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Web Services API Reference

After Call Work

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After Call Work

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

Overview

Sets the current user to the NotReady state with a workmode of AfterCallWork. AfterCallWork is a **system-defined agent state** operation and is always available for use.

| | |
|--------------------------|---------------------------|
| Request URL | /api/v2/me/channels/voice |
| HTTP method | POST |
| Required features | api-voice |

Parameters

| Parameter | Value |
|---------------|---|
| operationName | AfterCallWork |
| wrapUpTime | This parameter is passed to T-Server in extensions to change/cancel agent wrap-up time. |

Sample

Request

```
POST api/v2/me/channels/voice
{
  "operationName": "AfterCallWork" ,
  "wrapUpTime": "0"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "74152ed8-858f-4a33-9e96-36213a678d30",
        "deviceState": "Active",
        "userState": {
          "id": "D3663509-3D82-4DD3-A82E-2EA8EFA02AEF",
          "displayName": "AfterCallWork",
          "state": "NotReady",
          "workMode": "AfterCallWork"
        },
        "phoneNumber": "5000",
        "e164Number": "5000",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn",
          "DoNotDisturbOn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```