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Web Services API Reference

NotReady

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NotReady

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

Overview

With this request, the supervisor can set an agent's channel status to NotReady, meaning that the agent is not available for phone calls on the voice channel, or is not available to receive interaction invitations for media channels.

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

Valid values for channelId are voice, chat, email, and other defined media types.

Parameters

Parameter	Value
operationName	NotReady

Sample

Request

```
POST api/v2/users/6c991eb2c1ba48d5b637d569a5295388/channels/email
{
  "operationName": "NotReady"
}
```

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": "Not Ready",
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "state": "NotReady"
        }
      }
    ],
    "messageType": "ChannelStateChangeMessageV2"
  }
}
```