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Web Services API Reference

[GetGroupWorkbinContent](#)

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GetGroupWorkbinContent

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

Get Content for an AgentGroup Workbin with Subresources

Get content for the specified AgentGroup workbin with its subresources.

Request URL	/api/v2/me/workbins/{workbinId}?subresources={subresources}&agentGroup
HTTP method	GET
Required features	api-multimedia

Possible values for the subresources are *, chat, email, facebook, tweet, facebooksession, workitem, and openmedia.

Sample

Request

```
GET api/v2/me/workbins/1c979a85-edd7-4540-8a58-b74fbc8328af?subresources=*&agentGroup=MyAgentGroup
```

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,
  "workbin": {
    "chats": [
      {
        "capabilities": [],
        "chatType": "Inbound",
        "id": "0001BaBFVPR2004A",
        "participants": [],
        "receivedDate": "2016-04-15 20:52:35.000+0300",
        "userData": {
          "CBR-IT-path_DBIDs": "",
          "CBR-Interaction_cost": "",
          "CBR-actual_volume": "",
          "CBR-contract_DBIDs": "",
          "ChatAnsweredByAgentAt": "2016-04-15T17:52:42Z",
          "ChatServerAppName": "esv_chat_srv",
          "ChatServerDBID": "147",
          "ChatServerHost": "dev-ip9-152.gws.genesys.com",
          "ChatServerPort": "7160",
          "CustomerSegment": "default",
```

```
    "InteractionId": "0001BaBFVPR2004A",
    "OccuredAt": "2016-04-15T17:52:37Z",
    "PegAG?:2>1": 1,
    "PlaceInQueueSeq": "86805927",
    "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",
    "Workbin": "testAgentGroupWorkbin",
    "WorkbinAgentGroupId": "MyAgentGroup"}},
    "displayName": "testAgentGroupWorkbin",
    "id": "1c979a85-edd7-4540-8a58-b74fbc8328af",
    "type": "AgentGroup",
    "uri": "http://localhost:8090/api/v2/workbins/1c979a85-edd7-4540-8a58-b74fbc8328af",
    "workbinName": "testAgentGroupWorkbin"
  }
}
```

Get Content for an AgentGroup Workbin with Media Type

Get content for the specified AgentGroup workbin with the media type.

Request URL	/api/v2/me/workbins/{workbinId}/{mediaType}?fields=*&agentGroup={agentGroup}
HTTP method	GET
Required features	api-multimedia

Possible values for the mediaType parameter are *, chat, email, facebook, tweet, facebooksession, workitem, openmedia.

Sample

Request

```
GET api/v2/me/workbins/1c979a85-edd7-4540-8a58-b74fbc8328af/
chat?fields=*&agentGroup=MyAgentGroup
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to

the **workbin** resource.

```
{
  "statusCode": 7,
  "chat": [
    {
      "capabilities": [
      ],
      "chatType": "Inbound",
      "id": "0001BaBFVPR20042",
      "participants": [
      ],
      "receivedDate": "2016-04-15 20:33:35.000+0300",
      "state": "InWorkbin",
      "userData": {
        "CBR-IT-path_DBIDs": "",
        "CBR-Interaction_cost": "",
        "CBR-actual_volume": "",
        "CBR-contract_DBIDs": "",
        "ChatAnsweredByAgentAt": "2016-04-15T17:33:42Z",
        "ChatServerAppName": "esv_chat_srv",
        "ChatServerDBID": "147",
        "ChatServerHost": "dev-ip9-152.gws.genesys.com",
        "ChatServerPort": "7160",
        "CustomerSegment": "default",
        "InteractionId": "0001BaBFVPR20042",
        "OccuredAt": "2016-04-15T17:33:38Z",
        "PegAG?: 2>1": 1,
        "PlaceInQueueSeq": "86803243",
        "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",
        "Workbin": "testAgentGroupWorkbin",
        "WorkbinAgentGroupId": "MyAgentGroup"
      }
    ]
  },
}
```

Get Content for Multiple AgentGroup Workbins with Subresources

Get content for the specified AgentGroup workbins with subresources.

