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Web Services API Reference

Reject

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Reject

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

Overview

When a new chat is offered, an agent can either **accept** or reject a new chat invitation.

This operation rejects an incoming chat.

Rejecting a chat allows an agent the opportunity to work on a different chat.

A successful reject request results in an empty HTTP 200 response and presents the chat to another agent.

Request URL	/api/v2/me/chats/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Reject

Sample

HTTP Request

POST on **/me/chats/{id}**

```
{
  "operationName": "Reject"
}
```

HTTP Response

```
{
  "status": 0
}
```

Reject

For details on the `statusCode` value, please refer to the [All Methods](#) sub-section of the [Return Values](#) page.

Notification

Here are the list of notifications received after rejecting a chat:

Status changed to Completed

```
{
  "referenceId": 5,
  "chat": {
    "participants": [
      ],
    "state": "Completed",
    "id": "0000Wa9CAM6W00FF",
    "uri": "http: //localhost: 8080/api/v2/chats/0000Wa9CAM6W00FF"
  },
  "notificationType": "StatusChange",
  "messageType": "ChatStateChangeMessage"
}
```