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Service Client API Reference

[Agent namespace](#)

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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

Signature	get(<i>succeeded, failed</i>) → {agent.Agent}											
Description	Gets the agent's attributes.											
Parameters	<table><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.										
Returns	agent.Agent											

getState

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

Signature	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.							
Returns	media.State								

getStateList

Signature	getStateList(<i>succeeded, failed</i>) → {Array.}		
Description	Gets the list of possible agent states.		
Parameters		Name	Type
		succeeded	function
		failed	function
Returns	Array.		

setState

Signature	setState(<i>stateOperationName, succeeded, failed</i>)		
Description	Sets the agent's state.		
Parameters		Name	Type
		stateOperationName	string
		succeeded	function
		failed	function

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
	employeed	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.