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Web Services API Reference

Workitem Complete

12/14/2025

Workitem Complete

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

Overview

This request marks a workitem interaction as Complete. If a queueName is also specified, the workitem interaction will be placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queueName	name-of-the-queue to put workitem interaction (optional)

Sample

Request

```
POST api/v2/me/workitems/03W07R2K4VAYT010
{
  "operationName": "Complete"
}
```

or

```
POST api/v2/me/workitems/03W07R2K4VAYT010
{
  "operationName": "Complete",
  "queueName": "PostProcessingQueue"
}
```

Response

```
{
```

```
"statusCode": 0,  
"referenceId" 8  
}
```

Notification

```
{  
  "workitem": {  
    "userData": {  
      "RTargetTypeSelected": "2",  
      "RTargetObjectSelected": "Workitems",  
      "RVQID": "",  
      "RTargetObjSelDBID": "158",  
      "CBR-Interaction_cost": "",  
      "CBR-contract_DBIDs": "",  
      "RTargetAgentSelected": "GWS1",  
      "CBR-IT-path_DBIDs": "",  
      "RTargetRuleSelected": "",  
      "UserData2": 123456789,  
      "RTargetPlaceSelected": "GWS1",  
      "CBR-actual_volume": "",  
      "UserData1": "DATA1",  
      "RTenant": "Environment",  
      "RRequestedSkills": None,  
      "RRequestedSkillCombination": "",  
      "RVQDBID": "",  
      "RStrategyDBID": "906",  
      "CustomerSegment": "default",  
      "ServiceType": "default",  
      "ServiceObjective": 0,  
      "RTargetRequested": "Workitems",  
      "RTargetAgentGroup": "Workitems",  
      "PegAGWorkitems": 2,  
      "RStrategyName": "Workitem"  
    },  
    "receivedDate": "2014-03-26 16:02:22.000+0200",  
    "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT010",  
    "capabilities": [  
      ],  
    "state": "Completed",  
    "id": "03W07R2K4VAYT010"  
  },  
  "referenceId": 8,  
  "notificationType": "StatusChange",  
  "messageType": "WorkitemStateChangeMessage"  
}
```