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Web Services API Reference

Complete

5/10/2025

Complete

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

Overview

Marks a FacebookSession interaction as complete and ends the Facebook session for the customer if it hasn't been ended already. If the **queueName** parameter is specified, then the FacebookSession interaction is placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queueName (optional)	The name of the queue where Web Services should place this FacebookSession interaction.

Sample

Request

```
POST api/v2/me/facebooksessions/0002DaAVKJ0V0095
{
  "operationName": "Complete",
  "queueName": "PostProcessingQueue"
}
```

Response

```
{
  "statusCode": 0
}
```

Notification

```
{
  "referenceId": 23,
  "notificationType": "StatusChange",
  "messageType": "FacebooksessionStateChangeMessage",
  "facebooksession": {
    "comment": "Iamcrazyaboutmytest",
    "userData": {
      "FirstName": "Vitaliy",
      "desktop_actionable": "1",
      "_facebookSex": "",
      "_facebookLocale": "",
      "LastName": "Onv",
      "RTargetObjectSelected": "SocialMediaAgentGroup",
      "_facebookItxType": "10",
      "_facebookHomeTownLocation": "",
      "RVQID": "",
      "ChatServerAppName": "es_chat",
      "_facebookDriverVersion": "8.5.101.04",
      "ChatServerHost": "GWS-ubuntu.emea.int.genesyslab.com",
      "_facebookBirthdate": "",
      "_facebookSourceNickName": "CloudAppCommunity",
      "LastCalledAgent_EmployeeID": "a1",
      "LCA_EmplID_facebook": "a1",
      "desktop_expand": "1",
      "RTargetObjSelDBID": "117",
      "Classify_Actionability_CtgName": "",
      "_facebookTimezone": "",
      "Screen_Sentiment_CtgRelevancy": "",
      "desktop_sentiment": "Neutral",
      "ChatServerPort": "7160",
      "_facebookCurrentLocation": "",
      "Screen_Actionability_CtgName": "",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "ContactId": "00025aA4V4DR005N",
      "RTargetAgentSelected": "a1",
      "_facebookSourceXML":
"<com.genesyslab.mcr.facebook.fql.Page>...</com.genesyslab.mcr.facebook.fql.Page>",
      "_facebookCreatedTime": "1441197555607",
      "CBR-IT-path_DBIDs": "",
      "Classify_Actionability_CtgRelevancy": "",
      "RTargetAgentGroup": "SocialMediaAgentGroup",
      "Classify_Sentiment_CtgId": "",
      "RTargetRuleSelected": "",
      "ChatServerDBID": "115",
      "Screen_Sentiment_CtgName": "",
      "PegAGSocialMediaAgentGroup": 1,
      "Classify_Sentiment_CtgRelevancy": "",
      "UserData2": 123456789,
      "RTargetPlaceSelected": "a1",
      "_facebookPMInboxUrl": "https://www.facebook.com/Cloud-App-Community-
...&folder=inbox",
      "RTenant": "Environment",
      "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
      "RRequestedSkills": None,
      "Classify_Sentiment_CtgName": "",
      "IxAlreadyCreatedInUCS": "1",
      "_facebookActorId": "1457374047909438",
      "_facebookPMMessageId": "m_mid.1441197555276: d391c5a244a6798f46",
      "Screen_Actionability_ScreenRuleName": "",
    }
  }
}
```

```
"LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
"RRequestedSkillCombination": "",
"LCA_TimeStamp_facebooksession": "2015-08-03T12: 31: 06Z",
"MiddleName": "",
"RVQDBID": "",
"RStrategyDBID": "1225",
"_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
"CustomerSegment": "default",
"Classify_Actionability_CtgId": "",
"ServiceType": "default",
"_facebookInQueueAtTarget": "0",
"_facebookPMThreadNMessages": "101",
"LastCalledAgent_TimeStamp": "2015-08-11T12: 11: 34Z",
"Screen_Sentiment_ScreenRuleName": "",
"FromAddress": "VitaliyOnv",
"ServiceObjective": 0,
"Screen_Actionability_CtgRelevancy": "",
"LCA_EmplID_facebooksession": "a1",
"_facebookLanguages": "",
"_facebookMessageText": "Hellomyfriend!",
"_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
"DISP_KEY": "resolved",
"_facebookSourceId": "830180563704433",
"RTargetRequested": "SocialMediaAgentGroup",
"EmailAddress": "",
"CBR-actual_volume": "",
"_facebookActorName": "VitaliyOnv",
"_facebookActorXML":
"<com.genesyslab.mcr.facebook.fql.User>...</com.genesyslab.mcr.facebook.fql.User>",
"RStrategyName": "FacebookAgentDeliveryStrategy",
"RTargetTypeSelected": "2",
"_facebookPMActionId": "1441197555620000000",
"Subject": "Hellomyfriend!"
},
"receivedDate": "2015-09-02T15: 39: 22.000+0300",
"facebooksessionType": "Inbound",
"uri": "http://192.168.83.25: 8090/api/v2/facebooksessions/0002DaAVKJ0V0095",
"capabilities": [
],
"suggestedQueueUri": [
  "http://192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
],
"state": "Completed",
"revelantResponseTemplateGroups": [
],
"participants": [
  {
    "nickname": "VitaliyOnv",
    "type": "Customer",
    "id": "007355E6EDFA0107",
    "visibility": "All",
    "participantId": "007355E6EDFA0107"
  }
],
"id": "0002DaAVKJ0V0095"
}
```