Request URL	/api/v2/me/workbins?workbinIds={workbinId1,workbinId2,...}&resources={su
HTTP method	GET
Required features	api-multimedia

Possible values for the subresources are *, chat, email, facebook, tweet, facebooksession, workitem, and openmedia.

Sample

Request

```
GET api/v2/me/workbins?workbinIds=1c979a85-edd7-4540-8a58-b74fbc8328af,a91eelc2-9cfe-43b6-8193-fd39cd89d5b4&resources=*&agentt
```

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,
  "workbins": {
    "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4": {
      "workbinName": "Facebook Workbin Draft",
      "id": "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
      "displayName": "Facebook Workbin Draft",
      "uri": "http://localhost:8090/api/v2/workbins/a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
      "type": "AgentGroup"
    },
    "1c979a85-edd7-4540-8a58-b74fbc8328af": {
      "chats": [{
        "capabilities": [],
        "chatType": "Inbound",
        "id": "0001BaBFVPR2004C",
        "participants": [],
        "receivedDate": "2016-04-15 20:56:21.000+0300",
        "userData": {
          "CBR-IT-path_DBIDs": "",
          "CBR-Interaction_cost": "",
          "CBR-actual_volume": "",
          "CBR-contract_DBIDs": "",
          "ChatAnsweredByAgentAt": "2016-04-15T17:56:28Z",
          "ChatServerAppName": "esv_chat_srv",
          "ChatServerDBID": "147",
          "ChatServerHost": "dev-ip9-152.gws.genesys.com",
          "ChatServerPort": "7160",
          "CustomerSegment": "default",
          "InteractionId": "0001BaBFVPR2004C",
          "OccuredAt": "2016-04-15T17:56:25Z",
          "PegAG?>2>1": 1,
          "PlaceInQueueSeq": "86806482",
          "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",
        "Workbin": "testAgentGroupWorkbin",
        "WorkbinAgentGroupId": "MyAgentGroup"
    },
    },
    "displayName": "testAgentGroupWorkbin",
    "id": "1c979a85-edd7-4540-8a58-b74fbc8328af",
    "type": "AgentGroup",
    "uri": "http://localhost:8090/api/v2/workbins/
1c979a85-edd7-4540-8a58-b74fbc8328af",
    "workbinName": "testAgentGroupWorkbin"
}
}
```

Get Content for a PlaceGroup Workbin with Subresources

Get content for the specified PlaceGroup workbin with subresources.

Request URL	/api/v2/me/workbins/{workbinId}?subresources={subresources}&placeGroup
HTTP method	GET
Required features	api-multimedia

Possible values for the subresources are *, chat, email, facebook, tweet, facebooksession, workitem, and openmedia.

Sample

Request

```
GET api/v2/me/workbins/
be79c8ab-596d-4bd6-a711-63e6aaaa17a6?subresources=*&placeGroup=MyPlaceGroup
```

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,
  "workbin": {
    "chats": [
      {
        "capabilities": [],
        "chatType": "Inbound",
        "id": "0001BaBFVPR2004E",
        "participants": [],
        "receivedDate": "2016-04-15 21:10:56.000+0300",
        "userData": {
          "CBR-IT-path_DBIDs": "",
          "CBR-Interaction_cost": "",
          "CBR-actual_volume": "",
          "CBR-contract_DBIDs": "",
          "ChatServerAppName": "esv_chat_srv",
          "ChatServerDBID": "147",
          "ChatServerHost": "dev-ip9-152.gws.genesys.com",
          "ChatServerPort": "7160",
          "CustomerSegment": "default",
          "InteractionId": "0001BaBFVPR2004E",
          "OccuredAt": "2016-04-15T18:10:59Z",
          "PegAG?:2>1": 1,
          "PlaceInQueueSeq": "86808499",
          "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",
          "Workbin": "testPlaceGroupWorkbin",
          "WorkbinAgentGroupId": "MyPlaceGroup"}}],
        "displayName": "testPlaceGroupWorkbin",
        "id": "be79c8ab-596d-4bd6-a711-63e6aaaa17a6",
        "type": "PlaceGroup",
        "uri": "http://localhost:8090/api/v2/workbins/be79c8ab-596d-4bd6-a711-63e6aaaa17a6",
        "workbinName": "testPlaceGroupWorkbin"
      }
    ]
  }
}
```

Get Content for a PlaceGroup Workbin with Media Type

Get content for the specified PlaceGroup workbin with media type.

