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Web Services API Reference

SetInFocus

5/9/2025

SetInFocus

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

Overview

This request sets the SetInFocus parameter for a chat interaction.

This parameter is useful when an agent is handling more than one interaction and aids in the proper reporting of time spent on each interaction.

Request URL	/api/v2/me/chats/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter true or false

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

Response

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