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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: <ul style="list-style-type: none">• 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"
}
```