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Web Services API Reference

RequestStats

12/13/2025

RequestStats

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

Overview

Agents can request statistics for a workbin.

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

Parameters

operationName	RequestStats
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Sample

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

Request

```
POST api/v2/workbins/6c715fa9-de16-4d23-b07c-cbcb1caf3e07
{
  "operationName": "RequestStats"
}
```

Response

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

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 7
}
```

CometD Response

```
{
  "workbinStats": {
    "abc2ad1b26ea4e9b8dd907eabe1672e4": {
      "MaxMovedToQueueAt": "2017-09-12T18:05:40Z",
      "MinMovedToQueueAt": "2017-09-12T18:05:40Z",
      "NumberOfInteractions": 1
    }
  },
  "id": "6c715fa9-de16-4d23-b07c-cbcb1caf3e07",
  "workbinType": "Agent",
  "messageType": "WorkbinStatsMessage",
  "referenceId": 7
}
```