Request URL	/api/v2/me/workbins/{workbinId}/{mediaType}?fields=*&placeGroup={placeGroup}
HTTP method	GET
Required features	api-multimedia

Possible values for the mediaType parameter are *, chat, email, facebook, tweet, facebooksession, workitem, openmedia.

Sample

Request

```
GET api/v2/me/workbins/be79c8ab-596d-4bd6-a711-63e6aaaa17a6/
chat?fields=*&placeGroup=MyPlaceGroup
```

HTTP response

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

```
{
  "statusCode": 7,
  "chat": [
    {
      "capabilities": [
      ],
      "chatType": "Inbound",
      "id": "0001BaBFVPR2004E",
      "participants": [
      ],
      "receivedDate": "2016-04-15 21:10:56.000+0300",
      "state": "InWorkbin",
      "userData": {
        "CBR-IT-path_DBIDs": "",
        "CBR-Interaction_cost": "",
        "CBR-actual_volume": "",
        "CBR-contract_DBIDs": "",
        "ChatServerAppName": "esv_chat_srv",
        "ChatServerDBID": "147",
        "ChatServerHost": "dev-ip9-152.gws.genesys.com",
        "ChatServerPort": "7160",
        "CustomerSegment": "default",
        "InteractionId": "0001BaBFVPR2004E",
        "OccuredAt": "2016-04-15T18:10:59Z",
        "PegAG?: 2>1": 1,
        "PlaceInQueueSeq": "86808499",
        "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",
    "Workbin": "testPlaceGroupWorkbin",
    "WorkbinAgentGroupId": "MyPlaceGroup"
  }
},
]
```

Get Content for Multiple PlaceGroup Workbins with Subresources

Get content for the specified PlaceGroup workbins with subresources.

Request URL	/api/v2/me/ workbins? <i>{workbinIds=workbinId1,workbinId2,...}</i> <resources= <i>{subresources}</i> &placeGroup= <i>{placeGroupName}</i>
HTTP method	GET
Required features	api-multimedia

Possible values for the subresources parameter are *, chat, email, facebook, tweet, facebooksession, workitem, openmedia.

Sample

Request

GET api/v2/me/
workbins?workbinIds=be79c8ab-596d-4bd6-a711-63e6aaaa17a6,a91eelc2-9cfe-43b6-8193-fd39cd89d5b4<resources=*&placeGroup=MyPlaceGroup

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,
  "workbins": {
    "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4": {
      "workbinName": "Facebook Workbin Draft",
      "id": "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
      "displayName": "Facebook Workbin Draft",
      "uri": "http://localhost:8090/api/v2/workbins/  
a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
      "type": "AgentGroup"
    },
  },
}
```

```
"be79c8ab-596d-4bd6-a711-63e6aaaa17a6":
{
  "chats": [{
    "capabilities": [],
    "chatType": "Inbound",
    "id": "0001BaBFVPR2004E",
    "participants": [],
    "receivedDate": "2016-04-15 21:10:56.000+0300",
    "userData": {
      "CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "ChatServerAppName": "esv_chat_srv",
      "ChatServerDBID": "147",
      "ChatServerHost": "dev-ip9-152.gws.genesys.com",
      "ChatServerPort": "7160",
      "CustomerSegment": "default",
      "InteractionId": "0001BaBFVPR2004E",
      "OccuredAt": "2016-04-15T18:10:59Z",
      "PegAG?:2>1": 1,
      "PlaceInQueueSeq": "86808499",
      "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",
      "Workbin": "testPlaceGroupWorkbin",
      "WorkbinAgentGroupId": "MyPlaceGroup"
    }
  ]},
  "displayName": "testPlaceGroupWorkbin",
  "id": "be79c8ab-596d-4bd6-a711-63e6aaaa17a6",
  "type": "PlaceGroup",
  "uri": "http://localhost:8090/api/v2/workbins/
be79c8ab-596d-4bd6-a711-63e6aaaa17a6",
  "workbinName": "testPlaceGroupWorkbin"
}
}
```