

# Genesys - Available Agent Testing

Tuesday, July 06, 2021 7:22 AM

All our data actions are built like this

## ▼ Input Contract

### SimpleJSON

Schema

▼ QueueIDRequest	OBJECT (1) ▼
QueueID	STRING ▼

## ▼ Output Contract

### SimpleJSON

Schema

▼ entities	OBJECT (1) ▼
total	INTEGER ▼

## Contracts

## Configuration

## Test

## Action Configuration

### ▼ Request

#### SimpleJSON

#### Request URL Template

/api/v2/routing/queues/\${input.QueueId}/members?joined=true&presence=Available

The URL to the desired API. Will start with /api/ if your action connects back to Genesys Cloud.

#### Headers

Content-Type

application/json

#### Authentication

Genesys Cloud OAuth Client [↗](#)

### ▶ Response

### Available Inputs

- QueueID (string)
- Raw Request (string)

### Available Outputs

- total (integer)

In the Inbound Flow - the Call Data Action uses inputs Queue ID and then Integer for count of agents in those states

#### 41 Call Data Action

**Name**  
Call Data Action

**Processing Prompt**  
processing (System Prompt)

**Category**  
Genesys Cloud Data Actions

**Data Action**  
Get Count of Available Active Agents

Use action's suggested timeout

**Inputs**

QueueID  
Flow.FoundQueue.id

**Success Outputs**

total  
1 Flow.NumberofAgents

#### Decision Point

#### 42 Decision

**Name**  
Decision

**Expression**  
Flow.NumberofAgents > 0

- Yes  
Play Audio - Yes agents available go to Queue
- No  
Play Audio - No agents available

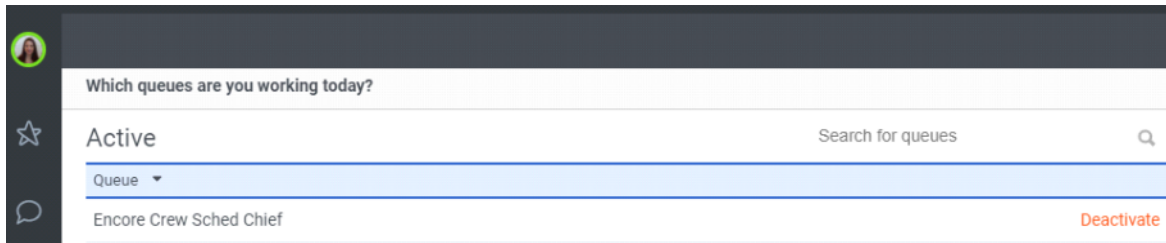
What we are trying to evaluate is whether or not there are any agents that have the Queue assigned and in an Active Status  
Queue "Encore Crew Sched Chief"

With the new data action  
`/api/v2/routing/queues/{input.QueueId}/members?joined=true&presence=Available`

Scenario #1  
Agent is logged in - Off Queue and Available Status - the Queue is not assigned at all  
Result: Call goes to "no agents available"

Scenario #2

Agent is logged in - Off Queue and Available Status - the Queue is assigned and in Active Status  
Result: Call goes to "no agents available"



Which queues are you working today?

Active Search for queues

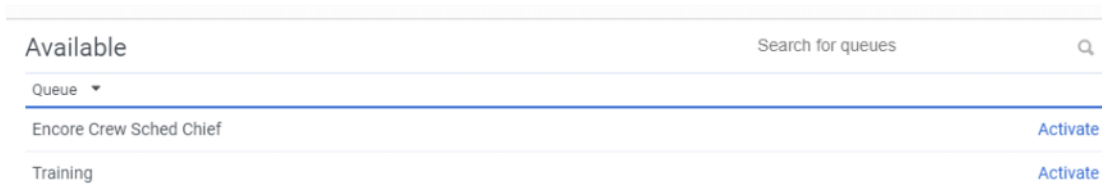
Queue ▾

Encore Crew Sched Chief	Deactivate
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Screen clipping taken: 7/6/2021 7:37 AM

Scenario #3

Agent is logged in - Off Queue and Available Status - the Queue is assigned and in Available Status  
Result: Call goes to "no agents available"



Available Search for queues

Queue ▾

Encore Crew Sched Chief	Activate
Training	Activate