



# Agent Team API

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## 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.



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

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### 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 Call API) references, including the refURL, first name, last name, username, 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 Call API) references, including the refURL, first name, last name, username, and agent ID for each supervisor who supervises this team. See [References](#).
- **supervisorCount:** Read-only field. Number of supervisors who supervise this team.
- **datacenter:** The data center to which the agents on this team belong, including the refURL and name.

### 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"> <li>• name</li> <li>• description</li> </ul>	<ul style="list-style-type: none"> <li>• name (default)</li> <li>• description</li> <li>• datacenter.name</li> </ul>

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

### Advanced Search Parameters

**datacenters:** (dc1|dc2|dc3...) which returns all teams who belong to any of the specified data centers. You can specify up to three data centers. The data center names are fully matched (case-insensitive, no partial matches). Searching for "core" returns all machines in the core data center.

### Example Get Response

```
<agentTeam>
<refURL>https://***.***.***.***/unifiedconfig/config/agentteam/(id)</refURL>
  <name>team1</name>
  <datacenter>
    <refURL>/unifiedconfig/config/datacenter/9887</refURL>
    <name>Boston</name>
  </datacenter>
  <dialNumber>
    <refURL>[https://***.***.***.***/unifiedconfig/config/dialNumber/(id)]</refURL>
    <dialNumberString>8885551212</dialNumberString>
  </dialNumber>
  <description>test agent team1</description>
  <agentCount>1</agentCount>
  <agents>
    <agent>
      <refURL>[https://***.***.***.***/unifiedconfig/config/agent/(id_1)]</refURL>
      <firstName>John</firstName>
      <lastName>Smith</lastName>
      <userName>username</userName>
      <agentId>8006</agentId>
    </agent>
    <agent>
      <refURL>[https://***.***.***.***/unifiedconfig/config/agent/(id_2)]</refURL>
      <firstName>Jane</firstName>
      <lastName>Doe</lastName>
    </agent>
  </agents>
</agentTeam>
```

```
        <userName>username</userName>
        <agentId>8007</agentId>
    </agent>
</agents>
<supervisorCount>2</supervisorCount> <supervisor>
<supervisors>
    <supervisor>
        <refURL>[https://***.***.***.***/unifiedconfig/config/agent/(id_3)]</refURL>
        <firstName>Mary</firstName>
        <lastName>Hart</lastName>
        <userName>username</userName>
        <agentId>8008</agentId>
    </supervisor>
    <supervisor>
        <refURL>[https://***.***.***.***/unifiedconfig/config/agent/(id_4)]</refURL>
        <firstName>Jack</firstName>
        <lastName>Jones</lastName>
        <userName>username</userName>
        <agentId>8009</agentId>
    </supervisor>
</supervisors>
    <changeStamp>0</changeStamp>
</agentTeam>
```

