Web Services API Reference

Working with agents

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Setting agent status to Ready

Once your agent is logged in, you can set their status to Ready for those channels they will be working with. Here is how to set an agent ready to work with voice:

```
curl -X POST -H "Content-Type: application/json" -d '{"operationName":"Ready"}' -u ksippo: http://000.111.222.333/api/v2/me/channels/voice
```

If your request succeeded, the Web Services server will respond with a status code of 0:

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

Working with channels

You can also enable the agent to handle other channels, either in addition to or instead of the initial channel. Or you can disable this ability by setting the agent to Not Ready for a particular channel. For more information on how to do this, consult the documentation for the GWS Channels API.

The API docs for individual channels also contain information about how to carry out agent state operations, such as these topics in the Voice API.

What's next?

Now that your agent is ready, let's answer a call.