QueueAgents Service

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

- Why use the service
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- Requests

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

Related Topics
PhoneCallEvents Service

Presence Service