



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

[GetAgentInteractions](#)

4/11/2025

GetAgentInteractions

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

Overview

This request gets available information about the active chat interactions of an agent that the supervisor can monitor.

| | |
|--------------------------|---|
| Request URL | /api/v2/users/{userId}?subresources=chats |
| HTTP Method | GET |
| Required Features | api-multimedia |

Sample

Request

GET /api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257?subresources=chats

Response

```
{
  "statusCode": 0,
  "user": {
    "id": "4ff5b43c856d4cb2a3d6c20a88740257",
    "userName": "a1",
    "firstName": "a1",
    "lastName": "a1",
    "roles": [
      "ROLE_ADMIN",
      "ROLE_AGENT"
    ],
    "enabled": true,
    "chats": [
      {
        "userData": {
          "ContactId": "0000PaB3QTCG000P"
        },
        "id": "0000PaB3QTCG001U",
        "receivedDate": "2015-11-09 15:20:04.000+0200",
        "capabilities": [
        ]
      }
    ]
  },
  "changePasswordOnFirstLogin": false,
}
```

GetAgentInteractions

```
    "uri": "http://localhost:8090/api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257",  
    "path": "/users/4ff5b43c856d4cb2a3d6c20a88740257"  
  }  
}
```