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Web Services API Reference

Consult

5/6/2025

Consult

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

Overview

This allows an agent to consult with another agent or with a queue. A consult occurs in the same chat context, but the customer will not be aware of the presence of a consulting agent.

Messages and notification from a consulting agent will only be visible to other agents in the chat, not to the customer.

After a consultation has started, the originating agent can either [Transfer](#) to the consulting agent or [Conference](#) with the consulting agent.

The consulting agent can [Leave](#) the chat.

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

Parameters

Parameter	Value
operationName	Consult
targetUri	contact URI, where contact is either an agent or multimedia queue

Sample

Request

```
POST api/v2/chats/0000Na9B26EF006E
{
  "operationName": "Consult",
  "targetUri": "http://localhost:8080/api/v2/users/429a55994ef64991a77acb77c1cf9041"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 35
}
```

Notification

Successful

First Notification

```
{
  u'notificationType': u'ParticipantsUpdated',
  u'messageType': u'ChatStateChangeMessage',
  u'chat': {
    u'participants': [
      {
        u'nickname': u'TestName',
        u'type': u'Agent',
        u'participantId': u'009052CB05C900EA'
      },
      {
        u'nickname': u'BFriend',
        u'type': u'Agent',
        u'participantId': u'009052CB05CA00EB'
      },
      {
        u'nickname': u'FirstL',
        u'type': u'Customer',
        u'participantId': u'009052CB056C00E5'
      },
      {
        u'nickname': u'TestName',
        u'type': u'Agent',
        u'participantId': u'009052CB057100E7'
      }
    ],
    u'state': u'Chatting',
    u'id': u'0000Na9B26EF006E',
    u'capabilities': [
      u'Transfer',
      u'Leave',
      u'Invite',
      u'Consult',
      u'SetInFocus',
      u'SetDisposition',
      u'AttachUserData',
      u>DeleteUserData',
      u'UpdateUserData',
      u'SendToAgents',
      u'SendStartTypingToAgentsNotification',
      u'SendStopTypingToAgentsNotification',
      u'Complete',
      u'SendMessage',
      u'SendStartTypingNotification',
      u'SendStopTypingNotification'
    ],
    u'uri': u'http: //localhost: 8080/api/v2/chats/0000Na9B26EF006E'
  }
}
```

```
}  
}
```

Second Notification

```
{  
  u'messages': [  
    {  
      u'index': 3,  
      u'from': {  
        u'nickname': u'BFriend',  
        u'type': u'Agent',  
        u'participantId': u'009052CB05CA00EB'  
      },  
      u'timestamp': u'2014-01-06T12:14:06.007-0800',  
      u'visibility': u'Agents',  
      u'type': u'ParticipantJoined',  
      u'timestampSeconds': 1389039246007L  
    },  
  ],  
  u'notificationType': u'NewMessages',  
  u'messageType': u'MessageLogUpdated',  
  u'chatUri': u'http://localhost:8080/api/v2/chats/0000Na9B26EF006E'  
}
```

Failed

```
{  
  u'notificationType': u'Error',  
  u'messageType': u'ChatStateChangeMessage',  
  u'errorMessage': u'Operationfailed',  
  u'referenceId': 36,  
  u'chat': {  
    u'participants': [  
      {  
        u'nickname': u'TestName',  
        u'type': u'Agent',  
        u'participantId': u'009052CB110900F5'  
      },  
      {  
        u'nickname': u'FirstL',  
        u'type': u'Customer',  
        u'participantId': u'009052CB10CC00F0'  
      }  
    ],  
    u'state': u'Chatting',  
    u'id': u'0000Na9B26EF006M',  
    u'capabilities': [  
      u'Transfer',  
      u'Leave',  
      u'Invite',  
      u'Consult',  
      u'SetInFocus',  
      u'SetDisposition',  
      u'AttachUserData',  
      u'DeleteUserData',  
      u'UpdateUserData',  
      u'Complete',  
      u'SendMessage',  
      u'SendStartTypingNotification',  
      u'SendStopTypingNotification'  
    ],  
  },  
}
```

```
    u'uri': u'http: //localhost: 8080/api/v2/chats/0000Na9B26EF006M'  
  }  
}
```