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Web Services API Reference

Complete

5/9/2025

Complete

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

Overview

Marks a Facebook interaction as completed. If the **queuePath** parameter is specified, then the Facebook interaction is placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queuePath	The URI of the queue where Web Services should place this Facebook interaction. (optional)
saveLAR	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. (optional)

Samples

Request

```
POST api/v2/me/facebook/01QG4HAN88NP400N
{
  "operationName": "Complete",
  "queuePath": "/contacts/60ebbb94-3cef-4b14-95f8-5c49dbeb355d"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 45
}
```

CometD Response

```
{
  "facebook": {
    "capabilities": [],
    "comment": "I am crazy about my test",
    "contactId": "00025aA4V4DR005N",
    "facebookType": "Inbound",
    "from": "Labuprofen",
    "id": "01QG4HAN88NP400N",
    "message": "On 12:15:1 11/5/2013, P created a facebook post saying hello
world!.",
    "receivedDate": "2015-05-07 13:06:33.000+0300",
    "revelantResponseTemplateGroups": [],
    "state": "Completed",
    "subject": "On 12:15:1 11/5/2013, P created a fac...",
    "suggestedQueueUris": ["http://192.168.83.25:8090/api/v2/queues/
73f46876-e0b1-4e49-8365-c7c04924b694"],
    "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QG4HAN88NP400N",
    "userData": {
      "CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "Classify_Actionability_CtgId": "",
      "Classify_Actionability_CtgName": "",
      "Classify_Actionability_CtgRelevancy": "",
      "Classify_Sentiment_CtgId": "",
      "Classify_Sentiment_CtgName": "",
      "Classify_Sentiment_CtgRelevancy": "",
      "ContactId": "00025aA4V4DR005N",
      "CustomerSegment": "default",
      "DISP_KEY": "resolved",
      "FromAddress": "Labuprofen",
      "IxnAlreadyCreatedInUCS": "1",
      "PegAGSocial Media Agent Group": 1,
      "RRequestedSkillCombination": "",
      "RRequestedSkills": None,
      "RStrategyDBID": "1225",
      "RStrategyName": "Facebook Agent Delivery Strategy",
      "RTargetAgentGroup": "Social Media Agent Group",
      "RTargetAgentSelected": "a1",
      "RTargetObjSelDBID": "117",
      "RTargetObjectSelected": "Social Media Agent Group",
      "RTargetPlaceSelected": "a1",
      "RTargetRequested": "Social Media Agent Group",
      "RTargetRuleSelected": "",
      "RTargetTypeSelected": "2",
      "RTenant": "Environment",
      "RVQDBID": "",
      "RVQID": "",
      "Screen_Actionability_CtgName": "",
      "Screen_Actionability_CtgRelevancy": "",
      "Screen_Actionability_ScreenRuleName": "",
      "Screen_Sentiment_CtgName": "",
      "Screen_Sentiment_CtgRelevancy": "",
      "Screen_Sentiment_ScreenRuleName": "",
      "ServiceObjective": 0,
      "ServiceType": "default",
      "Subject": "On 12:15:1 11/5/2013, P created a fac...",
      "UserData2": "DATAUPDATE-@123",
      "_facebookActorId": "152879074923372",
      "_facebookActorIdType": 1,
      "_facebookActorName": "Labuprofen",
    }
  }
}
```

```
    "_facebookCanComment": 1,
    "_facebookComments": "[]",
    "_facebookContentCreatedOnlyByAdmin": 1,
    "_facebookCreatedTime": "1383646506",
    "_facebookDriverVersion": "8.5.101.04",
    "_facebookInBufferBeforeTarget": "0",
    "_facebookInQueueAtTarget": "0",
    "_facebookItxType": 2,
    "_facebookMediaAttachmentsCount": 0,
    "_facebookMessageText": "On 12:15:11 11/5/2013, P created a
facebook post saying hello world!.",
    "_facebookMonitorRefreshStartTime": "1383646502768",
    "_facebookNComments": "0",
    "_facebookNLikes": "0",
    "_facebookPostCanBeDeleted": "true",
    "_facebookPostId": "152879074923372_158210041056942",
    "_facebookShareCount": "0",
    "_facebookSourceId": "152879074923372",
    "_facebookSourceIdType": 1,
    "_facebookUpdatedTime": "1383646506",
    "_facebookUserCreatedAt": "2013-11-05T06:56:43Z",
    "_facebookUserFollowersCount": "0",
    "_facebookUserFriendsCount": "0",
    "_facebookUserImageUrl": "http://abs.twimg.com/sticky/
default_profile_images/default_profile_1_normal.png",
    "_facebookUserLanguage": "r",
    "_facebookUserStatusesCount": "2",
    "_facebookUserUtcOffset": "-1",
    "_twitterFromAddr": "",
    "desktop_actionable": "1",
    "desktop_expand": "1",
    "desktop_sentiment": "Neutral"}},
  "messageType": "FacebookStateChangeMessage",
  "notificationType": "StatusChange",
  "referenceId": 84
}
```