



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

After Call Work

5/11/2025

After Call Work

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

Overview

Sets the current user to the NotReady state with a workmode of AfterCallWork. AfterCallWork is a **system-defined agent state** operation and is always available for use.

Request URL	/api/v2/me/channels/voice
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	AfterCallWork
wrapUpTime	This parameter is passed to T-Server in extensions to change/cancel agent wrap-up time.

Sample

Request

```
POST api/v2/me/channels/voice
{
  "operationName": "AfterCallWork" ,
  "wrapUpTime": "0"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "74152ed8-858f-4a33-9e96-36213a678d30",
        "deviceState": "Active",
        "userState": {
          "id": "D3663509-3D82-4DD3-A82E-2EA8EFA02AEF",
          "displayName": "AfterCallWork",
          "state": "NotReady",
          "workMode": "AfterCallWork"
        },
        "phoneNumber": "5000",
        "e164Number": "5000",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn",
          "DoNotDisturbOn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```