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Web Services API Reference

Coach

4/12/2025

Coach

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

Overview

This allows a supervisor to coach targeted agent SMS sessions.

When coaching is configured and the agent **accepts** an SMS session, the supervisor is also delivered the SMS session, but only the agent can see the supervisor's messages. The customer cannot see any of the supervisor's SMS session messages.

If the agent is currently in an SMS session, the supervisor will be added to the agent's next SMS session.

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 complete or placed in a queue.

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

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

Parameters

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

Sample

Request

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

Response

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