



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

SwitchToBargeIn

12/14/2025

SwitchToBargeIn

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

Overview

Switches to barge for the current call. This operation is only available if the current monitoring mode is either [ListenIn](#) or [Coach](#). If the supervisor switches from Coach to BargeIn, they cannot return to Coach and can only move to ListenIn.

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

Parameters

Parameter	Value
operationName	SwitchToBargeIn

Sample

Request

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES000000I
{
  "operationName": "SwitchToBargeIn"
}
```

HTTP response

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

CometD notification

Important

Note that mute now has a value of Off.

```
{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"011DJV5JI898NB2L04000VTAES00000I",
      "state":"Established",
      "callUuid":"011DJV5JI898NB2L04000VTAES00000I",
      "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":"21",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":false,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000I",
      "path":"/calls/011DJV5JI898NB2L04000VTAES00000I"
    },
    "phoneNumber":"5005",
    "extensions":{
      "WrapUpTime":0,
      "BusinessCall":0
    }
  }
}
```

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