

Queues

 This page is currently being written. Although the information below is probably accurate, it may not be complete or may have errors.

 The information on this page applies to **iSymphony 3.2+**.

 This resource is restricted by licensing. See the resource and action path information below for more details.

On this page:

- [Description](#)
- [JSON Representation](#)
- [Root Resource Paths](#)
- [Instance Resource Paths](#)
- [Sub Resource Paths](#)
- [Action Paths](#)
- [Curl Examples](#)

Description

The live queue REST resource provides access to information about queues in the system. This resource also provides actions to log extensions in and out of queues.

JSON Representation

```
{
  "id": "4f302d40-bd94-4fdd-8129-cf53ed68cb5e",
  "displayName": "IncomingQ",
  "identifier": "5001",
  "configurationId": "c46f4e60-aba2-4340-a6a5-0c7304d40ba1",
  "permissionId": "c46f4e60-aba2-4340-a6a5-0c7304d40ba1"
}
```

Property	Type	Description
id	String	The id of the queue.
displayName	String	The display name of the queue.
identifier	String	The identifier of the queue.
configurationId	String	The id of the configuration object that represents the queue.
permissionId	String	The queue's permission id.

Root Resource Paths

Paths used to access sets of the resource, in relation to parent resources.

```
communication_manager/rest/live/coreServers/{core_server_id} | getByName/{core_server_slug}/queues
```

Description	<p>Provides access to all queues in the specified core server.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;">  Excludes any queues that are not enabled. </div> <p>Parameters:</p> <ul style="list-style-type: none"> • <code>core_server_id</code>: the id of the parent core server • <code>core_server_slug</code>: the slug of the parent core server <p>Errors:</p> <ul style="list-style-type: none"> • <code>404 Not Found</code>: Returned if no core server with the given id or slug exists
GET	Gets all queues in the specified core server.

Instance Resource Paths

Paths used to access a specific instance of the resource.

<code>{root_resource_path}/{queue_id}</code>	
Description	<p>Provides access to a specific queue, by queue id.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;">  This resource will not be available if the queue is not enabled. </div> <p>Parameters:</p> <ul style="list-style-type: none"> • <code>root_resource_path</code>: One of the root resource paths for this resource. See Root Resource Paths above • <code>queue_id</code>: the id of the queue to access <p>Errors:</p> <ul style="list-style-type: none"> • <code>404 Not Found</code>: Returned if any of the ancestors in the root resource path could not be found • <code>404 Not Found</code>: Returned if no queue with the specified queue id could be found • <code>403 Forbidden</code>: Returned if the specified queue is not enabled
GET	Gets the specified queue.
<code>{root_resource_path}/getByName/{queue_identifier}</code>	
Description	<p>Provides access to a specific queue, by queue identifier.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;">  This resource will not be available if the queue is not enabled. </div> <p>Parameters:</p> <ul style="list-style-type: none"> • <code>root_resource_path</code>: One of the root resource paths for this resource. See Root Resource Paths above • <code>queue_identifier</code>: the identifier of the queue to access <p>Errors:</p> <ul style="list-style-type: none"> • <code>404 Not Found</code>: Returned if any of the ancestors in the root resource path could not be found • <code>404 Not Found</code>: Returned if no queue with the specified queue identifier could be found • <code>403 Forbidden</code>: Returned if the specified queue is not enabled
GET	Gets the specified queue.

Sub Resource Paths

Paths used to access the child resources of this resource.

