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Web Services API Reference

Coach

5/6/2025

Coach

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

Overview

Configures coaching of the target agent device. When coaching is configured and the agent receives a call, the supervisor is brought into the call. Only the agent can hear the supervisor.

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

Important

Monitoring of routing points is not supported in SIP Cluster environments.

Parameters

Parameter	Value
operationName	Coach
targetDeviceUri	The URI of the device to monitor.
supervisorMonitoringScope	<p>This optional parameter specifies the scope of monitoring:</p> <ul style="list-style-type: none">• Agent — Only activity for the target agent is monitored. If the monitored agent transfers the call to another agent, the supervisor is released from the call with the agent.• Call — The supervisor monitors the entire call, regardless of the path it takes. If the monitored agent transfers the call, the supervisor continues to monitor as the customer is serviced by the new agent. <p>If not specified, Call is the default.</p>
supervisorMonitoringMode	This optional parameter specifies the monitoring mode:

Parameter	Value
	<ul style="list-style-type: none">NextCall — Monitor only the next call the agent receives, then stop monitoring.AllCalls — Monitoring all agent calls until monitoring is cancelled. <p>If not specified, AllCalls is the default.</p>
phoneNumber	The monitored phone number.

Sample

Request

```
POST api/v2/me/devices/efelab32-53f9-43ce-b65e-5768c61f7d4a
{
  "operationName": "Coach",
  "targetDeviceUri": "http://localhost:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224"
}
```

HTTP response

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

CometD notification

```
{
  "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",
    "CancelSupervisorMonitoring"
  ],
  "supervisorMonitoringState": {
    "state": "Coach",
    "mode": "AllCalls",
    "scope": "Call",
    "targetDeviceUri": "http://127.0.0.1:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224"
  }
}
],
},
"channel": "/v2/me/devices"
}
```