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Web Services API Reference

PullInteraction from a Group Workbin

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PullInteraction from a Group Workbin

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

PullInteraction from an AgentGroup Workbin

Removes the association between an interaction and an AgentGroup workbin.

Request URL	/api/v2/me/workbins/{id}?agentGroup={agentGroupName}
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	PullInteraction. Other valid values are: PullChat, PullEmail, PullWorkitem, PullTweet, PullFacebook, PullFacebooksession and PullOpenmedia.
id	The ID of the interaction to remove from the workbin.

Sample

Request

```
POST api/v2/me/workbins/6c715fa9-de16-4d23-b07c-cbcb1caf3e07?agentGroup=MyAgentGroup
{
  "operationName": "PullChat",
  "id": "0001BaBFVPR20035"
}
```

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,
  "referenceId": 77
}
```

CometD notification

```
{
```

PullInteraction from a Group Workbin

```
{
  "action": "ItemRemoved",
  "agentGroup": "MyAgentGroup",
  "chatStateResourceV2": {
    "capabilities": [],
    "chatType": "Inbound",
    "id": "0001BaBFVPR20035",
    "participants": [],
    "receivedDate": "2016-04-08 15:05:57.000+0300",
    "userData": {
      "CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "ChatAnsweredByAgentAt": "2016-04-08T12:06:05Z",
      "ChatServerAppName": "esv_chat_srv",
      "ChatServerDBID": "147",
      "ChatServerHost": "dev-ip9-152.gws.genesys.com",
      "ChatServerPort": "7160",
      "CustomerSegment": "default",
      "OccuredAt": "2016-04-08T12:06:01Z",
      "PegAG?:2>1": 1,
      "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"
    }
  },
  "id": "6c715fa9-de16-4d23-b07c-cbcb1caf3e07",
  "messageType": "WorkbinStateChangeMessage"
}
```

PullInteraction from a PlaceGroup Workbin

Removes the association between an interaction and a PlaceGroup workbin.

Request URL	/api/v2/me/workbins/{id}?placeGroup={placeGroupName}
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	PullInteraction. Other valid values are: PullChat,

Parameter	Value
	PullEmail, PullWorkitem, PullTweet, PullFacebook, PullFacebooksession and PullOpenmedia.
id	The ID of the interaction to remove from the workbin.

Sample

Request

```
POST api/v2/me/workbins/5d487e69-a393-4228-a06f-6a4015ab1b54?placeGroup=MyPlaceGroup
{
  "operationName": "PullChat",
  "id": "0001BaBFVPR20039"
}
```

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,
  "referenceId": 18
}
```

CometD notification

```
{
  "action": "ItemRemoved",
  "chatStateResourceV2": {
    "capabilities": [],
    "chatType": "Inbound",
    "id": "0001BaBFVPR20039",
    "participants": [],
    "receivedDate": "2016-04-08 15:31:30.000+0300",
    "userData": {
      "CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "ChatAnsweredByAgentAt": "2016-04-08T12:31:37Z",
      "ChatServerAppName": "esv_chat_srv",
      "ChatServerDBID": "147",
      "ChatServerHost": "dev-ip9-152.gws.genesys.com",
      "ChatServerPort": "7160",
      "CustomerSegment": "default",
      "OccuredAt": "2016-04-08T12:31:33Z",
      "PegAG?:2>1": 1,
      "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"}}},
    "id": "5d487e69-a393-4228-a06f-6a4015ab1b54",
    "messageType": "WorkbinStateChangeMessage",
    "placeGroup": "MyPlaceGroup"
}
```