

# Update QueueAgents

This method allows updating the statuses of agents that are registered to a queue in particular contexts such as User, Organization or global.

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## Request/Response Model

### Overview

Use this request to log in, log out or pause a queue agent.

If successful, the Service returns the agent number and the status as a [QueueAgent](#) resource.

The request is made by an App that is registered to a User account.

To update the statuses of agents registered to a particular queue in a desired context, issue a HTTP PUT request:

#### Model

```
HTTP-Method      = "PUT"
URI-Fragment     = "/uapi/extensions/" User-Id "/" Extension-Number "/queue/agents/" UAPI-Agent-ID
Query-Parameters = null
Request-Payload  = QueueAgent

Return-Object    = Array<QueueAgent>
```

#### Example

```
PUT /uapi/extensions/@me/0003*212/queue/agents/0003*210 HTTP/1.1
HOST uapi.voipnow.com
Content Type: application/json
Authorization: Bearer token

{
  "status": "1"
}
```

## Request

This section describes how to format the request to the service.

### URI Fragment

The following parameters must be sent in the URI fragment:

Name	Type	Required	Description
userId	<a href="#">User-Id</a>	Yes	Id of the User which owns the queue. It can take one of the following values: @me - refers to the <a href="#">authenticated User</a> . @viewer - also refers to the <a href="#">authenticated User</a> . @owner - refers to the User that owns the Extension used to make the phone call. User-Id - refers to the unique identifier of the User. Default: @me
extension	<a href="#">UAPI-Extension-Number</a>	Yes	Number of the <a href="#">Queue</a> Extension. Cannot be set to @self
agent	<a href="#">UAPI-Agent-ID</a>	Yes	Identifier of the queue agent. Can be set to an extension number if the agent is local or to an Id for remote agents.

## Response

## Success

If successful, the request returns the agent number and the status as a [QueueAgent](#) resource, as well as the following HTTP statuses:

HTTP Code	Description
200	The QueueAgent resource is returned.
204	There are no QueueAgent resources to be returned.

## Failure

When it fails, the request returns the following error codes:

HTTP Code	Code	Description
400	status_invalid	Value supplied in type parameter is missing or invalid. The parameter must be set to one of the following value: 0 for DialIn, 1 for DialOut and 2 for Hangup.
400	extension_invalid	Value supplied in the URI-Fragment as extension is invalid. The parameter must reference the number of an existing Queue extension and cannot be set to @self.
400	qag_agent_invalid	Value supplied in status parameter is missing or invalid. The parameter can take the values: 0 for Logged Out, 1 for Online, 2 for Paused.

## Example

Below you can find an example that will help you understand the request and the response.

This example updates the agent 0003\*210 which is registered to the queue 0003\*212. The request is made by an App on behalf of a User.

HTTP Request
<pre>PUT /uapi/extensions/@me/0003*212/queue/agents/0003*210 HTTP/1.1 HOST uapi.voipnow.com Content Type: application/json Authorization: Bearer token  {   "status": "1" }</pre>

Assuming that the request has been successful, the Service sends the following answer:

HTTP Response
<pre>HTTP/1.1 200 OK ... [   {     "agentNumber": "0003*210",     "status": "1",     "queue": "0003*212",     "links": {"self": "https://x.x.x.x/uapi/extensions/@me/0003*212/queue/agents/0003*210"}   } ]</pre>