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Web Services API Reference

[GetInteractionContent](#)

5/11/2025

GetInteractionContent

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

Overview

Returns interaction attributes for the specified interaction. For [chat](#), [facebooksession](#), and [smssession](#) interactions, Web Services also includes a list of [messages](#).

Request URL	/api/v2/ucs/interactions/{id}
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value	Mandatory
operationName	GetInteractionContent	Yes
source	Specifies where to look up the interaction. Possible values are "main" and "archive". The default is "main". Whether "archive" is available depends on your Universal Contact Server configuration.	No

Sample

Request

```
POST /api/v2/ucs/interactions/0000Sa99620J0EM5
{
  "operationName": "GetInteractionContent"
}
```

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 2
}
```

CometD notification

```
{
  "referenceId":2,
  "messageType":"GetInteractionContentMessage",
  "interaction":{
    "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM5",
    "id":"0000Sa99620J0EM5",
    "path":"/interactions/0000Sa99620J0EM5",
    "mediaType":"facebooksession",
    "typeId":"Inbound",
    "state":"Stopped",
    "startDate":"2013-11-25 21:02:22.000+0200",
    "endDate":"2013-11-25 21:02:25.000+0200",
    "subject":"Customer support",
    "contactId":"0000Sa99620J0EM7",
    "ownerInformation":{
      "userName":"a2",
      "lastName":"a2",
      "id":"cc9016eee9c84df266c642d9fd92c5",
      "firstName":"a2"
    }
  },
  "messages":[
    {
      "index":1,
      "from":{
        "nickname":"You",
        "type":"Customer",
        "participantId":"00AF52939EBE5BC4"
      },
      "timestamp":"2013-11-2521: 02: 22.000+0200",
      "visibility":"All",
      "type":"ParticipantJoined",
      "timestampSeconds":1385406142000L
    },
    {
      "index":2,
      "from":{
        "nickname":"GWS1",
        "type":"Agent",
        "participantId":"00AF52939EDF5BC6"
      },
      "timestamp":"2013-11-2521: 02: 22.033+0200",
      "visibility":"All",
      "type":"ParticipantJoined",
      "timestampSeconds":1385406142033L
    },
    {
      "index":3,
      "from":{
        "nickname":"GWS1",
        "type":"Agent",
        "participantId":"00AF52939EDF5BC6"
      },
      "text":"Hello!",
      "visibility":"All",
      "timestamp":"2013-11-2521: 02: 22.036+0200",
      "type":"Text",
      "timestampSeconds":1385406142036L
    }
  ]
}
```

```
    "index":13,
    "from":{
      "nickname":"GWS1",
      "type":"Agent",
      "participantId":"00AF52939EDF5BC6"
    },
    "timestamp":"2013-11-25T02:22:05.400",
    "visibility":"All",
    "type":"ParticipantLeft",
    "timestampSeconds":1385406142054L
  },
  {
    "index":14,
    "from":{
      "nickname":"You",
      "type":"Customer",
      "participantId":"00AF52939EBE5BC4"
    },
    "timestamp":"2013-11-25T02:22:05.400",
    "visibility":"All",
    "type":"ParticipantLeft",
    "timestampSeconds":1385406142054L
  }
]
```

Error notification

```
{
  "referenceId": 1,
  "messageType": "GetInteractionContentMessage",
  "errorMessage": "Request failed"
}
```