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Web Services API Reference

Offline

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Offline

This operation is part of the [Supervisor Agent State Control API](#) section of the [Web Services API](#).

Overview

With this request, the supervisor can set the agent's status to Offline.

Request URL	/api/v2/users/{userId}/channels/{channelId}
HTTP method	POST
Required features	api-supervisor-agent-control

Valid values for channelId are voice, chat, email, and other defined media types.

Parameters

Parameter	Value
operationName	Offline

Sample

Request

```
POST api/v2/users/2d96456349284f45b6bc58790ccbd729/channels/chat
{
  "operationName": "Offline"
}
```

HTTP response

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

Notification

The agent whose state has been updated receives notification:

```
{
```

```
"channel": "/v2/me/channels",
"data": {
  "channels": [
    {
      "channel": "chat",
      "userState": {
        "displayName": "Offline",
        "id": "0F7F5003-EF26-4D13-A6Ef-D0C7EC819BEB",
        "state": "LoggedOut"
      }
    }
  ],
  "messageType": "ChannelStateChangeMessageV2"
}
```