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Web Services API Reference

Attributes

12/20/2025

Attributes

Attribute	Type	Description	Access Level
type	String	ACDPosition.	GET, POST
vendor	String	Optional. Device vendor.	GET, POST
model	String	Optional. Device model.	GET, POST
phoneNumber	String	Mandatory. The phone number assigned to this device.	GET, POST
userState	AgentState	The current contact center state of the user to whom the device is assigned represented by an agent state object as described in Agent states settings .	GET
country	String	The phone number country information: <code>"country":{ "name":"United States", "code":"US", "callingCode":"1" }</code>	GET
location	String	Geographocal location of this phone number	GET
localNumber	String	Phone number in the format of the home country of this phone number	GET
e164number	String	Phone number in E.164 format	GET
doNotDisturb	String	The do not disturb state on this device. Valid values are On Off.	GET
forwardTo	String	The number to which calls are forwarded (if forwarding is enabled)	GET
capabilities	String Array	A list of operations currently available on the device. Possible values for users with role ROLE_AGENT: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, ForwardCallsOff In addition, users who have	GET

Attribute	Type	Description	Access Level
		the role <code>ROLE_SUPERVISOR</code> may see one or more of the following: <code>ListenIn</code>, <code>BargeIn</code>, <code>Coach</code>, <code>CancelSupervisorMonitoring</code>, <code>MuteMonitoredUser</code>, <code>UnmuteMonitoredUser</code> The exact combination depends on the particular contact center configuration as well as the current <code>supervisorMonitoringState</code> and <code>supervisorMonitoringMode</code> (see below) set for the device. In addition, if another supervisor is already monitoring the device, these functions will not be available as only one supervisor at a time may monitor a given device.	
<code>supervisorMonitoringState</code>	Object	Structure describing the current state of supervisor monitoring on the device. If supervisor monitoring is not active on the device, this property will be absent. If included, the structure is as follows: <pre>{ "state": "Coach", "mode": "AllCalls", "scope": "Call", "targetDeviceUri": <device uri> }</pre> - Values <code>state</code> - <code>ListenIn</code>, <code>Coach</code>, or <code>BargeIn</code>. <code>mode</code> - <code>NextCall</code> or <code>AllCalls</code> <code>scope</code> - <code>Call</code> or <code>Agent</code> <code>targetDeviceUri</code> - The uri of the device being monitored.	GET

Attribute	Type	Description	Access Level
		For additional details on the possible values for each property, check the corresponding properties in the operation documentation.	
telephonyNetwork	String	This property denotes the type of telephony network the device is associated with. Valid values are Public or Private. • Public - This would be set for 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. If no value is provided for this property on device creation, the default value Private is assigned.	GET, POST
voiceServiceUri	String	This attribute is only present when multiple voice services are present and a device needs to be explicitly assigned to one of them.	GET, POST
monitoredUserMuted	boolean	This attribute indicates mute state of the user monitored by the supervisor.	GET