

# /domain/<DOMAIN>/cc/agent

Call-

- declare
- clean
- info
- list
- remove
- set
- where

## declare

call-

```
:
/domain/<Domain>/cc/agent/declare
:
declare {<AgentRange> | auto} <Parameters>
:
<AgentRange> - . - , . auto , .
<Parameters> - :
1
```

auto_complete_timeout	0..3600() infinity	, 0 - ,
auto_logout_timeout	5..720() infinity	, .: ,
call_recording	boolean, false	
description		
display_name		
group	, default	,
load	pos_integer, 1	,
password		, 4-
pickup	true/false, false	call-
skills	[skill[/subskill]:quality, ...]	,
supervisor	true/false, false	"",
working_timeout	1-1440 . - 120	(logout) ""

```
:
admin@[mycelium1@ecss1]:/$ domain/test.domain/cc/agent/declare {2-3} auto_complete_timeout = inf, description =
"Default group supervisor", password = 1234, supervisor = true, load = 1
ok
admin@[mycelium1@ecss1]:/$ domain/test.domain/cc/agent/list

Agent idDisplay name Group Supervisor Description Password Auto Auto LoadSkills
complete logout
timeout timeout

2 defaulttrue "Default group supervisor"1234 inf 120 min.1
3 defaulttrue "Default group supervisor"1234 inf inf 1
```

## clean

```
call-.
:
/domain/<Domain>/cc/agent/clean
:
clean <AgentRange> <Property>
:
<AgentRange> - . ag{1-20} 20 : ag1, ag2, ..., ag20;
<Property> - . (group, load ) , , "\", : "general\specific\private"
```

```
domain/eltex.local/cc/agent/clean 9000 group
ok
Configuration changes will be applied after re-login
```

## info

```
call-.
:
/domain/<Domain>/cc/agent/info
:
info <AgentRange> [<Property> | <Pattern>]
:
<AgentRange> - . ag{1-20} 20 : ag1, ag2, ..., ag20;
<Property> - . (agent_id, load ) , , "\", : "general\specific\private".
<Pattern> - , . ""(wildcard). "" 1 ( ) . , "general\specific\" "general\specific\private", "general\spe*" .
:
```

```
domain/eltex.local/cc/agent/info 31{02-03} *
```

Agent	Properties																														
3102	<table><tr><td>agent_id</td><td>&lt;&lt;"3102"&gt;&gt;</td></tr><tr><td>auto_complete_timeout</td><td>0 sec.</td></tr><tr><td>auto_logout_timeout</td><td>120 min.</td></tr><tr><td>call_recording</td><td>false</td></tr><tr><td>description</td><td></td></tr><tr><td>display_name</td><td></td></tr><tr><td>group</td><td>stb</td></tr><tr><td>load</td><td>1</td></tr><tr><td>occupied_phone_number</td><td>3102</td></tr><tr><td>password</td><td>3102</td></tr><tr><td>pickup</td><td>true</td></tr><tr><td>skills</td><td>stb:10</td></tr><tr><td>supervisor</td><td>false</td></tr><tr><td>user_data</td><td>[{"ecss-web-arm", [{"&lt;&lt;"_name"&gt;&gt;,&lt;&lt;"data"&gt;&gt;}, {"&lt;&lt;"_attributes"&gt;&gt;, [{"&lt;&lt;"metrics"&gt;&gt;,&lt;&lt;"1"&gt;&gt;}, {"&lt;&lt;"metrics_type"&gt;&gt;,&lt;&lt;"1"&gt;&gt;}, {"&lt;&lt;"metrics_range"&gt;&gt;,&lt;&lt;"1"&gt;&gt;}]}]]]</td></tr><tr><td>working_timeout</td><td>120 min.</td></tr></table>	agent_id	<<"3102">>	auto_complete_timeout	0 sec.	auto_logout_timeout	120 min.	call_recording	false	description		display_name		group	stb	load	1	occupied_phone_number	3102	password	3102	pickup	true	skills	stb:10	supervisor	false	user_data	[{"ecss-web-arm", [{"<<"_name">>,<<"data">>}, {"<<"_attributes">>, [{"<<"metrics">>,<<"1">>}, {"<<"metrics_type">>,<<"1">>}, {"<<"metrics_range">>,<<"1">>}]}]]]	working_timeout	120 min.
agent_id	<<"3102">>																														
auto_complete_timeout	0 sec.																														
auto_logout_timeout	120 min.																														
call_recording	false																														
description																															
display_name																															
group	stb																														
load	1																														
occupied_phone_number	3102																														
password	3102																														
pickup	true																														
skills	stb:10																														
supervisor	false																														
user_data	[{"ecss-web-arm", [{"<<"_name">>,<<"data">>}, {"<<"_attributes">>, [{"<<"metrics">>,<<"1">>}, {"<<"metrics_type">>,<<"1">>}, {"<<"metrics_range">>,<<"1">>}]}]]]																														
working_timeout	120 min.																														
3103	<table><tr><td>agent_id</td><td>&lt;&lt;"3103"&gt;&gt;</td></tr><tr><td>auto_complete_timeout</td><td>0 sec.</td></tr><tr><td>call_recording</td><td>false</td></tr><tr><td>description</td><td></td></tr><tr><td>display_name</td><td></td></tr><tr><td>group</td><td>stb</td></tr><tr><td>load</td><td>1</td></tr><tr><td>occupied_phone_number</td><td>3103</td></tr><tr><td>password</td><td>3103</td></tr><tr><td>pickup</td><td>false</td></tr><tr><td>skills</td><td>stb:10</td></tr><tr><td>supervisor</td><td>true</td></tr><tr><td>working_timeout</td><td>120 min.</td></tr></table>	agent_id	<<"3103">>	auto_complete_timeout	0 sec.	call_recording	false	description		display_name		group	stb	load	1	occupied_phone_number	3103	password	3103	pickup	false	skills	stb:10	supervisor	true	working_timeout	120 min.				
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load	1																														
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password	3103																														
pickup	false																														
skills	stb:10																														
supervisor	true																														
working_timeout	120 min.																														

## list

```
call-
:
/domain/<Domain>/cc/agent/list [--password]
:
list
:
--password- password , .
:
```

```
domain/eltex.local/cc/agent/list --password
```

Agent id	Display name	Group	Supervisor	Description	Password	Auto
Working Load	Skills					
completetimeout						timeout
3102	stb			3102	0	120 min.1 stb:
10						
3103	stb	true		3103	0	120 min.1 stb:10
9000		default				0
120 min.1						

## remove

call-

:

```
/domain/<Domain>/cc/agent/remove
```

:

remove <AgentRange>

:

<AgentRange> - . ag{1-20} 20 : ag1, ag2, ..., ag20;

:

```
domain/eltex.local/cc/agent/remove 9000
ok
```

## set

call- .

:

```
/domain/<Domain>/cc/agent/set
```

:

set <AgentRange> <Property> <Value>

:

<AgentRange> - . ag{1-20} 20 : ag1, ag2, ..., ag20;

<Property> - . 1.

<Value> -, .

:

```
domain/eltex.local/cc/agent/set 9000 display_name
ok
Configuration changes will be applied after re-login

domain/eltex.local/cc/agent/set 9000 description
ok
Configuration changes will be applied after re-login
```

## where

.

:

/domain/<Domain>/cc/agent/where

:

where <AgentId>

:

<AgentId> - .

:

```
domain/eltex.local/cc/agent/where 3008  
voip_queue.
```