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Web Services API Reference

BargelIn

5/6/2025

Bargeln

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

Overview

This allows a supervisor to barge in on targeted agent chats.

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

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

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

The supervisor can **leave** a chat at any time.

Request URL	/api/v2/users/{userId}/channels/chat
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Bargeln
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: NextChat - Monitor only the next chat the agent receives, then stop monitoring. AllChats - Monitoring all agent chats until monitoring is cancelled. If not specified AllChats 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/chat
{
  "operationName": "BargeIn",
  "supervisorMonitoringMode": "NextChat"
}
```

Response

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