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Web Services API Reference

Reject Record

5/7/2025

Reject Record

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

Overview

Rejects the specified outbound record.

Request URL	/api/v2/me/outbound-records/<record-handle>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	RejectRecord	Yes
applicationId	Integer	The unique identifier of the Outbound Contact Server application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	Yes
devicePath	String	The relative path to the device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-records/9
{
  'operationName': 'RejectRecord',
  'devicePath': '/devices/2b00393c-9ad3-418f-8b3d-a06cbe8af395',
  'callingList': 'CallingList1',
  'applicationId': 134,
  'campaignName': 'Campaign1',
  'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
  {
    'data':
    {
      'record':
      {
        'devicePath': '/devices/2b00393c-9ad3-418f-8b3d-a06cbe8af395',
        'callingList': 'CallingList1',
        'applicationId': 134,
        'recordHandle': 9,
        'campaignName': 'Campaign1'
      },
      'notificationType': 'RecordRejectAcknowledge',
      'messageType': 'OutboundRecordMessage',
      'referenceId': '123456789'
    },
    'channel': '/v2/me/outbound'
  },
  {
    'data':
    {
      'metrics':
      {
        'eventProcessing':
        {
          'serverGenerationTimestamp': 1433915386880,
          'nodeProcessingTimeNanos': 4419215,
          'serverProcessingTimeTotalMs': 5
        }
      },
      'userData':
      {
        'GSW_APPLICATION_ID': 134,
        'GSW_RECORD_HANDLE': 9,
        'GSW_USER_EVENT': 'RecordRejectAcknowledge',
      }
    }
  }
]
```

```
        'GSW_CALLING_LIST': 'CallingList1',
        'GSW_CAMPAIGN_NAME': 'Campaign1'
      },
      'deviceId': '2b00393c-9ad3-418f-8b3d-a06cbe8af395',
      'messageType': 'DeviceUserEventMessage'
    },
    'channel': '/me/internal'
  },
  {
    'successful': True,
    'advice':
    {
      'interval': 0,
      'timeout': 30000,
      'reconnect': 'retry'
    },
    'id': '21',
    'channel': '/meta/connect'
  }
]
```