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Workspace Web Edition Developer's Guide and API Reference

Agent Namespace

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Agent Namespace

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Methods

The Agent namespace includes the following methods:

- [get](#)
- [getState](#)
- [getStateList](#)
- [setState](#)

get

Signature	<static> get() → { agent.Agent }
Description	Gets the agent's attributes.
Returns	agent.Agent

getState

Signature	<static> getState() → { media.State }
Description	Gets the agent's state.
Returns	media.State

getStateList

Signature	<static> getStateList() → {Array.< media.State >}
Description	Gets the list of possible agent states.
Returns	Array.< media.State >

setState

Signature	<static> setState(<i>stateOperationName</i>)		
Description	Sets the agent's state.		
Parameters			
	Name	Type	Description
	stateOperationName	string	An operationName from the agent states list. See State .

Type Definitions

The agent namespace includes the following object types:

- **Agent**

Agent

Description	Represents the JSON structure of the agent.		
Type	Object		
Properties	Name	Type	Description
	employeeid	string	The agent's unique identifier used for routing purposes.
	firstname	string	The agent's first name.
	lastname	string	The agent's last name.
	username	string	The agent's username. This is a global unique ID.
	roles	Array.<string>	An array of the agent's roles. Possible roles are: • ROLE_AGENT — mandatory for users of Workspace Web Edition • ROLE_SUPERVISOR — enables users to perform supervisor operations like monitoring. • ROLE_ADMIN — provides

Description		Represents the JSON structure of the agent.		
		Name	Type	Description
				administrator access to the Genesys Web Services API.