

Queue Agent Actions

The **Queue Agent Actions** endpoints log an extension into or out of one queue, pause it with or without a reason, and unpause it. Each request changes only the selected extension's membership; it does not replace or rebuild the other queue members.

Endpoints

Action	Endpoint
Login	POST /queues/{queueId}/agents/{agentId}/login
Logout	POST /queues/{queueId}/agents/{agentId}/logout
Pause	POST /queues/{queueId}/agents/{agentId}/pause
Unpause	POST /queues/{queueId}/agents/{agentId}/unpause

Authentication and Identifiers

These endpoints require a writable full tenant or global API key. Read-only keys are rejected. The `tenant` query parameter is required and must exactly match the tenant code or tenant name; wildcard tenant selection is not accepted.

Value	Required	Description
<code>queueId</code>	Yes	The queue's internal ID (<code>qu_id</code>), not its dialable queue number.
<code>agentId</code>	Yes	The extension's internal ID (<code>ex_id</code>), not its extension number.
<code>tenant</code>	Yes	Exact tenant code or tenant name.
<code>key</code>	No, if using headers	The API key can be sent with <code>X-API-Key</code> , <code>Authorization: Bearer</code> , or the <code>key</code> query parameter.

Request Body

Login, logout, and unpause do not need a request body. A pause request accepts an optional JSON body:

```
{
  "reason": "Lunch"
}
```

The reason can contain up to 80 characters. Omit the body, send an empty object, or use an empty reason to pause without a reason. `pausereason` is accepted as a compatibility alias for `reason`; if both names are supplied, their values must match. A pause reason cannot be sent to the other actions.

Examples

Log In

```
curl -X POST \
  -H "X-API-Key: TENANT_API_KEY" \
  "https://pbx.example.com/pbx/openapi.php/queues/25/agents/101/login?tenant=CANISTRACCI"
```

Pause Without a Reason

```
curl -X POST \
  -H "X-API-Key: TENANT_API_KEY" \
  "https://pbx.example.com/pbx/openapi.php/queues/25/agents/101/pause?tenant=CANISTRACCI"
```

Pause With a Reason

```
curl -X POST \
  -H "X-API-Key: TENANT_API_KEY" \
  -H "Content-Type: application/json" \
  -d '{"reason":"Lunch"}' \
  "https://pbx.example.com/pbx/openapi.php/queues/25/agents/101/pause?tenant=CANISTRACCI"
```

Unpause and Log Out

```
curl -X POST \  
  -H "X-API-Key: TENANT_API_KEY" \  
  "https://pbx.example.com/pbx/openapi.php/queues/25/agents/101/unpause?tenant=CANISTRACCI"  
  
curl -X POST \  
  -H "X-API-Key: TENANT_API_KEY" \  
  "https://pbx.example.com/pbx/openapi.php/queues/25/agents/101/logout?tenant=CANISTRACCI"
```

Response

```
{  
  "object": "queue_agent_action",  
  "action": "pause",  
  "status": "paused",  
  "changed": true,  
  "queue": {  
    "id": 25,  
    "number": "700",  
    "name": "Support"  
  },  
  "agent": {  
    "id": 101,  
    "number": "100",  
    "name": "Reception",  
    "peer": "101"  
  },  
  "members": [  
    {  
      "membername": "100",  
      "interface": "Local/AG-000-NF-101@fromotherpbx/n",  
      "state_interface": "Custom:101",  
      "member_device": "101",  
      "penalty": 0,  
      "paused": true,  
      "pause_reason": "Lunch"  
    }  
  ],  
  "pbx_refresh": "confirmed",
```

```
"warnings": []  
}
```

`changed` is `false` when the requested state was already active. Login and logout are idempotent. Pause and unpause are also idempotent after the agent is logged in; attempting either operation for an extension that is not a member of the queue returns HTTP 409.

`pbx_refresh` reports whether the live Asterisk refresh was confirmed. If the database action succeeds but the refresh cannot be confirmed, the request still returns the saved state with `pbx_refresh` set to `failed` and an explanation in `warnings`. Retrying the same action is safe and requests another refresh.

Behavior

- Login uses the queue's Agent Identification, Allow Call Optimization, and Ring Offline settings when constructing the member.
- A changed state writes the matching `LOGIN`, `LOGOUT`, `PAUSE`, or `UNPAUSE` queue log event and an activity audit entry.
- Unpause clears the stored pause reason.
- The final database state is checked before a successful response is returned.

Relevant Errors

HTTP status	Code	Description
400	<code>exact_tenant_required</code>	The tenant was omitted, does not exactly match the authenticated tenant, or uses a wildcard.
400	<code>invalid_pause_reason</code>	The pause reason is invalid or longer than 80 characters.
400	<code>conflicting_pause_reason</code>	<code>reason</code> and <code>pausereason</code> contain different values.
400	<code>pause_reason_not_allowed</code>	A reason was sent to login, logout, or unpause.
404	<code>queue_not_found</code>	The queue does not exist in the selected tenant.
409	<code>agent_not_logged_in</code>	Pause or unpause was requested before the extension was logged into the queue.
409	<code>agent_peer_unavailable</code>	The extension does not have a valid queue member device.

HTTP status	Code	Description
409	queue_agent_state_changed	A concurrent change prevented the requested final state from being confirmed; retry the request.
500	queue_agent_update_failed	The membership database operation failed.

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