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Web Services API Reference

MuteCall

5/7/2025

MuteCall

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

Overview

Mutes the call. While mute is on, the agent can hear the other participants on the call but other participants cannot hear the agent.

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

Parameters

Parameter	Value
operationName	MuteCall

Sample

Request

```
POST api/v2/me/calls/00HLPASQ24AT9D8VH0A0K2LAES000000G
{
  "operationName": "MuteCall"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "notificationType": "StatusChange",
    "phoneNumber": "3001"
  }
}
```

```
"call": {
  "callType": "Internal",
  "callUuid": "00HLPA5Q24AT9D8VH0A0K2LAES00000G",
  "capabilities": [
    "AttachUserData",
    "SingleStepTransfer",
    "InitiateTransfer",
    "UpdateUserData",
    "DeleteUserDataPair",
    "Hangup",
    "SendDtmf",
    "DeleteUserData",
    "InitiateConference",
    "UnmuteCall",
    "Hold",
    "SingleStepConference",
    "StartCallRecording"
  ],
  "connId": "0071026ce59fd010",
  "deviceUri": "http://127.0.0.1:8090/api/v2/devices/7ef76a87-a60d-439d-ae90-885e6259bf01",
  "dnis": "3002",
  "duration": "1",
  "id": "00HLPA5Q24AT9D8VH0A0K2LAES00000G",
  "monitoredUserMuted": false,
  "monitoring": false,
  "mute": "On",
  "participants": [
    {
      "digits": "3002",
      "e164Number": "",
      "formattedPhoneNumber": "3002",
      "phoneNumber": "3002"
    },
    {
      "digits": "3003",
      "e164Number": "",
      "formattedPhoneNumber": "3003",
      "phoneNumber": "3003"
    }
  ],
  "path": "/calls/00HLPA5Q24AT9D8VH0A0K2LAES00000G",
  "recordingState": "Stopped",
  "state": "Established",
  "supervisorListeningIn": false,
  "uri": "http://127.0.0.1:8090/api/v2/me/calls/00HLPA5Q24AT9D8VH0A0K2LAES00000G",
},
"extensions": {
  "BusinessCall": 0
},
},
"channel": "/v2/me/calls",
}
```