<code>{instance_resource_path}/agents</code>	
Descr iption	<p>Provides access to all the agents logged into the specified queue. See Agents.</p> <div style="border: 1px solid #ccc; padding: 5px;"><p> This resource will not be available if the queue is not enabled. Excludes any agents that are not related to an extension that is bound to a licensed/full user.</p></div> <p>Parameters:</p> <ul style="list-style-type: none"><code>instance_resource_path</code>: One of the instance resource paths for this resource. See Instance Resource Paths above <p>Errors:</p> <ul style="list-style-type: none">404 <code>Not Found</code>: Returned if any of the ancestors in the instance resource path could not be found403 <code>Forbidden</code>: Returned if any of the parents specified in the root resource path are restricted
GET	Gets all the agents logged into the specified queue.
<code>{instance_resource_path}/callSegments</code>	
Descr iption	<p>Provides access to the call segments waiting in the specified queue. See Call Segments.</p> <div style="border: 1px solid #ccc; padding: 5px;"><p> This resource will not be available if the queue is not enabled. Excludes any call segments that are not related to an extension that is bound to a licensed/full user, or have not been bound to another call segment that is related to an extension that is bound to a licensed/full user.</p></div> <p>Parameters:</p> <ul style="list-style-type: none"><code>instance_resource_path</code>: One of the instance resource paths for this resource. See Instance Resource Paths above <p>Errors:</p> <ul style="list-style-type: none">404 <code>Not Found</code>: Returned if any of the ancestors in the instance resource path could not be found403 <code>Forbidden</code>: Returned if any of the parents specified in the root resource path are restricted
GET	Gets all the call segments waiting in the specified queue.
<code>{instance_resource_path}/statistics</code>	
Descr iption	<p>Provides access to all statistics of the queue. See Statistics.</p> <div style="border: 1px solid #ccc; padding: 5px;"><p> This resource will not be available if the queue is not enabled.</p></div> <p>Parameters:</p> <ul style="list-style-type: none"><code>instance_resource_path</code>: One of the instance resource paths for this resource. See Instance Resource Paths above <p>Errors:</p> <ul style="list-style-type: none">404 <code>Not Found</code>: Returned if any of the ancestors in the instance resource path could not be found403 <code>Forbidden</code>: Returned if any of the parents specified in the root resource path are restricted
GET	Gets all statistics for the specified queue.

Action Paths

Actions that can be performed on this resource.

<code>{instance_resource_path}/loginAgent</code>										
Description	<p>Logs an extension into a specified queue, as an agent.</p> <div style="border: 1px solid #ccc; padding: 5px;"><p> This action will not be available if the queue is not enabled.</p><p>This action will not be available if the extension is not bound to a licensed/full user.</p></div> <p>Parameters:</p> <ul style="list-style-type: none"><code>instance_resource_path</code>: One of the instance resource paths for this resource. See Instance Resource Paths above <p>Errors:</p> <ul style="list-style-type: none">404 Not Found: Returned if any of the ancestors in the instance resource path could not be found403 Forbidden: Returned if the queue is not enabled403 Forbidden: Returned if if the extension is not bound to a licensed/full user422 Unprocessable Entity: Returned if the extension with the specified id or extension number could not be found422 Unprocessable Entity: Returned if the extension with the specified id or extension number is already a member of the queue422 Unprocessable Entity: Returned if no information was provided to identify the extension to log into the queue									
JSON	<div style="border: 1px solid #ccc; padding: 5px;"><p> The extension to log into the queue can be identified by the extension id or the extension number. If both are provided the extension id will be used.</p></div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"><pre>{ "extensionId": "ef2faba9-8557-49c1-9ffc-5a71f41c7a23" } OR { "extensionNumber": "100" }</pre></div> <p>Properties:</p> <table border="1"><thead><tr><th>Property</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td><code>extensionId</code></td><td>String</td><td>The id of the extension to log into the queue.</td></tr><tr><td><code>extensionNumber</code></td><td>String</td><td>The number of the extension to log into the queue.</td></tr></tbody></table>	Property	Type	Description	<code>extensionId</code>	String	The id of the extension to log into the queue.	<code>extensionNumber</code>	String	The number of the extension to log into the queue.
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<code>extensionNumber</code>	String	The number of the extension to log into the queue.								
POST	Log an extension into a specified queue, as an agent.									
<code>{instance_resource_path}/logoutAgent</code>										

