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Web Services API Reference

Workitem UpdateUserData

12/23/2025

Workitem UpdateUserData

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

Overview

This request overwrites the specified keys with the specified values in the existing data.

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

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The data to attach

Sample

Request

```
POST api/v2/me/workitems/03W07R2K4VAYT010
{
  "operationName": "UpdateUserData",
  "userData": {
    "UserData1": "DATAUPDATE-@123",
    "UserData2": 123456789
  }
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 7
}
```

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": ""DATAUPDATE-@123"",
      "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": [
      "Transfer",
      "AttachUserData",
      "UpdateUserData",
      "DeleteUserData",
      "SetInFocus",
      "Complete"
    ],
    "state": "Processing",
    "id": "03W07R2K4VAYT010"
  },
  "referenceId": 7,
  "notificationType": "PropertiesUpdated",
  "messageType": "WorkitemStateChangeMessage"
}
```