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.		
	Name	**Type**	**Description**
Parameters	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.
Returns	agent.Agent		

getState

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

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	**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.