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Web Services API Reference

Set Agent States Across all Channels

5/1/2025

Set Agent States Across all Channels

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](#)

Use the following requests 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 is not ready to 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
}
```