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Web Services API Reference

BargelIn

4/16/2025

BargeIn

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

Overview

Configures barge in to the target device. If the agent is currently on a call and T-Server is configured to allow barge in, the supervisor is immediately added to the call. Both the monitored agent and the customer are able to hear and speak with the supervisor. If the target agent is not on a call at the time of the request, the supervisor is brought into the call when the agent receives a new call.

Request URL	/api/v2/me/devices/{id}
HTTP method	POST
Required features	api-voice, api-supervisor-monitoring

Important

Monitoring of routing points is not supported in SIP Cluster environments.

Parameters

Parameter	Value
operationName	BargeIn
targetDeviceUri	The URI of the device to monitor.
supervisorMonitoringScope	<p>This optional parameter specifies the scope of monitoring:</p> <ul style="list-style-type: none">• Agent — Only activity for the target agent is monitored. If the monitored agent transfers the call to another agent, the supervisor is released from the call with the agent.• Call — The supervisor monitors the entire call, regardless of the path it takes. If the monitored agent transfers the call, the supervisor continues to monitor as the customer is serviced by the new agent.

Parameter	Value
	If not specified, Call is the default.
supervisorMonitoringMode	<p>This optional parameter specifies the monitoring mode:</p> <ul style="list-style-type: none">• NextCall — Monitor only the next call the agent receives, then stop monitoring.• AllCalls — Monitoring all agent calls until monitoring is cancelled. <p>If not specified, AllCalls is the default.</p>
phoneNumber	The monitored phone number.

Sample

Request

```
POST api/v2/me/devices/efelab32-53f9-43ce-b65e-5768c61f7d4a
{
  "operationName": "BargeIn",
  "targetDeviceUri": "http://localhost:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "efelab32-53f9-43ce-b65e-5768c61f7d4a",
        "deviceState": "Active",
        "userState": {
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "displayName": "Not Ready",
          "state": "NotReady"
        },
        "phoneNumber": "5005",
        "el64Number": "5005",
        "telephonyNetwork": "Private",
        "doNotDisturb": "On",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/"
      }
    ]
  }
}
```

```
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
  "capabilities": [
    "ForwardCallsOn",
    "DoNotDisturbOff",
    "ListenIn",
    "Coach",
    "BargeIn",
    "CancelSupervisorMonitoring"
  ],
  "supervisorMonitoringState": {
    "state": "BargeIn",
    "mode": "AllCalls",
    "scope": "Call",
    "targetDeviceUri": "http://127.0.0.1:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224"
  }
}
],
},
"channel": "/v2/me/devices"
}
```