Description	<p>Logs a specified agent out of the queue.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <p> This action will not be available if the queue is not enabled.</p> <p>This action will not be available if the extension is not bound to a licensed/full user.</p> </div> <p>Parameters:</p> <ul style="list-style-type: none"> <code>instance_resource_path</code>: One of the instance resource paths for this resource. See Instance Resource Paths above <p>Errors:</p> <ul style="list-style-type: none"> <code>404 Not Found</code>: Returned if any of the ancestors in the instance resource path could not be found <code>403 Forbidden</code>: Returned if if the extension is not bound to a licensed/full user <code>403 Forbidden</code>: Returned if the queue is not enabled <code>422 Unprocessable Entity</code>: Returned if the agent with the specified id could not be found <code>422 Unprocessable Entity</code>: Returned if the agent with the specified extension id or extension number could not be found <code>422 Unprocessable Entity</code>: Returned if no information was provided to specify the agent to log out of the queue 												
JSON	<div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <p> The agent to log out of the queue can be identified by the agent id, extension id, or extension number. If more than one identifier is provided the agent id will be used, if provided. If the agent id is not provided the extension id will be utilized.</p> </div> <pre style="margin: 5px 0;"> { "agentId": "ef2faba9-8557-49c1-9ffc-5a71f41c7a23" } OR { "extensionId": "ef2faba9-8557-49c1-9ffc-5a71f41c7a23" } OR { "extensionNumber": "100" } </pre> <p>Properties:</p> <table border="1" data-bbox="228 1251 1005 1478"> <thead> <tr> <th>Property</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td><code>agentId</code></td> <td>String</td> <td>The id of the agent to log out of the queue.</td> </tr> <tr> <td><code>extensionId</code></td> <td>String</td> <td>The id of the extension to log out of the queue.</td> </tr> <tr> <td><code>extensionNumber</code></td> <td>String</td> <td>The number of the extension to log out of the queue.</td> </tr> </tbody> </table>	Property	Type	Description	<code>agentId</code>	String	The id of the agent to log out of the queue.	<code>extensionId</code>	String	The id of the extension to log out of the queue.	<code>extensionNumber</code>	String	The number of the extension to log out of the queue.
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<code>agentId</code>	String	The id of the agent to log out of the queue.											
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POST	Log a specified agent out of the queue.												

Curl Examples

Get all queues in a core server

```
curl --user manager:manag3rpa55word -i -H "Accept: application/json" http://localhost:58080/communication_manager/rest/live/coreServers/ca5de6c4-17bd-46ce-95a2-8b29c7812ca4/queues
```

Get a specific queue in a core server

```
curl --user manager:manag3rpa55word -i -H "Accept: application/json" http://localhost:58080/communication_manager/rest/live/coreServers/ca5de6c4-17bd-46ce-95a2-8b29c7812ca4/queues/7a2eeb64-24e1-418f-97fd-28880ba6539e
```

Log a specific extension into a queue as an agent

```
curl --user manager:manag3rpa55word -i -H "Content-Type: application/json" -X POST -d '{"extensionId": "ef2faba9-8557-49c1-9ffc-5a71f41c7a23"}' http://localhost:58080/communication_manager/rest/live/coreServers/ca5de6c4-17bd-46ce-95a2-8b29c7812ca4/queues/7a2eeb64-24e1-418f-97fd-28880ba6539e/loginAgent
```

Log a specific agent out of a queue

```
curl --user manager:manag3rpa55word -i -H "Content-Type: application/json" -X POST -d '{"agentId": "ef2faba9-8557-49c1-9ffc-5a71f41c7a23"}' http://localhost:58080/communication_manager/rest/live/coreServers/ca5de6c4-17bd-46ce-95a2-8b29c7812ca4/queues/7a2eeb64-24e1-418f-97fd-28880ba6539e/logoutAgent
```