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Web Services API Reference

Intrude

4/30/2025

Intrude

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

Overview

This request allows the supervisor to intrude in an active chat interaction that an agent is currently handling (if this agent is monitored by the supervisor).

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

Parameters

Parameter	Value
operationName	Intrude
supervisorVisibilityMode	This optional parameter specifies the visibility mode of the Supervisor in the chat interaction. Possible values are Monitor, Coach, and Bargain. If the parameter is not specified and the Supervisor is monitoring an agent, then the visibility mode of the agent monitoring is used, otherwise an error occurs.

Sample

Request

```
POST api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257/chats/0000UaB58WAR003N
{
  "operationName": "Intrude",
  "supervisorVisibilityMode": "Monitor"
}
```

Response

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

Notification

After intruding in a chat, you should receive a notification that the status changed to **Invited**.

```
{
  "chat": {
    "userData": {
      "IdentifyCreateContact": "3",
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "?:2>1",
      "RVQID": "",
      "ChatServerAppName": "esv_chat_srv",
      "ChatServerHost": "dev-ip9-152.gws.genesys.com",
      "TimeZone": "60",
      "RTargetObjSelDBID": "",
      "ChatServerPort": "7160",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "RTargetAgentSelected": "a1",
      "CBR-IT-path_DBIDs": "",
      "RTargetRuleSelected": "",
      "RTargetPlaceSelected": "a1",
      "CBR-actual_volume": "",
      "RTenant": "Environment",
      "ChatServerDBID": "147",
      "RRequestedSkills": "None",
      "RRequestedSkillCombination": "",
      "RVQDBID": "",
      "RStrategyDBID": "472",
      "CustomerSegment": "default",
      "PegAG?:2>1": 1,
      "_data_id": "155-a158a722-d1a9-47a1-9bd6-cf10b157e7fa",
      "ServiceType": "default",
      "OccuredAt": "2015-11-26T16:39:41Z",
      "ServiceObjective": 0,
      "RTargetRequested": "?:2>1",
      "RTargetAgentGroup": "?:2>1",
      "RStrategyName": "CloudPoDSimpleChatInStrategy",
      "Subject": "GMS Chat"
    },
    "receivedDate": "2015-11-26 18:39:38.000+0200",
    "chatType": "Inbound",
    "participants": [
      ],
    "capabilities": [
      "Accept",
      "Reject"
    ],
    "uri": "http://localhost:8090/api/v2/chats/0000UaB58WAR003N",
    "state": "Invited",
    "supervisorMode": "Monitor",
    "id": "0000UaB58WAR003N"
  },
  "messageType": "ChatStateChangeMessage",
  "notificationType": "StatusChange"
}
```