

QueueAgents Service

This page describes the UnifiedAPI request used to log in, log out or pause a queue agent.

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Why use the service

The Queue/Agents Service is used to log in, log out or pause an agent.

You can find more details about the queues and how the system manages them in the [Queue Extension](#) section of the VoipNow manual.

Who can use the service

The Service is available to Apps registered to the following account types:

- Administrator
- Organization
- User

Requests

Name	REST URI	Description
Update	<div>PUT</div> <div>/extensions/userId/extensionNumber/queue/agents /agentId/</div>	This request allows an App to log in, log out or pause a queue agent.
List	<div>GET</div> <div>/extensions/userId/extensionNumber/queue/agents/</div>	This request allows an App to fetch a list of the queue agents and their associated statuses.

Related Topics
[PhoneCallEvents Service](#)
[Presence Service](#)