



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Service Client API Reference

Agent namespace

2/7/2026

---

## Contents

- 1 Methods
  - 1.1 get
  - 1.2 getState
  - 1.3 getStateList
  - 1.4 setState
- 2 Type definitions
  - 2.1 Agent

---

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

### `getState`

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

Signature	getState( <i>succeeded</i> , <i>failed</i> ) → {media.State}		
	Name	Type	Description
			the operation fails.
Returns	media.State		

## getStateList

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

## setState

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

---

## 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.