

# **GENESYS**

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## Web Services API Reference

CancelSupervisionMonitoring

## CancelSupervisionMonitoring

This operation is part of the Voice API section of the Web Services API.

#### Overview

Cancels supervisor monitoring. This operation should only be sent (and only appears in device capabilities) when supervisor monitoring is active.

Request URL	/api/v2/me/devices/{id}
HTTP method	POST
Required features	api-voice, api-supervisor-monitoring

## Parameters

Parameter	Value
operationName	CancelSupervisorMonitoring

## Sample

## Request

```
POST api/v2/me/devices/efelab32-53f9-43ce-b65e-5768c61f7d4a {
   "operationName": "CancelSupervisorMonitoring"
}
```

## HTTP response

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

#### CometD notification

## **Important**

Note the absence of the supervisorMonitoringState property.

```
"data": {
     "messageType": "DeviceStateChangeMessage",
     "devices": [
         "id": "efelab32-53f9-43ce-b65e-5768c61f7d4a",
         "deviceState": "Active",
          "userState": {
            "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6", "displayName": "Not Ready",
            "state": "NotReady"
         "phoneNumber": "5005",
"e164Number": "5005",
"telephonyNetwork": "Private",
         "doNotDisturb": "On",
"voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
          "capabilities": [
            "ForwardCallsOn"
            "DoNotDisturbOff",
            "ListenIn",
            "Coach",
            "BargeIn"
       }
  "channel": "/v2/me/devices"
```