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Service Client API Reference

Agent namespace

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

getState

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

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	<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.										
Returns	Array.											

setState

Signature	setState(<i>stateOperationName, succeeded, failed</i>)														
Description	Sets the agent's state.														
Parameters	<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.
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	<table border="1"><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>	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.		
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