

GENESYS

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

CancelSupervisionMonitoring

CancelSupervisionMonitoring

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

Overview

Cancels supervisor monitoring. This operation should only be sent (and only appears in device capabilities) when supervisor monitoring is active.

Request URL	/api/v2/me/devices/{id}
HTTP method	POST
Required features	api-voice, api-supervisor-monitoring

Parameters

Parameter	Value
operationName	CancelSupervisorMonitoring

Sample

Request

```
POST api/v2/me/devices/efelab32-53f9-43ce-b65e-5768c61f7d4a {
   "operationName": "CancelSupervisorMonitoring"
}
```

HTTP response

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

CometD notification

Important

Note the absence of the supervisorMonitoringState property.

```
"data": {
     "messageType": "DeviceStateChangeMessage",
     "devices": [
         "id": "efelab32-53f9-43ce-b65e-5768c61f7d4a",
         "deviceState": "Active",
          "userState": {
            "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6", "displayName": "Not Ready",
            "state": "NotReady"
         "phoneNumber": "5005",
"e164Number": "5005",
"telephonyNetwork": "Private",
         "doNotDisturb": "On",
"voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
          "capabilities": [
            "ForwardCallsOn"
            "DoNotDisturbOff",
            "ListenIn",
            "Coach",
            "BargeIn"
       }
  "channel": "/v2/me/devices"
```