



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

Channels API

12/15/2025

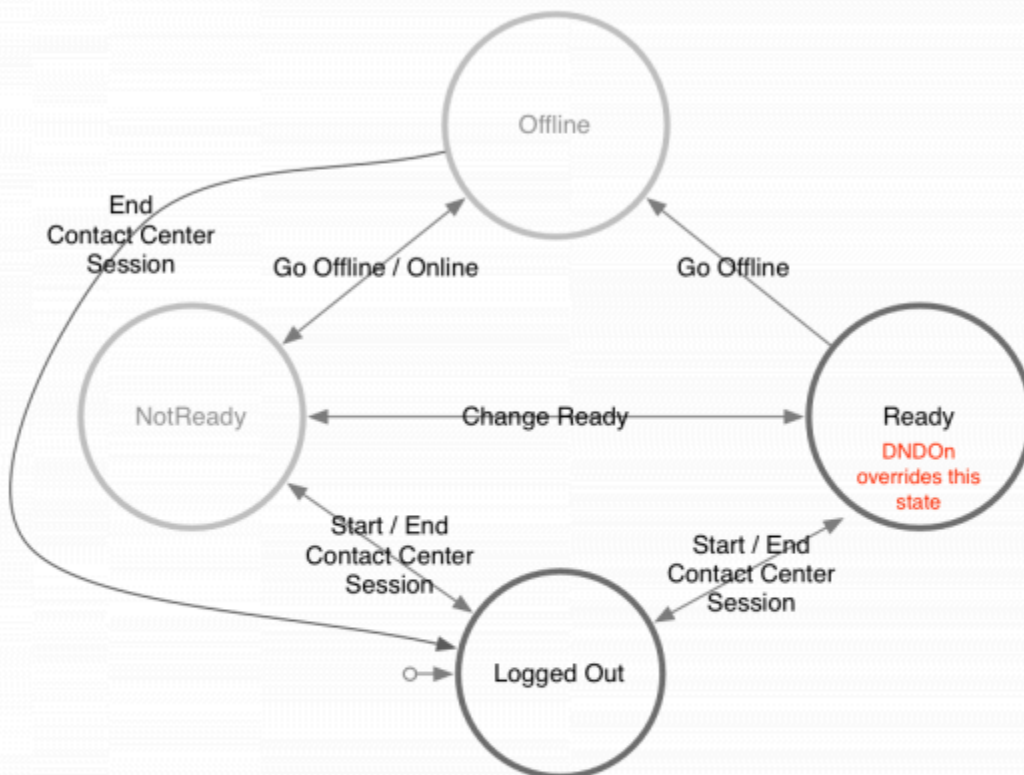
Channels API

A **channel** represents a particular type of media such as e-mail or chat, but it can also represent specific online platforms such as Salesforce. Channels are linked to **Features** in a one-to-many relationship; a feature can have multiple channels, while each channel is only associated with one feature.

Web Services Agent States

A

Reverting from Offline to Online, the only valid states are either NotReady or Logged Out. NotReady is the default state when a channel is Online again.



A

The HTCC "Logged Out" state is not equivalent to the Ixn Server "Logged Out" state..



The following operations are supported on `/me/subresources=*` :

Operation Name	HTTP Operation	Description	Permissions
Overall User State	GET	Returns all of an Agent's	Agent

Operation Name	HTTP Operation	Description	Permissions
		channel and device states.	

The following operations are supported on **/me/devices**:

Operation Name	HTTP Operation	Description	Permissions
Get All Devices	GET	Returns all of an Agent's device states.	Agent
Get a Particular Device	GET	Returns all of an Agent's specific device states.	Agent

The following operations are supported on **/me/channels**:

Operation Name	HTTP Operation	Description	Permissions
Get All Multimedia Channels	GET	Returns all of an Agent's channel states.	Agent
Get a Particular Multimedia Channel	GET	Returns all of an Agent's specific channel state.	Agent
Ready Channel	POST	Sets an Agent's channel to Ready.	Agent
NotReady Channel	POST	Sets an Agent's channel to NotReady.	Agent

The following operations are supported on **/me**:

Operation Name	HTTP Operation	Description	Permissions
Ready for all Channels	POST	Sets all user channels to 'Ready'.	Agent
NotReady for all Channels	POST	Sets all user channels to 'NotReady'.	Agent
DNDOn	POST	Activates Do Not Disturb.	Agent
DNDOff	POST	Deactivates Do Not Disturb.	Agent