

GENESYS

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Web Services API Reference

CancelSupervisorMonitoring

CancelSupervisorMonitoring

This operation is part of the Chat API section of the Web Services API.

Overview

This operation is part of the Web Services REST API, specifically the Chat API, and allows a supervisor to cancel supervisor monitoring.

This request should only be sent when supervisor monitoring is active.

If the supervisor is currently in a chat, the chat will not be aborted. The supervisor should end it normally by using the Leave operation.

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

Parameters

Parameter	Value
operationName	CancelSupervisorMonitoring

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/chat {
    "operationName": "CancelSupervisorMonitoring"
}
```

Response

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