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Web Services API Reference

SwapCalls

12/16/2025

SwapCalls

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

Overview

Swaps between two calls when one call is held and the other is established.

Request URL	/api/v2/me/calls/{id}
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	SwapCalls
otherCallUri	The URI of the call to swap.

Sample 1

Request

```
POST api/v2/me/calls/013V08JRL498H10I04000VTAES00000S
{
  "operationName": "SwapCalls",
  "otherCallUri": "http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL807GK2LAES00000P"
}
```

HTTP response

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

CometD notification

The SwapCalls operations results in two notifications. One for the call that is placed on hold, and a second for the held call is retrieved.

```
{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"01RCC3N118B1V0SL807GK2LAES00000P",
      "state":"Established",
      "callUuid":"01RCC3N118B1V0SL807GK2LAES00000P",
      "connId":"0071027198180019",
      "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
      "participants":[
        {
          "e164Number":"",
          "formattedPhoneNumber":"15001",
          "phoneNumber":"15001",
          "digits":"15001"
        }
      ],
      "dnis":"15001",
      "callType":"Internal",
      "capabilities":[
        "UpdateUserData",
        "SendDtmf",
        "SwapCalls",
        "InitiateConference",
        "Hold",
        "SingleStepTransfer",
        "InitiateTransfer",
        "AttachUserData",
        "CompleteConference",
        "DeleteUserDataPair",
        "SingleStepConference",
        "DeleteUserData",
        "Hangup",
        "CompleteTransfer"
      ],
      "duration":"156",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":false,
      "monitoring":false,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL807GK2LAES00000P",
      "path":"/calls/01RCC3N118B1V0SL807GK2LAES00000P"
    },
    "phoneNumber":"15000",
    "extensions":{
      "BusinessCall":0
    },
    "messageType":"CallStateChangeMessage"
  },
  "channel":"/v2/me/calls"
}

{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"01RCC3N118B1V0SL807GK2LAES00000Q",
      "state":"Held",
      "callUuid":"01RCC3N118B1V0SL807GK2LAES00000Q",
      "connId":"007102719818001a",
      "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
```

```
    "participants": [
      {
        "e164Number": "",
        "formattedPhoneNumber": "15002",
        "phoneNumber": "15002",
        "digits": "15002"
      }
    ],
    "dnis": "15002",
    "callType": "Consult",
    "capabilities": [
      "UpdateUserData",
      "SendDtmf",
      "SwapCalls",
      "InitiateConference",
      "Hold",
      "SingleStepTransfer",
      "InitiateTransfer",
      "AttachUserData",
      "CompleteConference",
      "DeleteUserDataPair",
      "SingleStepConference",
      "DeleteUserData",
      "Hangup",
      "CompleteTransfer"
    ],
    "duration": "129",
    "mute": "Off",
    "supervisorListeningIn": false,
    "monitoredUserMuted": false,
    "monitoring": false,
    "uri": "http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL807GK2LAES00000Q",
    "path": "/calls/01RCC3N118B1V0SL807GK2LAES00000Q"
  },
  "phoneNumber": "15000",
  "messageType": "CallStateChangeMessage"
},
"channel": "/v2/me/calls"
}
```

Sample 2

The following examples describe the full set of requests and events that demonstrate using the SwapCalls operation.

The agent receives a notification of an inbound call:

```
{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "013V08JRL498H10I04000VTAES00000R",
      "state": "Ringing",
      "callUuid": "013V08JRL498H10I04000VTAES00000R",
      "connId": "0071023821aec01b",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants": [
        {
```

```

        "e164Number": "",
        "formattedPhoneNumber": "5000",
        "phoneNumber": "5000",
        "digits": "5000"
    },
    ],
    "dnis": "5005",
    "callType": "Internal",
    "capabilities": [
        "Answer",
        "DeleteUserDataPair",
        "AttachUserData",
        "DeleteUserData",
        "UpdateUserData"
    ],
    "duration": "0",
    "mute": "Off",
    "supervisorListeningIn": false,
    "monitoredUserMuted": false,
    "uri": "http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H10I04000VTAES000000R",
    "path": "/calls/013V08JRL498H10I04000VTAES000000R"
},
"phoneNumber": "5005",
"extensions": {
    "WrapUpTime": 0,
    "BusinessCall": 0
},
"messageType": "CallStateChangeMessage"
},
"channel": "/v2/me/calls"
}

