



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

Set Agent States Across all Channels

12/14/2025

Contents

- 1 Set Agent States Across all Channels
 - 1.1 Ready for All Channels
 - 1.2 NotReady For All Channels
 - 1.3 DndOn
 - 1.4 DndOff

Set Agent States Across all Channels

Use the following to set Agent States across all channels.

Ready for All Channels

Sets all of an Agent's channel statuses to 'Ready', meaning that the Agent is ready to receive interaction invitations for all the Agent's media channels.

Input Parameters

POST on /me

```
{
  "operationName": "Ready"
}
```

Output

Success

```
{
  "status": "ok"
}
```

Failure

```
{
  "status": "error",
  "errorDescription": details
}
```

NotReady For All Channels

Sets all of an Agent's channel statuses to 'NotReady', meaning that the Agent will not receive interaction invitations for any of the Agent's media channels.

Input Parameters

POST on /me

```
{
  "operationName": "NotReady"
}
```

Output

Success

```
{
  "status": "ok"
}
```

Failure

```
{
  "status": "error",
  "errorDescription": details
}
```

DndOn

Activates the Do Not Disturb status. This applies to all devices and channels, and overrides statuses such as 'Ready'.

Input Parameters

POST on /me

```
{
  "operationName": "DoNotDisturbOn"
}
```

Output

Success

```
{
  "status": "ok"
}
```

See [Cometd Notifications](#).

Failure

```
{
  "status": "error",
  "errorDescription": details
}
```

DndOff

Deactivates the Do Not Disturb status. This applies to all devices and channels, and overrides statuses such as 'Ready'.

Input Parameters

POST on /me

```
{  
  "operationName": "DoNotDisturbOff"  
}
```

Output

Success

```
{  
  "status": "ok"  
}
```

See [Cometd Notifications](#).

Failure

```
{  
  "status": "error",  
  "errorDescription": details  
}
```