



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

MuteMonitoredUser

5/12/2025

MuteMonitoredUser

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

Overview

Mutes the monitored agent. You should use this operation when a supervisor monitoring an agent needs to intervene and take over a call.

Request URL	/api/v2/me/calls/{id}
HTTP method	POST
Required features	api-voice, api-supervisor-monitoring

Parameters

Parameter	Value
operationName	MuteMonitoredUser

Sample

Request

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000I
{
  "operationName": "MuteMonitoredUser"
}
```

HTTP response

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

CometD notification

Important

Note that `monitoredUserMuted` is `true`.

```
{
  "data":{
    "notificationType":"MonitoredUserMutedStateChange",
    "call":{
      "id":"011DJV5JI898NB2L04000VTAE500000I",
      "state":"Established",
      "callUuid":"011DJV5JI898NB2L04000VTAE500000I",
      "connId":"007102385535e00e",
      "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants":[
        {
          "e164Number":"",
          "formattedPhoneNumber":"5000",
          "phoneNumber":"5000",
          "digits":"5000"
        },
        {
          "e164Number":"",
          "formattedPhoneNumber":"5001",
          "phoneNumber":"5001",
          "digits":"5001"
        }
      ],
      "dnis":"5001",
      "callType":"Internal",
      "capabilities":[
        "AttachUserData",
        "InitiateConference",
        "UpdateUserData",
        "Hold",
        "SingleStepTransfer",
        "DeleteUserData",
        "SingleStepConference",
        "Hangup",
        "DeleteUserDataPair",
        "SendDtmf",
        "InitiateTransfer",
        "SwitchToListenIn",
        "RemoveParticipantFromConference"
      ],
      "duration":"348",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":true,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAE500000I",
      "path":"/calls/011DJV5JI898NB2L04000VTAE500000I"
    },
    "phoneNumber":"5005",
    "extensions":{
      "WrapUpTime":0,
      "BusinessCall":0
    }
  }
}
```

```
    },  
    "messageType": "CallStateChangeMessage"  
  },  
  "channel": "/v2/me/calls"  
}
```