Service Client API Reference

Agent namespace

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Contents

Learn about the Agent namespace methods and type definitions in the Service Client API.

Methods

The Agent namespace includes the following methods:

- get
- getState
- getStateList
- setState

get

Signature	get(*succeeded, failed*) → {agent.Agent}
Description	Gets the agent's attributes.
Parameters	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>succeeded</td><td>function</td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td>A function called when the operation fails.</td></tr></table>
Returns	agent.Agent

getState

Signature	getState(*succeeded, failed*) → {media.State}
Description	Gets the agent's state.
Parameters	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>succeeded</td><td>function</td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td>A function called when</td></tr></table>

Signature	getState(*succeeded, failed*) → {media.State}

Name	Type	Description
		the operation fails.

Returns	media.State

getStateList

Signature	getStateList(*succeeded, failed*) → {Array.}
Description	Gets the list of possible agent states.

		Name	Type	Description
Parameters		succeeded	function	A function called when the operation succeeds.
		failed	function	A function called when the operation fails.

Returns	Array.

setState

Signature	setState(*stateOperationName, succeeded, failed*)
Description	Sets the agent's state.

		Name	Type	Description
Parameters		stateOperationName	string	An operationName from the agent states list. See State.
		succeeded	function	A function called when the operation succeeds.
		failed	function	A function called when the operation fails.

Type definitions

The agent namespace includes the following object types:

- Agent

Agent

Description	Represents the JSON structure of the agent.
Type	Object
Properties	<table><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td>employeeId</td><td>string</td><td>The agent's unique identifier used for routing purposes.</td></tr><tr><td>firstname</td><td>string</td><td>The agent's first name.</td></tr><tr><td>lastname</td><td>string</td><td>The agent's last name.</td></tr><tr><td>username</td><td>string</td><td>The agent's username. This is a global unique ID.</td></tr></tbody></table>