Web Services API Reference

Monitor

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Monitor

This operation is part of the SMS Session API section of the Web Services API.

Overview

This allows a supervisor to silently monitor a targeted agent SMS session.

When an agent being monitored accepts an SMS session, the supervisor will also have the SMS session delivered, as well as all SMS session notifications. If the agent is currently in a SMS session, the supervisor will be added to the agent's next SMS session.

The supervisor cannot send messages in this mode and only another supervisor will see that the supervisor has joined the session.

When the SMS session is completed or placed in a queue, the supervisor will receive SMS session state Revoked.

If an agent being monitored leaves the SMS session but another agent is still present, the supervisor will continue monitoring this SMS session until it is completed or placed in a queue.

The supervisor can leave a SMS session at any time.

Request URL	/api/v2/users/{userId}/channels/smssession
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Monitor
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: **NextChat** - Monitor only the next SMS session the agent receives, then stop monitoring. **AllChats** - Monitoring all agent SMS session until monitoring is cancelled. If not specified AllChats is the default.
nickname	Supervisor's nickname as will be seen by agent and customer (optional). If not specified, username will be used.

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/smssession
{
  "operationName": "Monitor",
  "supervisorMonitoringMode": "NextChat"
}
```

Response

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