



Agent Team API

You can associate a set of agents to a team with a specific supervisor. The supervisor can run reports on that team and receive Supervisor Assist requests from its members.

You can use the Agent Team API to list and view the agent teams currently defined in the database.



Note

Access to this API is different for supervisors and administrators. For more information, see [Access](#).

URL

`https://<server>/unifiedconfig/config/agentteam`

Operations

- **get:** Returns one agent team, using the URL
`https://<server>/unifiedconfig/config/agentteam/<id>`.
- **list:** Retrieves a list of agent teams.
 - **Query parameters:**
 - Summary list: See [list](#).

Parameters

- **refURL:** The refURL of the agent team. See [Shared Parameters](#).
- **name:** The name of the agent team. See [Shared Parameters](#).
- **description:** See [Shared Parameters](#).
- **dialedNumber:** A reference to an internal dialed number () for the agent team, including the refURL and dialed number string. See [References](#).
- **agents:** A collection of agent ([Agent API](#)) references, including the refURL, first name, last name, user name, and agent ID for each agent on the team. See [References](#).
- **agentCount:** Read-only field. Number of agents on the team.

- supervisors: A collection of supervisor ([Agent API](#)) references, including the refURL, first name, last name, user name, and agent ID for each supervisor who supervises this team. See [References](#).
- supervisorCount: Read-only field. Number of supervisors who supervise this team.

Search and Sort Values

The following table shows the parameters that are searched and the parameters that are sortable.

Search parameters	Sort parameters
<ul style="list-style-type: none"> • name • description 	<ul style="list-style-type: none"> • name (default) • description

See [Search](#) and [Sort](#).

Example Get Response

```
<agentTeam>
  <refURL>/unifiedconfig/config/agentteam/ (id) </refURL>
  <name>team1</name>
  <dialNumber>
    <refURL>/unifiedconfig/config/dialednumber/ (id) </refURL>
    <dialNumberString>8885551212</dialNumberString>
  </dialNumber>
  <description>test agent team1</description>
  <agents>
    <agent>
      <refURL>/unifiedconfig/config/agent/ (id_1) </refURL>
      <firstName>John</firstName>
      <lastName>Smith</lastName>
      <userName>username</userName>
      <agentId>8006</agentId>
    </agent>
    <agent>
      <refURL>/unifiedconfig/config/agent/ (id_2) </refURL>
      <firstName>Jane</firstName>
      <lastName>Doe</lastName>
      <userName>username</userName>
      <agentId>8007</agentId>
    </agent>
  </agents>

  <supervisor>
    <supervisor>
      <refURL>/unifiedconfig/config/agent/ (id_3) </refURL>
      <firstName>Mary</firstName>
      <lastName>Hart</lastName>
      <userName>username</userName>
      <agentId>8008</agentId>
    </supervisor>
    <supervisor>
      <refURL>/unifiedconfig/config/agent/ (id_4) </refURL>
      <firstName>Jack</firstName>
      <lastName>Jones</lastName>
      <userName>username</userName>
      <agentId>8009</agentId>
    </supervisor>
  </supervisors>
  <changeStamp>0</changeStamp>
</agentTeam>
```