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Web Services API Reference

Device resource

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Device resource

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

Overview

Device resources include properties that show the current state of the user's device and the available operations for the current state. Devices are returned from GET requests to **`/api/v2/me/devices`** or GET requests to **`/api/v2/me?subresources=*`**. See [Recovering existing state](#) for examples. The device resource is also present in [DeviceStateChangeMessages](#) delivered to the client via CometD. The format of the device resource is identical in these two contexts, which lets clients more conveniently update their state.

Sample data

```
{
  "id": "efelab32-53f9-43ce-b65e-5768c61f7d4a",
  "deviceState": "Active",
  "userState": {
    "id": "9430250E-0A1B-421F-B372-F29E69366DED",
    "displayName": "Ready",
    "state": "Ready"
  },
  "phoneNumber": "5005",
  "e164Number": "5005",
  "telephonyNetwork": "Private",
  "doNotDisturb": "Off",
  "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
  "capabilities": [
    "ForwardCallsOn",
    "DoNotDisturbOn",
    "ListenIn",
    "Coach",
    "BargeIn",
    "CancelSupervisorMonitoring"
  ],
  "supervisorMonitoringState": {
    "state": "ListenIn",
    "mode": "AllCalls",
    "scope": "Call",
    "targetDeviceUri": "http://127.0.0.1:8080/api/v2/devices/9c14cad7-17c4-48d0-8492-7cf0ff92c224"
  }
}
```

Resource details

Field	Description
id	The unique identifier for the call.
deviceState	The state of the device (Active, Inactive).
userState	The state of the user for this device. The userState contains the following list of structures: • id — The ID of the user state. • displayName — The display name for the user state. • state — The user state.
phoneNumber	The phone number assigned to this device.
e164Number	The phone number in e.164 format.
telephonyNetwork	The type of telephony network the device is associated with. The possible values are: • Public — A device that is connected over the PSTN via SIP Server. • Private — Other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya.
doNotDisturb	The Do Not Disturb state for this device (On, Off).
voiceEnvironmentUri	The URI for the voice environment to which this device belongs.
capabilities	A list of capabilities currently available on the device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: ListenIn, Bargain, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser.
supervisorMonitoringState	The current state of the supervisor monitoring the device. This property is only present when supervisor monitoring is active on the device. The supervisorMonitoringState contains the following list of structures: • state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or Bargain. • mode — The supervisor monitoring mode on this device. Possible values are NextCall or AllCalls.

Field	Description
	• scope — The scope of supervisor monitoring. Possible values are Call or Agent. • targetDeviceUri — The URI of the device being monitored. • phoneNumber — The monitored phone number. • switchName — The name of the switch owning the phone number.