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Web Services API Reference

SetInFocus

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SetInFocus

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

Overview

This request sets the focus parameter for the interaction. This parameter is useful when an agent handles more than one interaction because it helps to accurately report the amount of time the agent spent on each interaction.

Request URL	/api/v2/me/facebook/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter. Set to <code>true</code> if the interaction is in focus; otherwise, set to <code>false</code> .

Samples

Request

```
POST api/v2/me/facebook/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

HTTP Response

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