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Web Services API Reference

SwitchToMonitor

12/18/2025

SwitchToMonitor

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

Overview

This allows a supervisor to switch from **Coach** or **BargeIn** mode to **monitoring** the current SMS session.

Request URL	/api/v2/me/smsessions/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	SwitchToMonitor

Sample

Request

```
POST api/v2/me/smsessions/007102385535e00e
{
  "operationName": "SwitchToMonitor"
}
```

Response

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

Notification

After switching to monitoring the SMS session, the supervisor receives **ParticipantsUpdated** and **MessageLogUpdated** notifications with supervisor's actual visibility mode.

```
{
```

```
"smssession": {
  "receivedDate": "2014-05-0511:08:45.000-0700",
  "chatType": "Inbound",
  "capabilities": [
    "Leave",
    "SetInFocus",
    "SetDisposition",
    "AttachUserData",
    "DeleteUserData",
    "UpdateUserData",
    "Transfer",
    "Invite",
    "Consult",
    "SendToAgents",
    "SendStartTypingToAgentsNotification",
    "SendStopTypingToAgentsNotification",
    "SendMessage",
    "SendStartTypingNotification",
    "SendStopTypingNotification",
    "SwitchToCoach",
    "SwitchBargeIn"
  ],
  "uri": "http://10.10.15.212:9090/api/v2/smssessions/0001Da9PFC93000S",
  "state": "Chatting",
  "participants": [
    {
      "nickname": "test_agent",
      "type": "Agent",
      "uri": "http://10.10.15.212:9090/api/v2/users/90cc5439ff6848748e5e67811273f266",
      "visibility": "All",
      "participantId": "00AF5367D3D0000A"
    },
    {
      "nickname": "test_supervisor",
      "type": "Agent",
      "uri": "http://10.10.15.212:9090/api/v2/users/991a4bece8dd4184a93e98ad429694f6",
      "visibility": "Supervisors",
      "participantId": "00AF5367D3D0000B"
    },
    {
      "nickname": "test_clientL",
      "type": "Customer",
      "participantId": "00AF5367D3AD0008",
      "visibility": "All"
    }
  ],
  "id": "0001Da9PFC93000S"
},
"notificationType": "ParticipantsUpdated",
"messageType": "SMSsessionStateChangeMessage"
}

{
  "messages": [
    {
      "index": 4,
      "from": {
        "nickname": "test_supervisor",
        "type": "Agent",
        "uri": "http://10.10.15.212:9090/api/v2/users/991a4bece8dd4184a93e98ad429694f6",
```

```
        "visibility": "Supervisors",
        "participantId": "00AF5367D3D0000B"
    },
    "timestamp": "2014-05-05T11:09:31.000-0700",
    "visibility": "All",
    "type": "ParticipantRejoined",
    "timestampSeconds": 1399313371000L
},
"notificationType": "NewMessages",
"messageType": "MessageLogUpdated",
"smssessionUri": "http://10.10.15.212:9090/api/v2/smsessions/0001Da9PFC93000S"
}
```