```

The agent answers the inbound call and receives notification of the call state change:

```

{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "013V08JRL498H10I04000VTAES000000R",
      "state": "Established",
      "callUuid": "013V08JRL498H10I04000VTAES000000R",
      "connId": "0071023821aec01b",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants": [
        {
          "e164Number": "",
          "formattedPhoneNumber": "5000",
          "phoneNumber": "5000",
          "digits": "5000"
        }
      ],
      "dnis": "5005",
      "callType": "Internal",
      "capabilities": [
        "DeleteUserDataPair",
        "AttachUserData",
        "Hangup",
        "DeleteUserData",
        "Hold",
        "SendDtmf",
        "InitiateConference",
        "InitiateTransfer",

```

```

        "SingleStepConference",
        "UpdateUserData",
        "SingleStepTransfer"
    ],
    "duration": "5",
    "mute": "Off",
    "supervisorListeningIn": false,
    "monitoredUserMuted": false,
    "uri": "http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H10I04000VTAES00000R",
    "path": "calls/013V08JRL498H10I04000VTAES00000R"
  },
  "phoneNumber": "5005",
  "extensions": {
    "WrapUpTime": 0,
    "BusinessCall": 0
  },
  "messageType": "CallStateChangeMessage"
},
"channel": "/v2/me/calls"
}

```

The agent requests the inbound call be placed on hold:

```

POST api/v2/me/calls/013V08JRL498H10I04000VTAES00000R
{
  "operationName": "Hold"
}

```

Notification is received of the call being held:

```

{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "013V08JRL498H10I04000VTAES00000R",
      "state": "Held",
      "callUuid": "013V08JRL498H10I04000VTAES00000R",
      "connId": "0071023821aec01b",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-b65e-5768c61f7d4a",
      "participants": [
        {
          "e164Number": "",
          "formattedPhoneNumber": "5000",
          "phoneNumber": "5000",
          "digits": "5000"
        }
      ],
      "dnis": "5005",
      "callType": "Internal",
      "capabilities": [
        "Retrieve",
        "DeleteUserDataPair",
        "AttachUserData",
        "Hangup",
        "DeleteUserData",
        "InitiateConference",
        "InitiateTransfer",
        "SingleStepConference",
        "UpdateUserData",
        "SingleStepTransfer"
      ]
    }
  }
}

```

```
        "duration": "10",
        "mute": "Off",
        "supervisorListeningIn": false,
        "monitoredUserMuted": false,
        "uri": "http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H10I04000VTAES00000R",
        "path": "/calls/013V08JRL498H10I04000VTAES00000R"
    },
    "phoneNumber": "5005",
    "extensions": {
        "WrapUpTime": 0,
        "BusinessCall": 0
    },
    "messageType": "CallStateChangeMessage"
},
"channel": "/v2/me/calls"
}
```

The agent requests the second call be made:

```
POST api/v2/me/devices/efelab32-53f9-43ce-b65e-5768c61f7d4a/calls
{
  "operationName": "Dial",
  "destination": {
    "phoneNumber": "5001"
  }
}
```

The agent receives notification that the second call is dialing:

```
{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "013V08JRL498H10I04000VTAES00000S",
      "state": "Dialing",
      "callUuid": "013V08JRL498H10I04000VTAES00000S",
      "connId": "0071023821aec01c",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants": [
        {
          "e164Number": "",
          "formattedPhoneNumber": "5001",
          "phoneNumber": "5001",
          "digits": "5001"
        }
      ],
      "dnis": "5001",
      "callType": "Internal",
      "capabilities": [
        "DeleteUserDataPair",
        "AttachUserData",
        "Hangup",
        "DeleteUserData",
        "SendDtmf",
        "SwapCalls",
        "UpdateUserData",
        "CompleteTransfer"
      ],
      "duration": "0",
      "mute": "Off",
      "supervisorListeningIn": false,
    }
  }
}
```

```
    "monitoredUserMuted":false,
    "uri":"http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H10I04000VTAES00000S",
    "path":"/calls/013V08JRL498H10I04000VTAES00000S"
  },
  "phoneNumber":"5005",
  "extensions":{
    "WrapUpTime":0,
    "BusinessCall":0
  },
  "messageType":"CallStateChangeMessage"
},
"channel":"/v2/me/calls"
}
```

