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Web Services API Reference

[AddContent](#)

12/14/2025

AddContent

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

Overview

This request creates UCS content for the interaction, if the content doesn't already exist. All interaction information including userData will be copied from the interaction properties. If the parent interaction is specified in the interaction, it must also exist in the UCS database.

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

Parameters

Parameter	Value
operationName	AddContent
threadId	The interaction's threadId. (optional)

Sample

Request

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

Response

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

Notification

If the content is added successfully, the ucsContent field value changes to Available.

```
{
  "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",
    "ucsContent": "Available"
  },
  "referenceId": 6,
  "notificationType": "StatusChange",
  "messageType": "OpenmediaStateChangeMessage"
}
```

Error notification

```
{
  "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",
  "ucsContent": "NotAvailable"
},
"referenceId": 6,
"errorMessage": "Create interaction in UCS failed",
"notificationType": "Error",
"messageType": "OpenmediaStateChangeMessage"
}
```