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## Web Services API Reference

[Send](#)

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# Send

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

## Overview

Sends a Facebook message to the specified Facebook account.

|                          |                          |
|--------------------------|--------------------------|
| <b>Request URL</b>       | /api/v2/me/facebook/{id} |
| <b>HTTP Method</b>       | POST                     |
| <b>Required Features</b> | api-multimedia           |

## Parameters

| Parameter     | Value                                                                                                                                                                                    |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| operationName | Send                                                                                                                                                                                     |
| queuePath     | The job queue for handling the Send operation. (mandatory)                                                                                                                               |
| facebook      | Specified data that includes the Facebook parameters. (mandatory)                                                                                                                        |
| saveLAR       | Possible values are true or false. If true, information about the agent performing the operation is set in the Contact Profile so that it can be used for last agent routing. (optional) |

## Facebook Parameters

| Parameter | Value                                                      |
|-----------|------------------------------------------------------------|
| from      | A user name for a Facebook account.                        |
| message   | The actual message to send. The body should be plain text. |

## Samples

### Request

```
POST api/v2/me/facebook/01QQQG2MU214P06D
```

---

## Send

---

```
{
  "queuePath": "/contacts/60ebbb94-3cef-4b14-95f8-5c49dbeb355d",
  "facebook": {
    "message": "Hello Facebook!",
    "from": "vitaliy_onv"
  },
  "operationName": "Send"
}
```

## HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 57
}
```

## CometD Response

```
{
  "facebook": {
    "capabilities": [],
    "contactId": "00029aAGQP53000S",
    "facebookType": "Outbound",
    "id": "01QQQG2MU214P06D",
    "message": "Hello Facebook!",
    "state": "Sent",
    "subject": "Hello Facebook!",
    "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QJV4TN9HUF4006",
    "userData": {
      "_facebookActorId": "1010528695643593",
      "_facebookActorNickName": "Vitaliy Onischenko",
      "_facebookActorObjectType":
"com.genesyslab.mcr.facebook.fql.User",
      "_facebookActorXML":
"<com.genesyslab.mcr.facebook.fql.User>[xml with facebook actor
description]</com.genesyslab.mcr.facebook.fql.User>",
      "_facebookSourceId": "449156051903439",
      "_facebookSourceNickName": "Cloud App GWS",
      "_facebookSourceObjectType":
"com.genesyslab.mcr.facebook.fql.Page",
      "_facebookSourceXML":
"<com.genesyslab.mcr.facebook.fql.Page>[xml with facebook page
description]</com.genesyslab.mcr.facebook.fql.Page>",
      "_facebookSubmitType": "post",
      "desktop_AgentEmployeeId": "a1"
    }
  },
  "messageType": "FacebookStateChangeMessage",
  "notificationType": "StatusChange",
  "referenceId": 29
}
```