



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

Offline

12/15/2025

---

## Contents

- 1 Offline
  - 1.1 Overview
  - 1.2 Parameters
  - 1.3 Sample

# Offline

This operation is part of the [Supervisor Agent State Control API](#) section of the [Web Services API](#).

## Overview

With this request, the supervisor can set the agent's status to Offline.

|                          |                                             |
|--------------------------|---------------------------------------------|
| <b>Request URL</b>       | /api/v2/users/{userId}/channels/{channelId} |
| <b>HTTP method</b>       | POST                                        |
| <b>Required features</b> | api-supervisor-agent-control                |

Valid values for channelId are voice, chat, email, and other defined media types.

## Parameters

| Parameter     | Value   |
|---------------|---------|
| operationName | Offline |

## Sample

### Request

```
POST api/v2/users/2d96456349284f45b6bc58790ccbd729/channels/chat
{
  "operationName": "Offline"
}
```

### HTTP response

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

### Notification

The agent whose state has been updated receives notification:

```
{
```

---

```
"channel": "/v2/me/channels",
"data": {
  "channels": [
    {
      "channel": "chat",
      "userState": {
        "displayName": "Offline",
        "id": "0F7F5003-EF26-4D13-A6Ef-D0C7EC819BEB",
        "state": "LoggedOut"
      }
    }
  ],
  "messageType": "ChannelStateChangeMessageV2"
}
```