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Web Services API Reference

SwitchToCoach

5/4/2025

SwitchToCoach

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

Overview

This allows a supervisor to switch from **Monitor** or **Bargain** mode to **coaching** the current SMS session.

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

Parameters

Parameter	Value
operationName	SwitchToCoach

Sample

Request

```
POST api/v2/me/smsessions/007102385535e00e
{
  "operationName": "SwitchToCoach"
}
```

Response

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

Notification

After switching to coaching, the supervisor receives ParticipantsUpdated and MessageLogUpdated notifications with supervisor's actual visibility mode.

```
{
  "smsession": {
```

```
"receivedDate": "2014-05-05 11:08:45.000-0700",
"chatType": "Inbound",
"capabilities": [
  "Leave",
  "SetInFocus",
  "SetDisposition",
  "AttachUserData",
  "DeleteUserData",
  "UpdateUserData",
  "Transfer",
  "Invite",
  "Consult",
  "SendToAgents",
  "SendStartTypingToAgentsNotification",
  "SendStopTypingToAgentsNotification",
  "SendMessage",
  "SendStartTypingNotification",
  "SendStopTypingNotification",
  "SwitchToMonitor",
  "SwitchBargeIn"
],
"uri": "http://10.10.15.212:9090/api/v2/smsessions/0001Da9PFC93000S",
"state": "Chatting",
"participants": [
  {
    "nickname": "test_agent",
    "type": "Agent",
    "uri": "http://10.10.15.212:9090/api/v2/users/90cc5439ff6848748e5e67811273f266",
    "visibility": "All",
    "participantId": "00AF5367D3D0000A"
  },
  {
    "nickname": "test_supervisor",
    "type": "Agent",
    "uri": "http://10.10.15.212:9090/api/v2/users/991a4bece8dd4184a93e98ad429694f6",
    "visibility": "Agents",
    "participantId": "00AF5367D3D0000B"
  },
  {
    "nickname": "test_clientL",
    "type": "Customer",
    "participantId": "00AF5367D3AD0008",
    "visibility": "All"
  }
],
"id": "0001Da9PFC93000S"
},
"notificationType": "ParticipantsUpdated",
"messageType": "SMSsessionStateChangeMessage"
}
{
  "messages": [
    {
      "index": 4,
      "from": {
        "nickname": "test_supervisor",
        "type": "Agent",
        "uri": "http://10.10.15.212:9090/api/v2/users/991a4bece8dd4184a93e98ad429694f6",
        "visibility": "Agents",
        "participantId": "00AF5367D3D0000B"
      }
    }
  ]
}
```

```
    },
    "timestamp": "2014-05-05T11:09:31.000-0700",
    "visibility": "All",
    "type": "ParticipantRejoined",
    "timestampSeconds": 1399313371000L
  }
],
"notificationType": "NewMessages",
"messageType": "MessageLogUpdated",
"smssessionUri": "http://10.10.15.212:9090/api/v2/smsessions/0001Da9PFC93000S"
}
```