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Web Services API Reference

Hold

5/8/2025

Hold

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

Overview

Places a call on hold.

Request URL	/api/v2/me/calls/{id}
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Hold

Sample

Request

```
POST api/v2/me/calls/012PUFMMS0ASNAK4807GK2LAES00000I
{
  "operationName": "Hold"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "012PUFMMS0ASNAK4807GK2LAES00000I",
      "state": "Held",

```

```
    "callUuid": "012PUFMMS0ASNAK4807GK2LAES000000I",
    "connId": "007102719260b012",
    "deviceUri": "http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
    "participants": [
      {
        "e164Number": "",
        "formattedPhoneNumber": "15001",
        "phoneNumber": "15001",
        "digits": "15001"
      }
    ],
    "dnis": "15000",
    "callType": "Internal",
    "capabilities": [
      "SingleStepTransfer",
      "InitiateConference",
      "Retrieve",
      "SingleStepConference",
      "InitiateTransfer",
      "DeleteUserData",
      "AttachUserData",
      "DeleteUserDataPair",
      "Hangup",
      "UpdateUserData"
    ],
    "duration": "30",
    "mute": "Off",
    "supervisorListeningIn": false,
    "monitoredUserMuted": false,
    "monitoring": false,
    "uri": "http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK4807GK2LAES000000I",
    "path": "/calls/012PUFMMS0ASNAK4807GK2LAES000000I"
  },
  "phoneNumber": "15000",
  "extensions": {
    "BusinessCall": 0
  },
  "messageType": "CallStateChangeMessage"
},
"channel": "/v2/me/calls"
}
```