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Web Services API Reference

Channel resource

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Channel resource

This resource is part of the [Channels API](#) section of the [Web Services API](#).

Overview

The channel resource includes the channel and the user state for that channel. Channels are returned from GET requests to **/api/v2/me/channels?fields=***.

Sample Data

```
{
  "channels": [
    {
      "channel": "chat",
      "userState": {
        "id": "9430250E-0A1B-421F-B372-F29E69366DED",
        "displayName": "Ready",
        "state": "Ready"
      }
    },
    {
      "channel": "email",
      "userState": {
        "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
        "displayName": "Not Ready",
        "state": "NotReady"
      }
    },
    {
      "channel": "voice",
      "phoneNumber": "3001",
      "switchName": "SIP_Switch",
      "userActivity": "Idle",
      "userState": {
        "id": "9430250E-0A1B-421F-B372-F29E69366DED",
        "displayName": "Ready",
        "state": "Ready"
      }
    }
  ]
}
```

Resource Details

| Field | Description |
|---------|--|
| channel | The name of the channel. For example, email or |

| Field | Description |
|------------|--|
| | chat. |
| userState | The user's current state for the channel. This includes the userState's ID, display name, and the state. |
| switchName | The name of the switch owning the phone number. Note that switchName will be added to voice and instant-message channels only. |