. Other valid values are: PullChat,

Parameter	Value
	PullEmail, PullWorkitem, PullTweet, PullFacebook, PullFacebooksession and PullOpenmedia.
id	The ID of the interaction to remove from the workbin.

Sample

Request

```
POST api/v2/me/workbins/5d487e69-a393-4228-a06f-6a4015ab1b54?placeGroup=MyPlaceGroup
{
  "operationName": "PullChat",
  "id": "0001BaBFVPR20039"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the [workbin resource](#).

```
{
  "statusCode": 0,
  "referenceId": 18
}
```

CometD notification

```
{
  "action": "ItemRemoved",
  "chatStateResourceV2": {
    "capabilities": [],
    "chatType": "Inbound",
    "id": "0001BaBFVPR20039",
    "participants": [],
    "receivedDate": "2016-04-08 15:31:30.000+0300",
    "userData": {
      "CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "ChatAnsweredByAgentAt": "2016-04-08T12:31:37Z",
      "ChatServerAppName": "esv_chat_srv",
      "ChatServerDBID": "147",
      "ChatServerHost": "dev-ip9-152.gws.genesys.com",
      "ChatServerPort": "7160",
      "CustomerSegment": "default",
      "OccuredAt": "2016-04-08T12:31:33Z",
      "PegAG?:2>1": 1,
      "RRequestedSkillCombination": "",
      "RRequestedSkills": None,
      "RStrategyDBID": "472",
      "RStrategyName": "CloudPoDSimpleChatInStrategy",
      "RTargetAgentGroup": "?:2>1",
      "RTargetAgentSelected": "a1",
      "RTargetObjSelDBID": "",
      "RTargetObjectSelected": "?:2>1",
      "RTargetPlaceSelected": "a1",
      "RTargetRequested": "?:2>1",
    }
  }
}
```

```
        "RTargetRuleSelected": "",
        "RTargetTypeSelected": "2",
        "RTenant": "Environment",
        "RVQDBID": "",
        "RVQID": "",
        "ServiceObjective": 0,
        "ServiceType": "default",
        "Subject": "TestChatCustomer"}}},
    "id": "5d487e69-a393-4228-a06f-6a4015ab1b54",
    "messageType": "WorkbinStateChangeMessage",
    "placeGroup": "MyPlaceGroup"
}
```