



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

Channel resource

4/30/2025

Channel resource

This resource is part of the [Channels API](#) section of the [Web Services API](#).

Overview

The channel resource includes the channel and the user state for that channel. Channels are returned from GET requests to **/api/v2/me/channels?fields=***.

Sample Data

```
{
  "channels": [
    {
      "channel": "chat",
      "userState": {
        "id": "9430250E-0A1B-421F-B372-F29E69366DED",
        "displayName": "Ready",
        "state": "Ready"
      }
    },
    {
      "channel": "email",
      "userState": {
        "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
        "displayName": "Not Ready",
        "state": "NotReady"
      }
    },
    {
      "channel": "voice",
      "phoneNumber": "3001",
      "switchName": "SIP_Switch",
      "userActivity": "Idle",
      "userState": {
        "id": "9430250E-0A1B-421F-B372-F29E69366DED",
        "displayName": "Ready",
        "state": "Ready"
      }
    }
  ]
}
```

Resource Details

Field	Description
channel	The name of the channel. For example, email or

Field	Description
	chat.
userState	The user's current state for the channel. This includes the userState's ID, display name, and the state.
switchName	The name of the switch owning the phone number. Note that switchName will be added to voice and instant-message channels only.