



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

SwitchToCoach

5/9/2025

SwitchToCoach

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

Overview

This allows a supervisor to switch from **Monitor** or **Bargain** mode to **coaching** the current SMS session.

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

Parameters

Parameter	Value
operationName	SwitchToCoach

Sample

Request

```
POST api/v2/me/smsessions/007102385535e00e
{
  "operationName": "SwitchToCoach"
}
```

Response

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

Notification

After switching to coaching, the supervisor receives **ParticipantsUpdated** and **MessageLogUpdated** notifications with supervisor's actual visibility mode.

```
{
  "smsession": {
```

```
"receivedDate": "2014-05-05 11:08:45.000-0700",
"chatType": "Inbound",
"capabilities": [
  "Leave",
  "SetInFocus",
  "SetDisposition",
  "AttachUserData",
  "DeleteUserData",
  "UpdateUserData",
  "Transfer",
  "Invite",
  "Consult",
  "SendToAgents",
  "SendStartTypingToAgentsNotification",
  "SendStopTypingToAgentsNotification",
  "SendMessage",
  "SendStartTypingNotification",
  "SendStopTypingNotification",
  "SwitchToMonitor",
  "SwitchBargeIn"
],
"uri": "http://10.10.15.212:9090/api/v2/smsessions/0001Da9PFC93000S",
"state": "Chatting",
"participants": [
  {
    "nickname": "test_agent",
    "type": "Agent",
    "uri": "http://10.10.15.212:9090/api/v2/users/90cc5439ff6848748e5e67811273f266",
    "visibility": "All",
    "participantId": "00AF5367D3D0000A"
  },
  {
    "nickname": "test_supervisor",
    "type": "Agent",
    "uri": "http://10.10.15.212:9090/api/v2/users/991a4bece8dd4184a93e98ad429694f6",
    "visibility": "Agents",
    "participantId": "00AF5367D3D0000B"
  },
  {
    "nickname": "test_clientL",
    "type": "Customer",
    "participantId": "00AF5367D3AD0008",
    "visibility": "All"
  }
],
"id": "0001Da9PFC93000S"
},
"notificationType": "ParticipantsUpdated",
"messageType": "SMSsessionStateChangeMessage"
}
{
  "messages": [
    {
      "index": 4,
      "from": {
        "nickname": "test_supervisor",
        "type": "Agent",
        "uri": "http://10.10.15.212:9090/api/v2/users/991a4bece8dd4184a93e98ad429694f6",
        "visibility": "Agents",
        "participantId": "00AF5367D3D0000B"
      }
    }
  ]
}
```

```
    },
    "timestamp": "2014-05-05T11:09:31.000-0700",
    "visibility": "All",
    "type": "ParticipantRejoined",
    "timestampSeconds": 1399313371000L
  }
],
"notificationType": "NewMessages",
"messageType": "MessageLogUpdated",
"smssessionUri": "http://10.10.15.212:9090/api/v2/smsessions/0001Da9PFC93000S"
}
```