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Web Services API Reference

Complete

12/14/2025

Complete

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

Overview

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

Request URL	/api/v2/me/tweets/{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 Twitter 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/tweets/01QQQG2MU214P05K
{
  "operationName": "Complete",
  "queuePath": "/contacts/60ebbb94-3cef-4b14-95f8-5c49dbeb355d"
}
```

HTTP Response

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

CometD Response

```
{
  "messageType": "TwitterStateChangeMessage",
  "notificationType": "StatusChange",
  "referenceId": 45,
  "twitter": {
    "capabilities": [

    ],
    "contactId": "0000Ka96XNNU4488",
    "from": "vitaliy_onv(Oleg Witcher)",
    "id": "01QQQG2MU214P05K",
    "message": "On 12:58:9 11/5/2013, P created a post saying hello world!.",
    "receivedDate": "2015-03-02 12:26:14.000+0200",
    "revelantResponseTemplateGroups": [

    ],
    "state": "Completed",
    "subject": "On 12:58:9 11/5/2013, P created a pos...",
    "suggestedQueueUris": [

    ],
    "twitterType": "Inbound",
    "uri": "http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05K",
    "userData": {
      "CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "ClassifiedAndScreened": "1",
      "Classify_Actionability_CtgId": "",
      "Classify_Actionability_CtgName": "",
      "Classify_Actionability_CtgRelevancy": "",
      "Classify_Sentiment_CtgId": "",
      "Classify_Sentiment_CtgName": "",
      "Classify_Sentiment_CtgRelevancy": "",
      "ContactCreated": "false",
      "ContactId": "0000Ka96XNNU4488",
      "ContactIdList": "0000Ka96XNNU4488",
      "CustomerSegment": "default",
      "DISP_KEY": "resolved",
      "FirstName": "Oleg",
      "FromAddress": "vitaliy_onv(Oleg Witcher)",
      "IxnAlreadyCreatedInUCS": "1",
      "KloutId": "",
      "LastName": "Witcher",
      "NumberOfContactsFound": "1",
      "PegAGSocial Media Agent Group": 1,
      "RRequestedSkillCombination": "",
      "RRequestedSkills": None,
      "RStrategyDBID": "985",
      "RStrategyName": "Twitter 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": "",
"RouterData70": "( t="1383649092 0")",
"Screen_Actionability_CtgName": "",
"Screen_Actionability_CtgRelevancy": "",
"Screen_Actionability_ScreenRuleName": "",
"Screen_Sentiment_CtgName": "",
"Screen_Sentiment_CtgRelevancy": "",
"Screen_Sentiment_ScreenRuleName": "",
"ServiceObjective": 0,
"ServiceType": "default",
"Subject": "On 12:58:9 11/5/2013, P created a pos...",
"_twitterCreatedAt": "2013-11-05T10:58:12Z",
"_twitterFromAddr": "vitaliy_onv",
"_twitterFromUserId": "2175525290",
"_twitterIsFavorited": "false",
"_twitterIsRetweet": "false",
"_twitterMsgId": "63493545",
"_twitterMsgPlainText": "On 12:58:9 11/5/2013, P created a post saying hello world!.",
"_twitterMsgType": "Status",
"_twitterQueryName": "stream-user",
"_twitterRetweetCount": "0",
"_twitterSource": "<a href=" http://www.kaermorhen.ru"
rel="nofollow">Witcher_APP</a>",
"_twitterToAddr": "vitaliy_onv",
"_twitterUserCreatedAt": "2013-11-05T06:56:43Z",
"_twitterUserFollowersCount": "0",
"_twitterUserFriendsCount": "0",
"_twitterUserId": "2175525290",
"_twitterUserImageURL": "http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
"_twitterUserIsFollower": "false",
"_twitterUserIsFriend": "false",
"_twitterUserLanguage": "r",
"_twitterUserName": "Oleg Witcher",
"_twitterUserScreenName": "vitaliy_onv",
"_twitterUserStatusesCount": "2",
"_twitterUserUtcOffset": "-1",
"_umsChannel": "channel-twitter",
"_umsChannelInfo": {
  "_twitterSourceNickName": "Twitter Application SmServer-1",
  "_twitterUserId": "2175525290",
  "_twitterUserImageURL": "http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
  "_twitterUserName": "Oleg Witcher",
  "_twitterUserScreenName": "vitaliy_onv"
},
"_umsChatPossible": "false",
"_umsFromAddr": "vitaliy_onv",
"_umsInboundIxnsSubmittedBy": "Cloud_localhost",
"_umsMediaAccount": "2175525290",
"_umsMediaType": "twitter",
"_umsMsgPlainText": "On 12:58:9 11/5/2013, P created a post saying hello world!.",
"_umsRequestId": "14",
"desktop_actionable": "1",
"desktop_expand": "1",
"desktop_sentiment": "Neutral"
}
}
```