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Web Services API Reference

DoNotDisturbOff

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DoNotDisturbOff

This operation is part of the [Supervisor Agent State Control API](#) section of the [Web Services API](#).

Overview

With this request, the supervisor can turn off the Do Not Disturb status for the agent.

Request URL	/api/v2/users/{userId}/channels/{channelId}
HTTP method	POST
Required features	api-supervisor-agent-control

Valid values for channelId are chat, email, and other defined media types. Do Not Disturb is not applicable for the voice channel.

Parameters

Parameter	Value
operationName	DoNotDisturbOff

Sample

Request

```
POST api/v2/users/2d96456349284f45b6bc58790ccbd729/channels/email
{
  "operationName": "DoNotDisturbOff"
}
```

HTTP response

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

Notification

The agent whose state has been updated receives notification:

```
{
  "channel": "/v2/me/channels",
  "data": {
    "channels": [
      {
        "channel": "email",
        "dndState": "Off",
        "userState": {
          "displayName": "Ready",
          "id": "9430250E-0A1B-421F-B372-F29E69366DEV",
          "state": "Ready"
        }
      }
    ],
    "messageType": "ChannelStateChangeMessageV2"
  }
}
```