

Agent Resource

This page describes the representation of the resource used by the QueueAgent Service.

Agent resource

A queue agent is represented by the UnifiedAPI as a Agent resource.

JSON representation

The example below contains the Presence in JSON representation. All fields are fictitious.

```
{
  "agentNumber": "0003*210",
  "status": "0",
  "links": { "self": "https://x.x.x.x/uapi/extensions/@me/0003*210/queue/agents/0003*210" }
}
```

Presence event fields

Name	Type	Description
agentNumber	UAPI-Extension-Number UAPI-Public-Number	Phone number assigned to a queue agent.
status	Number	The agent's current status in the queue: 0 - Logged Out 1 - Online 2 - Paused

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