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# Web Services API Reference

BargelIn

5/6/2025

# Bargeln

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

## Overview

This allows a supervisor to barge in on targeted agent SMS Sessions.

The supervisor enters the SMS Session when the agent **accepts** a new SMS Session. Both the agent and the customer will be able to see the supervisor's messages.

When the SMS Session is **completed** or placed in a queue, the supervisor will receive SMS Session state Revoked.

If the agent being monitored **leaves** the SMS Session but another agent remains, the supervisor will continue monitoring this SMS Session until it is **completed** or placed in a queue.

The supervisor can **leave** an SMS Session at any time.

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

## Parameters

Parameter	Value
operationName	Bargeln
supervisorMonitoringMode	This optional parameter specifies the monitoring mode:  <b>NextChat</b> - Monitor only the next SMS session the agent receives, then stop monitoring.  <b>AllChats</b> - Monitoring all agent SMS sessions until monitoring is cancelled. If not specified <b>AllChats</b> is the default.
nickname	Supervisor's nickname as will be seen by agent and customer (optional).  If not specified username will be used.

### Sample

#### Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/smsession
{
  "operationName": "BargeIn",
  "supervisorMonitoringMode": "NextChat"
}
```

#### Response

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