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Web Services API Reference

[RequestAgentStats](#)

12/13/2025

RequestAgentStats

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

Overview

Users can request statistics for workbins that have a specified type for a specified owner.

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

Request Agent Workbins Stats

Parameters

Parameter	Value
operationName	RequestAgentStats

Sample

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

Request

```
POST api/v2/workbins
{
  "operationName": "RequestAgentStats"
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 1
}
```

CometD Response

```
{
  "workbinStats": {
    "bf839abe-81de-4e30-9fa7-f7b8ec0d6415": {
      "Count": 1,
      "Owner": "28383e5523c7479cae4afa8df88d66df",
      "Type": "Agent"
    }
  },
  "messageType": "WorkbinStatsMessage",
  "referenceId": 1
}
```

Request Place Workbins Stats

Parameters

Parameter	Value
operationName	RequestAgentStats
workbinType	Place
workbinOwner	place name

Sample

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

Request

```
POST api/v2/workbins
{
  "operationName": "RequestAgentStats",
  "workbinType": "Place",
  "workbinOwner": "Place1",
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 2
}
```

CometD Response

```
{
  "workbinStats": {
    "861640a2-154e-4025-8e4f-49b74f805b6d": {
      "Count": 1,

```

```
        "Owner": "Place1",
        "Type": "Place"
    },
    "messageType": "WorkbinStatsMessage",
    "referenceId": 2
}
```

Request Agent Group Workbins Stats

Parameters

Parameter	Value
operationName	RequestAgentStats
workbinType	AgentGroup
workbinOwner	agent group name

Sample

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

Request

```
POST api/v2/workbins
{
  "operationName": "RequestAgentStats",
  "workbinType": "AgentGroup",
  "workbinOwner": "ServiceAgentGroup",
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 3
}
```

CometD Response

```
{
  "workbinStats": {
    "39ac7955-8f82-4610-8090-7a6905a18073": {
      "Count": 1,
      "Owner": "ServiceAgentGroup",
      "Type": "AgentGroup"
    }
  },
}
```

```
"messageType": "WorkbinStatsMessage",
"referenceId": 3
}
```

Request Place Group Workbins Stats

Parameters

Parameter	Value
operationName	RequestAgentStats
workbinType	PlaceGroup
workbinOwner	place group name

Sample

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

Request

```
POST api/v2/workbins
{
  "operationName": "RequestAgentStats",
  "workbinType": "PlaceGroup",
  "workbinOwner": "ServicePlaceGroup",
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 4
}
```

CometD Response

```
{
  "workbinStats": {
    "b28f9314-0a0d-451d-9a9a-45588dcc38c1": {
      "Count": 1,
      "Owner": "ServicePlaceGroup",
      "Type": "PlaceGroup"
    }
  },
  "messageType": "WorkbinStatsMessage",
  "referenceId": 4
}
```

Request Agent Workbins Stats by User

Overview

Users can request statistics for workbins for a specific agent.

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

Parameters

Parameter	Value
operationName	RequestAgentStats

Sample

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

Request

```
POST api/v2/users/28383e5523c7479cae4afa8df88d66df/workbins
{
  "operationName": "RequestAgentStats"
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 5
}
```

CometD Response

```
{
  "workbinStats": {
    "bf839abe-81de-4e30-9fa7-f7b8ec0d6415": {
      "Count": 1,
      "Owner": "28383e5523c7479cae4afa8df88d66df",
      "Type": "Agent"
    }
  },
  "messageType": "WorkbinStatsMessage",
  "referenceId": 5
}
```