

# **GENESYS**

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## Web Services API Reference

CancelSupervisorMonitoring

# CancelSupervisorMonitoring

This operation is part of the SMS Session API section of the Web Services API.

#### Overview

This operation allows a supervisor to cancel supervisor monitoring.

This request should only be sent when supervisor monitoring is active.

If the supervisor is currently in an SMS session, the SMS session will not be aborted. The supervisor should end it normally by using the Leave operation.

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

#### **Parameters**

Parameter	Value
operationName	CancelSupervisorMonitoring

### Sample

#### Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/smssession
{
    "operationName": "CancelSupervisorMonitoring"
}
```

#### Response

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