



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

Workitem SetInFocus

12/12/2025

Workitem SetInFocus

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

Overview

This request will set the focus parameter for the interaction. This is useful if an agent is handling more than one interaction and will aid in the proper reporting of time spent on each interaction.

Request URL	/api/v2/me/workitems/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter true or false

Sample

Request

```
POST api/v2/me/workitems/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

Response

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