



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

Workbins API

12/26/2025

Workbins API

This is part of the [Multimedia Interactions API](#) section of the [Web Services API](#).

Overview

A Workbin is a queue that holds interactions for a specific place or user.

Resources

[Remove Response Template to Agents Favorites](#)

Basic Response Template Control

[Get Workbins](#)

[Get Workbin Content](#)

[Add Interaction to Workbin](#)

[Pull Interaction from Workbin](#)

[Subscribe to Workbin Notifications](#)

[Unsubscribe from Workbin Notifications](#)

Workbin Control for Supervisors

[PullInteractionFromWorkbin for Supervisor](#)

[AddInteractionToWorkbin for Supervisor](#)

Group Workbin

[GetGroupWorkbinContent](#)

[AddInteractionToGroupWorkbin](#)

[PullInteractionFromGroupWorkbin](#)

[SubscribingToGroupWorkbinNotifications](#)

[UnsubscribingFromGroupWorkbinNotifications](#)