

List QueueAgents

This method allows listing all the 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 list all the agents that are registered to a queue.

If successful, the Service returns a collection of [QueueAgent](#) resources.

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

To list the agents registered to a queue in a desired context, issue a HTTP GET request:

Model

```
HTTP-Method      = "GET"
URI-Fragment     = "/uapi/extensions/" User-Id "/" Extension-Number "/queue/agents" [ "/" UAPI-Agent-ID ]
Query-Parameters = Get-QueueAgents-Request-Parameters
Request-Payload  = null

Return-Object    = Collection<QueueAgent>
```

Example

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

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	User-Id	Yes	Id of the User which owns the queue. It can take one of the following values: @me - refers to the authenticated User . @viewer - also refers to the authenticated User . @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	UAPI-Extension-Number	Yes	Number of the Queue Extension . Cannot be set to @self.
agent	UAPI-Agent-ID	No	Identifier of the queue agent. This can be set to an extension number if the agent is local or an Id for remote agents.

Get QueueAgents request parameters

Restriction to Standard Request Parameters

All requests to list PhoneCallEvents support the [Standard-Request-Parameters](#) with the following restrictions:

Name	Type	Description
count	Number	The page size of a collection. Maximum possible value is 5000. Default: 20 entries
filterBy	String	Records can be filtered by all fields of the Queue Agent.
filterValue	String	The value to filter by.
startIndex	Number	The start index of the paged collection. Maximum possible value is 5000. Default: 0

Custom Request Parameters

It also supports the custom parameter:

Name	Type	Description
fields	Array<String>	An array of Phone Call Event field names. For standard values, please see the Agent resource .

Response

Success

If successful, the request returns a collection of [QueueAgent](#) resources and the following HTTP statuses:

HTTP Code	Description
200	The list of QueueAgent resources 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	fields_inv alid	Value supplied in fields parameter is missing or invalid. The parameter must be set to a value of consisting of the name of the possible Agent fields separated by a comma (e.g. extension, id, answered).
400	count_inv alid	Value supplied in count parameter is missing or invalid. The parameter must be set to a numeric value lower than 5000.
400	filterby_in valid	Value supplied in filterBy parameter is missing or invalid. The parameter must be set to the name of a Agent field.
400	filterop_in valid	Value supplied in filterOp parameter is missing or invalid. The parameter must be set to one of the values: contains, equals, starts with or present.
400	filtervalue _invalid	Value supplied in filterValue parameter is missing or invalid. The parameter must be set to a string value.
400	sortorder _invalid	Value supplied in sortOrder parameter is missing or invalid. The parameter must be set to one of the values: ascending or descending.
400	startindex _invalid	Value supplied in startIndex parameter is missing or invalid. The parameter must be set to a numeric value, higher or equal with 0 and lower than 5000.

Example

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

This example lists all the agents that are registered to the queue 0003*212. The request is made by an App on behalf of a User.

HTTP Request

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

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

HTTP Response

```
HTTP/1.1 200 OK
...

{
  ...
  "entry": [
    {
      "agentNumber": "0003*210",
      "status": "0",
      "queue": "0003*212",
      "links": {"self": "https://x.x.x.x/uapi/extensions/@me/0003*210/queue/agents/0003*210"}
    }
  ]
}
```