Web Services API Reference

SetCallNote

5/9/2025

SetCallNote

This operation is part of the UCS Integration with Voice API section of the Web Services API.

Overview

This operation adds a note to the call.

Request URL	/api/v2/ucs/interactions/{interactionId}
HTTP method	POST
Required features	One of the following: • api-voice • api-ucs-voice

Parameters

Parameter	Value
operationName	SetCallNote
note	A string value to save as a note.

Sample

Request

```
POST /api/v2/ucs/interactions/{interactionId}
{
  "operationName": "SetCallNote",
  "note": "Customer was satisfied with resolve"
}
```

HTTP response

```
{
  "statusCode": 0,
  "referendeId": 123
}
```

CometD notifications

Success

```
{
 "referenceId": 123,
 "messageType": "UcsOperationResponse",
 "success": true
}
```

Error

```
{
 "referenceId": 123,
 "messageType": "UcsOperationResponse",
 "success": false,
 "errorMessage": "UCS request failed"
}
```