Web Services API Reference

GetAgentInteractions

4/24/2025

GetAgentInteractions

This operation is part of the SMS Session API section of the Web Services API.

Overview

This request gets available information about the active SMS session interactions of an agent that the supervisor can monitor.

Request URL	/api/v2/users/{userId}?subresources=smssessions
HTTP Method	GET
Required Features	api-multimedia

Sample

Request

GET /api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257?subresources=smssessions

Response

```
{
    "statusCode": 0,
    "user": {
        "id": "4ff5b43c856d4cb2a3d6c20a88740257",
        "userName": "a1",
        "firstName": "a1",
        "lastName": "a1",
        "roles": [
            "ROLE_ADMIN",
            "ROLE_AGENT"
        ],
        "enabled": true,
        "smssessions": [
            {
                "userData": {
                    "ContactId": "0000PaB3QTCG000P"
                },
                "id": "0000PaB3QTCG001U",
                "receivedDate": "2015-11-09 15:20:04.000+0200",
                "capabilities": []
            }
        ],
        "changePasswordOnFirstLogin": false,
        "uri": "http://localhost:8090/api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257",
        "path": "/users/4ff5b43c856d4cb2a3d6c20a88740257"
```

```
    }
}
```