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Web Services API Reference

Coach

4/9/2025

Coach

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

Overview

This allows a supervisor to coach targeted agent chats.

When coaching is configured and the agent **accepts** a chat, the supervisor is also delivered the chat, but only the agent can see the supervisor's messages. The customer cannot see any of the supervisor's chat messages.

If the agent is currently in a chat, the supervisor will be added to the agent's next chat.

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

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

The supervisor can **leave** a chat at any time.

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

Parameters

Parameter	Value
operationName	Coach
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: NextChat - Monitor only the next chat the agent receives, then stop monitoring. AllChats - Monitoring all agent chats 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/chat
{
  "operationName": "Coach",
  "supervisorMonitoringMode": "NextChat"
}
```

Response

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