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Web Services API Reference

MuteMonitoredUser

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MuteMonitoredUser

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

Overview

Mutes the monitored agent. You should use this operation when a supervisor monitoring an agent needs to intervene and take over a call.

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

Parameters

Parameter	Value
operationName	MuteMonitoredUser

Sample

Request

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000I
{
  "operationName": "MuteMonitoredUser"
}
```

HTTP response

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

CometD notification

Important

Note that `monitoredUserMuted` is `true`.

```
{
  "data":{
    "notificationType":"MonitoredUserMutedStateChange",
    "call":{
      "id":"011DJV5JI898NB2L04000VTAE500000I",
      "state":"Established",
      "callUuid":"011DJV5JI898NB2L04000VTAE500000I",
      "connId":"007102385535e00e",
      "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants":[
        {
          "e164Number":"",
          "formattedPhoneNumber":"5000",
          "phoneNumber":"5000",
          "digits":"5000"
        },
        {
          "e164Number":"",
          "formattedPhoneNumber":"5001",
          "phoneNumber":"5001",
          "digits":"5001"
        }
      ],
      "dnis":"5001",
      "callType":"Internal",
      "capabilities":[
        "AttachUserData",
        "InitiateConference",
        "UpdateUserData",
        "Hold",
        "SingleStepTransfer",
        "DeleteUserData",
        "SingleStepConference",
        "Hangup",
        "DeleteUserDataPair",
        "SendDtmf",
        "InitiateTransfer",
        "SwitchToListenIn",
        "RemoveParticipantFromConference"
      ],
      "duration":"348",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":true,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAE500000I",
      "path":"/calls/011DJV5JI898NB2L04000VTAE500000I"
    },
    "phoneNumber":"5005",
    "extensions":{
      "WrapUpTime":0,
      "BusinessCall":0
    }
  }
}
```

```
    },  
    "messageType": "CallStateChangeMessage"  
  },  
  "channel": "/v2/me/calls"  
}
```