



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

[ReportStandardResponseUsage](#)

5/12/2025

Contents

- 1 ReportStandardResponseUsage
 - 1.1 Overview
 - 1.2 Request
 - 1.3 Parameters
 - 1.4 Sample
 - 1.5 Response

ReportStandardResponseUsage

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

Overview

This request provides Standard Response data for UCS reporting. Every request associates Standard Response usage with specific interactions. For example, this helps administrators determine which Standard Responses are used most often.

Request

Request URL	/api/v2/platform/contactserver/ ReportStandardResponseUsage/{standardResponseId}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value	Mandatory
interactionId	Interaction identity	Optional. One of the identity parameters must be specified.
chatId	Interaction identity	Optional. One of the identity parameters must be specified.
facebookId	Interaction identity	Optional. One of the identity parameters must be specified.
emailId	Interaction identity	Optional. One of the identity parameters must be specified.
facebookSessionId	Interaction identity	Optional. One of the identity parameters must be specified.
tweetId	Interaction identity	Optional. One of the identity parameters must be specified.
responseType	List of Custom properties	The default value is SystemAutoResponse. Possible values are SystemAutoResponse, SuggestedResponseChosen, SuggestedResponsesIgnored, AdministratorResponse, and SuggestedResponseNotReceived.

Sample

```
POST http://.../api/v2/platform/contactserver/ReportStandardResponseUsage/00019aBD0HBH00AX
{
    "chatId" : "0000PaB33P4V0H4B",
    "responseType" : "SuggestedResponseChosen",
}
```

Response

```
{
  "statusCode": 0,
  "response": "EventAddStdRespUsage",
  "data": {
    "referenceId": 4
  }
}
```