Web Services API Reference

CometD notifications

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CometD notifications

You can subscribe to the **/v2/me/workbins** topic to receive CometD notifications for the Workbins API. This topic provides messages related to workbins, including changes to workbin state and updates to workbin contents. It supports the following message types:

- WorkbinSubscriptionStateChangeMessage

- WorkbinStateChangeMessage

WorkbinSubscriptionStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case WorkbinSubscriptionStateChangeMessage.
data.workbinUserId	The ID of the agent who is the owner of the workbin (this is sent to accommodate supervisor workbin management).
data.id	The identifier of the workbin.
data.stateResource	This property identifies the type of state resource and can have one of the following values: • Subscribed — The agent has subscribed to the workbin's notifications. • Unsubscribed — The agent has unsubscribed from the workbin's notifications. • RequestFailed — This is sent when a subscribe/unsubscribe operation on the workbin fails.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

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

WorkbinStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case WorkbinStateChangeMessage.
data.action	This property identifies the action type and can have one of the following values: • ItemAdded — The interaction has been added to the workbin. • ItemRemoved — The interaction has been removed from the workbin.
data.id	The identifier of the workbin.
data.chatStateResourceV2	A state resource with information about the chat interaction.
data.emailStateResourceV2	A state resource with information about the email interaction.
data.facebookStateResourceV2	A state resource with information about the facebook interaction.
data.tweetStateResourceV2	A state resource with information about the twitter interaction.
data.facebooksessionStateResourceV2	A state resource with information about the facebooksession interaction.
data.workitemStateResourceV2	A state resource with information about the workitem interaction.
data.openmediaStateResourceV2	A state resource with information about the openmedia interaction.
data.workbinAgentId	Employee ID of workbin's owner.
data.workbinUserId	The ID of workbin's owner.

Example

```
{
   "workbinAgentId":"a1",
   "workbinUserId":"802396ae32494a8b8a617a9103d968bb",
   "messageType":"WorkbinStateChangeMessage",
   "chatStateResourceV2":{
      "userData":{
         "RTargetTypeSelected":"2",
         "RTargetObjectSelected":"?: 2>1",
         "RVQID":"",
         "ChatServerAppName":"esv_chat_srv",
         "ChatServerHost":"host.gws.genesys.com",
         "RTargetObjSelDBID":"",
         "ChatServerPort":"7160",
```

```
        "CBR-Interaction_cost":"",
        "CBR-contract_DBIDs":"",
        "RTargetAgentSelected":"a1",
        "CBR-IT-path_DBIDs":"",
        "ChatServerDBID":"147",
        "RTargetPlaceSelected":"a1",
        "CBR-actual_volume":"",
        "RTenant":"Environment",
        "RRequestedSkills":None,
        "RRequestedSkillCombination":"",
        "RVQDBID":"",
        "RStrategyDBID":"472",
        "CustomerSegment":"default",
        "PegAG?: 2>1":1,
        "ServiceType":"default",
        "RTargetRuleSelected":"",
        "OccuredAt":"2016-03-24T10: 52: 41Z",
        "ServiceObjective":0,
        "RTargetRequested":"?: 2>1",
        "RTargetAgentGroup":"?: 2>1",
        "RStrategyName":"CloudPoDSimpleChatInStrategy",
        "Subject":"TestChatCustomer"
    },
    "receivedDate":"2016-03-2412: 52: 39.000+0200",
    "chatType":"Inbound",
    "capabilities":[

    ],
    "participants":[

    ],
    "id":"0001AaBF30060015"
},
"action":"ItemAdded",
"id":"cde220f0-9bd6-4fcb-8564-d539459513ed"
}
```