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Web Services API Reference

SetInFocus

4/10/2025

SetInFocus

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

Overview

This request sets the focus parameter for an interaction.

This parameter is useful when an agent is handling more than one interaction and aids in the proper reporting of time spent on each interaction.

| | |
|--------------------------|----------------------------|
| Request URL | /api/v2/me/smsessions/{id} |
| HTTP Method | POST |
| Required Features | api-multimedia |

Parameters

| Parameter | Value |
|---------------|---|
| operationName | SetInFocus |
| inFocus | Boolean parameter true or false |

Sample

Request

```
POST api/v2/me/smsessions/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

Response

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