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# Genesys Events and Models Reference

Workbin Operations

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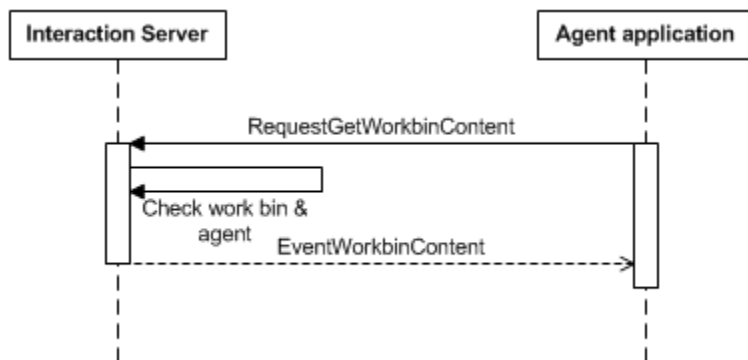
# Workbin Operations

This set of models illustrates the following two ways that an agent application can interact with a workbin:

- Get content from the workbin
- Register to receive notification when the workbin's content changes.

## Agent Gets Workbin Content

In this phase, shown in the figure below, the agent application requests and receives data on the interactions that the workbin contains.



Agent Gets Workbin Content

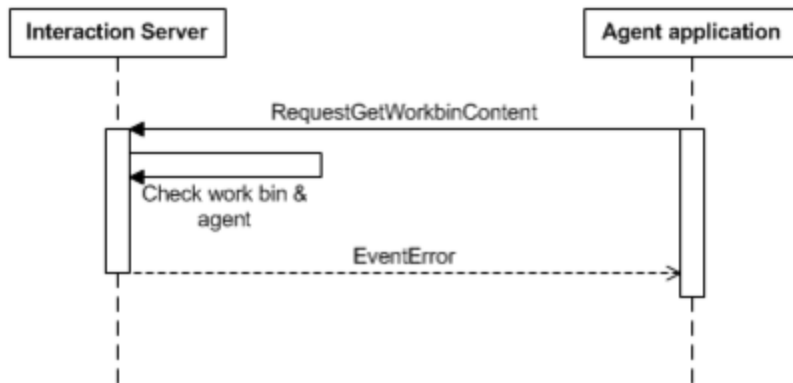
This phase uses the messages shown in the following table:

**Messages in Agent Gets Workbin Content**

Message	Protocol
EventWorkbinContent	Interaction Management

## Agent Fails to Get Workbin Content

In this phase, shown in the figure below, Interaction Server rejects the agent's request for workbin data. This happens when either the agent or the workbin is not registered with Interaction Server.



Agent Fails to Get Workbin Content

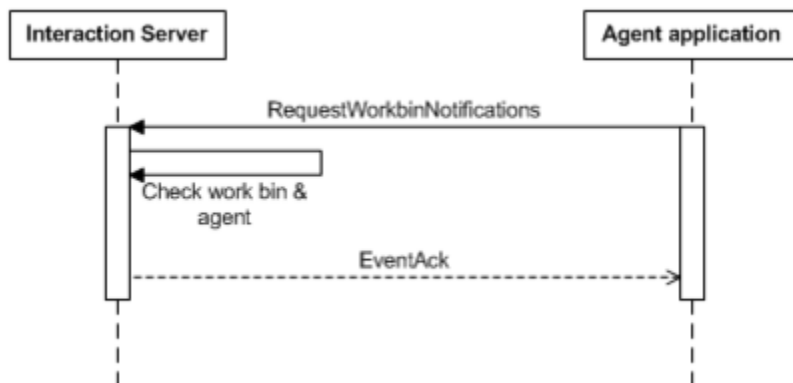
This phase uses the messages shown in the following table:

**Messages in Agent Fails to Get Workbin Content**

Message	Protocol
EventError	Interaction Management

## Agent Requests Workbin Notification

In this phase, shown in the the figure below, the agent asks to be notified of all future changes in the contents of a specified workbin.



Agent Requests Workbin Notification

Interaction Server checks that both the workbin and the agent are registered with it.

- If either is unknown to Interaction Server, it returns EventError .
- If both are registered, Interaction returns EventAck to the agent.

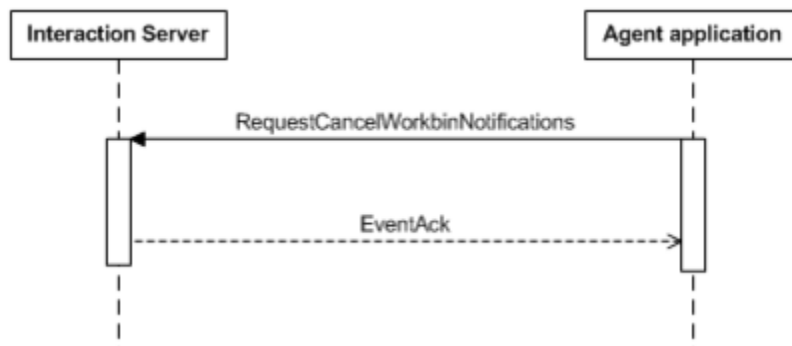
This phase uses the messages shown in the following table:

**Messages in Agent Requests Workbin Notification**

Message	Protocol
EventAck	Interaction Management

## Agent Cancels Workbin Notifications

In this phase, shown in the figure below, the agent cancels its subscription for workbin notification.



Agent Cancels Workbin Notifications

If either the workbin or the agent is unknown to Interaction Server, or if the agent has not subscribed for workbin notification, Interaction Server returns EventError.

This phase uses the messages shown in the following table:

**Messages in Agent Cancels Workbin Notifications**

Message	Protocol
EventAck	Interaction Management