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Web Services API Reference

PullInteractionFromWorkbin for Supervisor

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PullInteractionFromWorkbin for Supervisor

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

Overview

Supervisor can grab an interaction from an agent's workbin. Removes the association between an interaction and a workbin and restores the user's ownership of the Interaction.

Parameters

Request URL	/api/v2/users/{userId}/workbins/{id}
HTTP Method	POST
Required Features	api-multimedia
Parameter	Value
nickname	The agent nickname as displayed to the customer. Used for PullChat only.

Important

To use the **PullChat** operation, you must enable the **enableNotificationOnPullChat** and **enableJoinOnPullChat** options. For details, refer to [Web Services configuration options](#).

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:

```
{
  "operationName": "PullInteraction|PullChat|PullEmail|PullWorkitem",
  "id": "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": 17
}
```

Cometd responses

```
{
  u'workitem': {
    u'userData': {
      u'SubmittedAt': u'2014-04-17T04: 03: 21Z',
      u'RTargetTypeSelected': u'2',
      u'RTargetObjectSelected': u'?: 2>1',
      u'RVQID': u,
      u'InteractionId': u'02F0ASAK8EAFA00W',
      u'AssignedAt': u'2014-04-17T04: 03: 25Z',
      u'RTargetObjSelDBID': u,
      u'CBR-IT-path_DBIDs': u,
      u'Workbin': u'testWorkbin',
      u'RTargetAgentSelected': u'MaratTest',
      u'CBR-Interaction_cost': u,
      u'CBR-contract_DBIDs': u,
      u'PlacedInQueueAt': u'2014-04-17T04: 03: 56Z',
      u'DeliveredAt': u'2014-04-17T04: 03: 25Z',
      u'SubmittedBy': u'es_inx_wscp',
      u'SubmitSeq': u'71051572',
      u'IsHeld': 0,
      u'RTargetPlaceSelected': u,
      u'CBR-actual_volume': u,
      u'RTenant': u'Environment',
      u'RRequestedSkills': None,
      u'AssignedTo': u'MaratTest',
      u'IsLocked': 0,
      u'RRequestedSkillCombination': u,
      u'RVQDBID': u,
      u'RStrategyDBID': u'197',
      u'CustomerSegment': u'default',
      u'PlaceInQueueSeq': u'71051592',
      u'PegAG?: 2>1': 1,
      u'IsOnline': 0,
      u'ServiceType': u'default',
      u'RTargetRuleSelected': u,
      u'WorkbinAgentId': u'MaratTest',
      u'MovedToQueueAt': u'2014-04-17T04: 03: 56Z',
      u'ReceivedAt': u'2014-04-17T04: 03: 21Z',
      u'RTargetRequested': u'?: 2>1',
      u'RTargetAgentGroup': u'?: 2>1',
      u'RStrategyName': u'RouteWorkitemToAgent',
      u'ServiceObjective': 0
    },
    u'state': u'Processing',
    u'id': u'02F0ASAK8EAFA00W',
    u'capabilities': [
      u'Transfer',
    ]
  }
}
```

```
        u'AttachUserData',
        u'UpdateUserData',
        u'DeleteUserData',
        u'SetInFocus',
        u'Complete'
    ]
},
u'referenceId': 17,
u'notificationType': u'StatusChange',
u'messageType': u'WorkitemStateChangeMessage'
}messageType[
    WorkitemStateChangeMessage
]
```