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Web Services API Reference

Offline

12/12/2025

Offline

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

Overview

Sets the current user to Offline (logged out). Offline is a [system-defined agent state](#) operation and is always available for use.

Request URL	/api/v2/me/channels/voice
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Offline

Sample

Request

```
POST api/v2/me/channels/voice
{
  "operationName": "Offline"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
```

```
    "id": "74152ed8-858f-4a33-9e96-36213a678d30",
    "deviceState": "Active",
    "userState": {
      "id": "0F7F5003-EF26-4D13-A6Ef-D0C7EC819BEB",
      "displayName": "Offline",
      "state": "LoggedOut"
    },
    "phoneNumber": "5000",
    "e164Number": "5000",
    "telephonyNetwork": "Private",
    "doNotDisturb": "Off",
    "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
    "capabilities": [
      "ForwardCallsOn",
      "DoNotDisturbOn"
    ]
  }
],
},
"channel": "/v2/me/devices"
}
```