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Web Services API Reference

SetCallCompleted

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SetCallCompleted

This operation is part of the [UCS Integration with Voice API](#) section of the [Web Services API](#).

Overview

This operation completes the call.

Important

Without this API, call interactions in UCS will remain in the state "In Process". Agent Desktop **must** send this request.

Request URL	/api/v2/ucs/interactions/{interactionId}
HTTP method	POST
Required features	One of the following: <ul style="list-style-type: none">• api-voice• api-ucs-voice

Parameters

Parameter	Value
operationName	SetCallCompleted
callDuration	The duration of the call.
userData	The map of attached data to be saved.

Sample

Request

```
POST /api/v2/ucs/interactions/{interactionId}
{
  "operationName": "SetCallCompleted",
  "callDuration": 15,
```

SetCallCompleted

```
"userData": {"key1": "value1", "key2": "value2"}
}
```

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 123
}
```

CometD notifications

Success

```
{
  "referenceId": 123,
  "messageType": "UcsOperationResponse",
  "success": true
}
```

Error

```
{
  "referenceId": 123,
  "messageType": "UcsOperationResponse",
  "success": false,
  "errorMessage": "UCS request failed"
}
```