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Web Services API Reference

Accept

12/15/2025

Accept

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

Overview

This request accepts an incoming OpenMedia interaction.

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

Parameters

Parameter	Value
operationName	Accept
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)

Sample

Request

```
POST api/v2/me/openmedia/promotion/03W07R2K4VAYT010
{
  "operationName": "Accept"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 6
}
```

Notification

Status changed to Processing

```
{
  "openmedia": {
    "userData": {
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "Openmedia",
      "RVQID": "",
      "RTargetObjSelDBID": "158",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "RTargetAgentSelected": "GWS1",
      "CBR-IT-path_DBIDs": "",
      "RTargetRuleSelected": "",
      "RTargetPlaceSelected": "GWS1",
      "CBR-actual_volume": "",
      "RTenant": "Environment",
      "RRequestedSkills": None,
      "RRequestedSkillCombination": "",
      "RVQDBID": "",
      "RStrategyDBID": "906",
      "CustomerSegment": "default",
      "ServiceType": "default",
      "ServiceObjective": 0,
      "RTargetRequested": "Openmedia",
      "RTargetAgentGroup": "Openmedia",
      "PegAGWorkitems": 2,
      "RStrategyName": "Promotion"
    },
    "receivedDate": "2014-03-26 16:02:22.000+0200",
    "uri": "http://localhost:8080/api/v2/openmedia/promotions/03W07R2K4VAYT010",
    "capabilities": [
      "Transfer",
      "AttachUserData",
      "UpdateUserData",
      "DeleteUserData",
      "SetInFocus",
      "Complete"
    ],
    "state": "Processing",
    "mediaType": "promotion",
    "openmediaType": "Inbound",
    "id": "03W07R2K4VAYT010"
  },
  "referenceId": 6,
  "notificationType": "StatusChange",
  "messageType": "OpenmediaStateChangeMessage"
}
```