

# Setting finesse agent state for...

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Partner [Ammara Bokhari](#) 54 posts since Jan 9, 2014

**Setting finesse agent state for email/chat using APIs** Sep 7, 2016 10:44 PM

Hi,

I want to know if it is possible to change agent states for email and chat using APIs? I tried to look into the Finesse API guide but I couldn't find anything for CCX. So it seems for CCX, Finesse doesn't support to manage email/chat states using API but it somehow allows the agent to do the same using "Manage Email and Chat" gadget.

Has anyone an idea about how this can be achieved programmatically? So, if I do not have Finesse but I want to manage the state for email/chat (in CCX), how can I do that? Which API call would it be? Is it CCX, SocialMiner or Finesse?

Tags: [email](#), [and](#), [manage](#), [ccx\\_11](#), [agent\\_chat](#), [finesse\\_api](#), [uccx\\_api](#)



[Gomathisankar Sivakumarasakthivel](#) 2 posts since Nov 21, 2012

**Re: Setting finesse agent state for email/chat using APIs** Sep 14, 2016 5:47 AM

Hi,

"Manage Email and Chat" gadget uses UCCX's REST API to change the state of an agent for email/chat contacts. But, these apis are not published APIs for others to call. State change can only be achieved through "Manage Email and Chat" gadget.