

GENESYS

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Web Services API Reference

Workitem API

Workitem API

This document provides guidance for developers building workitem-related client applications and describes the Workitem API portion of the Web Services API.

Overview

Workitems are custom media types or tasks that are processed by the intelligent Workload Distribution (iWD) solution.

Resources	Workitem Control
Resource	Create Accept Reject SetInFocus Complete
User Data	Conference & Transfer
AttachUserData UpdateUserData DeleteUserData	Transfer