



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

[Subscribe To Workbin Notifications](#)

12/15/2025

Subscribe To Workbin Notifications

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

Overview

Agent can observe what is happening in a workbin by subscribing to a Workbin's [CometD notifications](#).

Samples

Subscribe to Workbin Notifications

Request URL	<code>/api/v2/me/workbins/{workbinId}</code> OR <code>/api/v2/workbins/{workbinId}</code>
HTTP Method	POST
Required Features	api-multimedia

Request

```
POST api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085
{
  "operationName": "Subscribe"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 14
}
```

CometD Response

```
{
  "stateResource": "Subscribed",
  "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
  "messageType": "WorkbinSubscriptionStateChangeMessage"
}
```

Subscribe to Multiple Workbin Notifications

Request URL	/api/v2/me/ workbins?workbinIds=workbinId1,workbinId2,... OR /api/v2/workbins?workbinIds=workbinId1,workbinId2,...
HTTP Method	POST
Required Features	api-multimedia

Request

```
POST /api/v2/me/  
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4  
{  
  "operationName": "Subscribe"  
}
```

HTTP Response

```
{  
  "statusCode": 0,  
  "referenceIds": {  
    "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4": 57,  
    "aee812a5-7396-4dd9-b180-230f1c1fb085": 56  
  }  
}
```

CometD Responses

```
{  
  "stateResource": "Subscribed",  
  "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",  
  "messageType": "WorkbinSubscriptionStateChangeMessage"  
}  
  
{  
  "stateResource": "Subscribed",  
  "id": "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",  
  "messageType": "WorkbinSubscriptionStateChangeMessage"  
}
```

Subscribe to Workbin Notifications by User

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

Request

```
POST api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/workbins/  
aee812a5-7396-4dd9-b180-230f1c1fb085  
{  
  "operationName": "Subscribe"
```

```
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 13
}
```

CometD Response

```
{
  "workbinUserId": "e6f2ad1b26ea4e9b8dd907eabe167522",
  "stateResource": "Subscribed",
  "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
  "messageType": "WorkbinSubscriptionStateChangeMessage"
}
```

Subscribe to Multiple Workbin Notifications by User

Request URL	/api/v2/users/{userId}/workbins?workbinIds=workbinId1,workbinId2,...
HTTP Method	POST
Required Features	api-multimedia

Request

```
POST /api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,
aee812a5-7396-4dd9-b180-230f1c1fb085
{
  "operationName": "Subscribe"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceIds": {
    "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4": 133,
    "aee812a5-7396-4dd9-b180-230f1c1fb085": 134
  }
}
```

CometD Responses

```
{
  "stateResource": "Subscribed",
  "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
  "messageType": "WorkbinSubscriptionStateChangeMessage"
}

{
  "stateResource": "Subscribed",
  "id": "a91eelc2-9cfe-43b6-8193-fd39cd89d5b4",
  "messageType": "WorkbinSubscriptionStateChangeMessage"
}
```