and then notification that the second call is answered:

```
{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"013V08JRL498H10I04000VTAES00000S",
      "state":"Established",
      "callUuid":"013V08JRL498H10I04000VTAES00000S",
      "connId":"0071023821aec01c",
      "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants":[
        {
          "e164Number":"",
          "formattedPhoneNumber":"5001",
          "phoneNumber":"5001",
          "digits":"5001"
        }
      ],
      "dnis":"5001",
      "callType":"Internal",
      "capabilities":[
        "DeleteUserDataPair",
        "AttachUserData",
        "Hangup",
        "DeleteUserData",
        "Hold",
        "SendDtmf",
        "InitiateConference",
        "SwapCalls",
        "InitiateTransfer",
        "SingleStepConference",
        "UpdateUserData",
        "SingleStepTransfer",
        "CompleteTransfer",
        "CompleteConference"
      ],
      "duration":"10",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":false,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H10I04000VTAES00000S",
      "path":"/calls/013V08JRL498H10I04000VTAES00000S"
    },
    "phoneNumber":"5005",
    "extensions":{
      "WrapUpTime":0,
      "BusinessCall":0
    }
  }
}
```

```
    },
    "messageType": "CallStateChangeMessage"
  },
  "channel": "/v2/me/calls"
}
```

The agent then sends the SwapCalls request:

```
POST api/v2/me/calls/013V08JRL498H10I04000VTAES00000S
{
  "operationName": "SwapCalls",
  "otherCallUri": "http://localhost:8080/api/v2/me/calls/013V08JRL498H10I04000VTAES00000R"
}
```

The agent then receives notification that the second call is now held:

```
{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "013V08JRL498H10I04000VTAES00000S",
      "state": "Held",
      "callUuid": "013V08JRL498H10I04000VTAES00000S",
      "connId": "0071023821aec01c",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants": [
        {
          "e164Number": "",
          "formattedPhoneNumber": "5001",
          "phoneNumber": "5001",
          "digits": "5001"
        }
      ],
      "dnis": "5001",
      "callType": "Internal",
      "capabilities": [
        "Retrieve",
        "DeleteUserDataPair",
        "AttachUserData",
        "Hangup",
        "DeleteUserData",
        "InitiateConference",
        "InitiateTransfer",
        "SingleStepConference",
        "UpdateUserData",
        "SingleStepTransfer"
      ],
      "duration": "41",
      "mute": "Off",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false,
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H10I04000VTAES00000S",
      "path": "/calls/013V08JRL498H10I04000VTAES00000S"
    },
    "phoneNumber": "5005",
    "extensions": {
      "WrapUpTime": 0,
      "BusinessCall": 0
    },
    "messageType": "CallStateChangeMessage"
  },
}
```

```
    "channel": "/v2/me/calls"  
  }
```

and to complete the operation, a notification that the first call is now be retrieved from hold:

```
{  
  "data": {  
    "notificationType": "StatusChange",  
    "call": {  
      "id": "013V08JRL498H10I04000VTAES00000R",  
      "state": "Established",  
      "callUuid": "013V08JRL498H10I04000VTAES00000R",  
      "connId": "0071023821aec01b",  
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-  
b65e-5768c61f7d4a",  
      "participants": [  
        {  
          "e164Number": "",  
          "formattedPhoneNumber": "5000",  
          "phoneNumber": "5000",  
          "digits": "5000"  
        }  
      ],  
      "dnis": "5005",  
      "callType": "Internal",  
      "capabilities": [  
        "DeleteUserDataPair",  
        "AttachUserData",  
        "Hangup",  
        "DeleteUserData",  
        "Hold",  
        "SendDtmf",  
        "InitiateConference",  
        "SwapCalls",  
        "InitiateTransfer",  
        "SingleStepConference",  
        "UpdateUserData",  
        "SingleStepTransfer",  
        "CompleteTransfer",  
        "CompleteConference"  
      ],  
      "duration": "60",  
      "mute": "Off",  
      "supervisorListeningIn": false,  
      "monitoredUserMuted": false,  
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H10I04000VTAES00000R",  
      "path": "/calls/013V08JRL498H10I04000VTAES00000R"  
    },  
    "phoneNumber": "5005",  
    "extensions": {  
      "WrapUpTime": 0,  
      "BusinessCall": 0  
    },  
    "messageType": "CallStateChangeMessage"  
  },  
  "channel": "/v2/me/calls"  
}
```