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Web Services API Reference

Set Agent State for a Particular Channel

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Set Agent State for a Particular Channel

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Updates Agent States for a Channel

Method	POST		
URL	By channel: /me/channels/{channelId}		
Name	Type	Mandatory	Description
Parameters			
operationName	string	Yes	For example: NotReady, Ready, OutToLunch

Output

Ready Channel

Puts a user's channel ('chat', 'email', and so on) into a "Ready" state, meaning that the user is ready to receive interaction invitations for that multimedia channel.

Input Parameters

POST on **/me/channels/{channelId}**

```
{
  "operationName": "Ready"
}
```

Output

Success

```
{
  "status": "ok"
}
```

Failure

```
{
  "status": "error",
  "errorDescription": details
}
```

NotReady Channel

Puts a user's multimedia channel (for example, 'chat', 'email') into a "NotReady" state, meaning that the user will not view an interaction invitation for that multimedia channel.

Input Parameters

POST on **/me/channels/{channelId}**

```
{  
  "operationName": "NotReady"  
}
```

Output

Success

```
{  
  "status": "ok"  
}
```

Failure

```
{  
  "status": "error",  
  "errorDescription": details  
}
```