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Web Services API Reference

[GetAgentInteractions](#)

12/15/2025

GetAgentInteractions

This operation is part of the [Chat API](#) section of the [Web Services API](#).

Overview

This request gets available information about the active chat interactions of an agent that the supervisor can monitor.

Request URL	/api/v2/users/{userId}?subresources=chats
HTTP Method	GET
Required Features	api-multimedia

Sample

Request

GET /api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257?subresources=chats

Response

```
{
  "statusCode":0,
  "user":{
    "id":"4ff5b43c856d4cb2a3d6c20a88740257",
    "userName":"a1",
    "firstName":"a1",
    "lastName":"a1",
    "roles":[
      "ROLE_ADMIN",
      "ROLE_AGENT"
    ],
    "enabled":true,
    "chats":[
      {
        "userData":{
          "ContactId":"0000PaB3QTCG000P"
        },
        "id":"0000PaB3QTCG001U",
        "receivedDate":"2015-11-09 15:20:04.000+0200",
        "capabilities":[]
      }
    ]
  },
  "changePasswordOnFirstLogin":false,
```

```
    "uri": "http://localhost:8090/api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257",  
    "path": "/users/4ff5b43c856d4cb2a3d6c20a88740257"  
  }  
}
```