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Web Services API Reference

BargelIn

4/22/2025

Bargeln

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

Overview

This allows a supervisor to barge in on targeted agent SMS Sessions.

The supervisor enters the SMS Session when the agent **accepts** a new SMS Session. Both the agent and the customer will be able to see the supervisor's messages.

When the SMS Session is **completed** or placed in a queue, the supervisor will receive SMS Session state Revoked.

If the agent being monitored **leaves** the SMS Session but another agent remains, the supervisor will continue monitoring this SMS Session until it is **completed** or placed in a queue.

The supervisor can **leave** an SMS Session at any time.

Request URL	/api/v2/users/{userId}/channels/smsession
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Bargeln
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: NextChat - Monitor only the next SMS session the agent receives, then stop monitoring. AllChats - Monitoring all agent SMS sessions until monitoring is cancelled. If not specified AllChats is the default.
nickname	Supervisor's nickname as will be seen by agent and customer (optional). If not specified username will be used.

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/smsession
{
  "operationName": "BargeIn",
  "supervisorMonitoringMode": "NextChat"
}
```

Response

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