Web Services API Reference

Monitor

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Monitor

This operation is part of the Chat API section of the Web Services API.

Overview

This allows a supervisor to silently monitor targeted agent chats.

When an agent being monitored accepts a chat, the supervisor will also have the chat delivered, as well as all chat notifications. If the agent is currently in a chat, the supervisor will be added to the agent's next chat.

The supervisor cannot send messages in this mode and only another supervisor will see that the supervisor has joined the session.

When the chat is completed or placed in a queue, the supervisor will receive chat state Revoked.

If an agent being monitored leaves the chat but another agent is still present, the supervisor will continue monitoring this chat until it is completed or placed in a queue.

The supervisor can leave a chat at any time.

Request URL	/api/v2/users/{userId}/channels/chat
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Monitor
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: **NextChat** - Monitor only the next chat the agent receives, then stop monitoring. **AllChats** - Monitoring all agent chats until monitoring is cancelled. If not specified AllChats is the default.
nickname	Supervisor's nickname as will be seen by agent and customer (optional). If not specified, username will be used.

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/chat
{
  "operationName": "Monitor",
  "supervisorMonitoringMode": "NextChat"
}
```

Response

```
{
  "statusCode": 0
}
```