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# Service Client API Reference

Agent namespace

7/26/2024

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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

<b>Signature</b>	<code>get(succeeded, failed) → {agent.Agent}</code>									
<b>Description</b>	Gets the agent's attributes.									
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><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></tbody></table>	Name	Type	Description	succeeded	function	A function called when the operation succeeds.	failed	function	A function called when the operation fails.
Name	Type	Description								
succeeded	function	A function called when the operation succeeds.								
failed	function	A function called when the operation fails.								
<b>Returns</b>	agent.Agent									

### getState

<b>Signature</b>	<code>getState(succeeded, failed) → {media.State}</code>									
<b>Description</b>	Gets the agent's state.									
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><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></tbody></table>	Name	Type	Description	succeeded	function	A function called when the operation succeeds.	failed	function	A function called when
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<b>Signature</b>	getState( <i>succeeded, failed</i> ) → {media.State}								
	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>the operation fails.</td> </tr> </tbody> </table>			Name	Type	Description			the operation fails.
Name	Type	Description							
		the operation fails.							
<b>Returns</b>	media.State								

## getStateList

<b>Signature</b>	getStateList( <i>succeeded, failed</i> ) → {Array.}											
<b>Description</b>	Gets the list of possible agent states.											
<b>Parameters</b>	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <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> </tbody> </table>			Name	Type	Description	succeeded	function	A function called when the operation succeeds.	failed	function	A function called when the operation fails.
Name	Type	Description										
succeeded	function	A function called when the operation succeeds.										
failed	function	A function called when the operation fails.										
<b>Returns</b>	Array.											

## setState

<b>Signature</b>	setState( <i>stateOperationName, succeeded, failed</i> )														
<b>Description</b>	Sets the agent's state.														
<b>Parameters</b>	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>stateOperationName</td> <td>string</td> <td>An operationName from the agent states list. See State.</td> </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> </tbody> </table>			Name	Type	Description	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.
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succeeded	function	A function called when the operation succeeds.													
failed	function	A function called when the operation fails.													

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## Type definitions

The agent namespace includes the following object types:

- Agent

### Agent

<b>Description</b>	Represents the JSON structure of the agent.																	
<b>Type</b>	Object																	
<b>Properties</b>	<table border="1"><thead><tr><th><b>Name</b></th><th><b>Type</b></th><th><b>Description</b></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>	<b>Name</b>	<b>Type</b>	<b>Description</b>	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.		
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