



Zoho Voice Agent Online Status API

Authorization

HeaderKey	Description
Authorization *	Zoho-oauthtoken<space><ACCESS_TOKEN>
Accept *	Set to application/json.

[OAuth Doc](#)

GET CURRENT AGENT'S ONLINE STATUS

Scope : ZohoVoice.agents.READ

Method : GET

URL : <https://voice.zoho.com/rest/json/zv/api/agents/onlineStatus>

Params: None

Response :

```
{
  "code": "200",
  "onlineStatus": {
    "agentId": "96000000016003",
    "onlineStatus": "Available"
  },
  "status": "SUCCESS"
}
```

GET MULTIPLE AGENT'S ONLINE STATUS

Note: This API will provide response for agents based on the role of the querying user.

Example: If an Admin uses this API, they can fetch the status of all agents in the Zoho Voice organisation.

However, a supervisor will be able to only fetch the status of their supervised agents.

Scope : ZohoVoice.sdk.READ

Method : GET

URL : <https://voice.zoho.com/rest/json/zv/api/v2/agents/onlineStatus>

Params:

Key	Type	Description
agentIds*	String	single or multiple agent IDs separated by comma
zuids	String	single or multiple ZUIDs separated by comma (zuids param can be present only if agentIds is not present)

Response :

```
{
  "code": "200",
  "onlineStatus": [
    {
      "agentId": "96000000016003",
      "onlineStatus": "Available"
    },
    {
      "agentId": "96000000016005",
      "onlineStatus": "Busy"
    },
    {
      "agentId": "97685746000",
      "error": "Invalid agent."
    }
  ]
  "status": "SUCCESS"
}
```

UPDATE CURRENT AGENT'S ONLINE STATUS

Scope : ZohoVoice.agents.UPDATE

Method : PUT

URL : <https://voice.zoho.com/rest/json/zv/api/agents/onlineStatus>

Params

Key	Type	Description
status	String	Available/Busy/Offline/On Break

Response :

```
{
  "code": "200",
  "message": "success",
  "status": "SUCCESS"
}
```

UPDATE MULTIPLE AGENT'S ONLINE STATUS

Scope : ZohoVoice.agents.READ

Method : PUT

URL : <https://voice.zoho.com/rest/json/zv/api/agents/overrideOnlineStatus>

Params

Key	Type	Description
agentIds	String	single or multiple agent ids separated by comma
status	String	Available/Busy/Offline/On Break

Response :

```
{
  "status": "SUCCESS",
  "code": "200",
  "overrideOnlineStatus": [
    {
      "agentId": "96000000016003",
      "status": "success"
    },
    {
```

```
"agentId": "96000000016009",  
"status": "error",  
  "message": "You don't have permission to perform this action. Please contact your admin."  
}  
}
```