

GENESYS

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Web Services API Reference

Leave

Leave

This operation is part of the SMS Session API section of the Web Services API.

Overview

This operation will cause an agent to leave an SMS session. If the agent was participating in a conference, the agent will leave the conference.

Important

If the agent was in a conference, the SMS session will still be open for the customer. If the agent is not in a conference, this operation will end the SMS session for the customer, but will still allow the agent to update user data and set disposition as indicated in capabilities outlined in the CometD message.

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

Parameters

| Parameter | Value |
|---------------|-------|
| operationName | Leave |

Sample

Request

```
POST api/v2/me/smssessions/0071023821aec011
{
    "operationName": "Leave"
}
```

Response

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

Notification

Agent is NOT in conference

Agent is in a conference/consultation

```
{
    "messageType": "SMSsessionStateChangeMessage",
    "notificationType": "StatusChange",
    "smssession": {
        "state": "Completed",
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/smssessions/0000Na9B26EF002X",
}
}
```