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Web Services API Reference

Complete

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Complete

This operation is part of the [Chat API](#) section of the [Web Services API](#).

Overview

This request marks a chat interaction as complete and ends the chat session for the customer if it hasn't been ended already. If queueName is specified, the chat interaction will be placed in the specified queue.

Request URL	/api/v2/me/chats/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Complete
queueName	(Optional) The name of the queue where Web Services should place this chat interaction.
saveLAR	(Optional) Possible values are true or false. If true, information about the agent performing the operation is set in the Contact Profile so that it can be used for last agent routing.
text	(Optional) The text to send to the customer.
messageType	(Optional) Defines the message type. The default value is Text. Note that this parameter must be provided together with the text parameter.
treatAs	(Optional) Specifies how the message should be treated: Normal or System. The default value is Normal. Note that this parameter must be provided together with the text parameter.

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
```

Complete

```
"operationName": "Complete"
}
```

or

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "Complete",
  "queueName": "PostProcessingQueue"
}
```

Response

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

Notification

```
{
  "messageType": "ChatStateChangeMessage",
  "notificationType": "StatusChange",
  "chat": {
    "state": "Completed",
    "id": "0000Na9B26EF002X",
    "uri": "http://localhost:8080/api/v2/chats/0000Na9B26EF002X",
  }
}
```