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Web Services API Reference

DeleteUserData

5/12/2025

DeleteUserData

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

Overview

Deletes the specified key value data from an interaction's UserData.

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

Parameters

Parameter	Value
operationName	DeleteUserData
keys	The user key value data to delete.

Sample

Request

```
POST api/v2/me/facebooksessions/0002DaAVKJ0V0095
{
  "operationName": "DeleteUserData",
  "keys": ["UserData1"]
}
```

Response

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

Notification

```
{
  "referenceId": 18,
  "notificationType": "PropertiesUpdated",
}
```

```
"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",
    "_facebookBirthdayDate": "",
    "_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": [

],
"suggestedQueueUris": [
"http://192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
],
"state": "Processing",
"revelantResponseTemplateGroups": [

],
"participants": [
{
"participantId": "007355E6EE0B0109",
"type": "Agent",
"uri": "http://192.168.83.25: 8090/api/v2/users/5e101708f14442c7ab79814bb4f799b2",
"visibility": "All",
"path": "/users/5e101708f14442c7ab79814bb4f799b2",
"nickname": "TestName",
"id": "007355E6EE0B0109"
},
{
"nickname": "VitaliyOnv",
"type": "Customer",
"id": "007355E6EDFA0107",
"visibility": "All",
"participantId": "007355E6EDFA0107"
}
],
"id": "0002DaAVKJ0V0095"
}
}
```