This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

Web Services and Applications 8.5.2

12/29/2021

Table of Contents

Web Services API Reference **15**

Getting started **18**

- Making a Request 19
- Interpreting a response 25
- Working with agents 30
- Answering a call 33

API basics **36**

- What are operations? 37
- What are capabilities? 38
- CometD notifications 44
- Error handling 47
- Request Parameters 48
- Working with roles 59
- Filtering 60
- Filtering and sorting users by fields and subresources 62
- Subresources 65
- Return Values 69
- Recovering Existing State 76
- Toast and case data 82
- Disposition codes 87
- Cross-Origin Resource Sharing 89
- Cross-Site Request Forgery protection 91
- Features 100
- Services 104

Voice API **107**

- CometD notifications 111
- Call resource 115
- Device resource 118
- StartContactCenterSession 121
- EndContactCenterSession 127
- Ready 128
- Not Ready 130
- Aux Work 132
- After Call Work 134
- Offline 136

DoNotDisturbOn	138
DoNotDisturbOff	140
ForwardCallsOn	142
ForwardCallsOff	144
Dial	146
Answer	150
Reject	152
Hold	154
Retrieve	156
Hangup	158
SendDTMF	160
MuteCall	162
UnmuteCall	164
SetCallDisposition	166
SingleStepConference	168
InitiateConference	172
CompleteConference	175
RemoveParticipantFromConference	178
ClearCall	180
SingleStepTransfer	182
InitiateTransfer	185
CompleteTransfer	193
SwapCalls	201
MergeWithOtherCall	210
AttachUserData	211
UpdateUserData	213
DeleteUserData	216
DeleteUserDataPair	218
ListenIn	220
Coach	223
BargeIn	226
CancelSupervisionMonitoring	229
SwitchToBargeIn	231
SwitchToListenIn	234
MuteMonitoredUser	237
UnmuteMonitoredUser	240
StartCallRecording	243

PauseCallRecording 245
ResumeCallRecording 247
StopCallRecording 249
IM Session API 251
CometD notifications 252
IM Session Resource 254
InitiateIMSession 256
SendMessage 258
AttachUserData 260
UpdateUserData 262
DeleteUserData 264
Complete 266
Multimedia Interactions API 268
Chat API 269
CometD notifications 271
Chat Resource 274
Accept 277
Reject 281
SendMessage 283
Leave 285
Complete 287
SendURL 289
AddAttachment 291
GetAttachment 297
RemoveAttachment 298
UploadFile 301
DeleteFile 303
SendStartTypingNotification 305
SendStopTypingNotification 307
SetInFocus 309
SetDisposition 310
AddComment 312
SendCustomNotice 314
AttachUserData 316
UpdateUserData 319
DeleteUserData 322
Transfer 325

Invite 327
Consult 330
CancelConsult 334
SendToAgents 336
SendStartTypingToAgentsNotification 338
SendStopTypingToAgentsNotification 340
RemoveParticipantFromConference 342
SendCustomNoticeToAgents 349
Supervisor Monitoring 351
Monitor 356
Coach 358
BargeIn 360
CancelSupervisorMonitoring 362
Intrude 363
SwitchToBargeIn 365
SwitchToMonitor 368
SwitchToCoach 371
GetAgentInteractions 374
SendNicknameUpdatedNotice 376
Customer Chat API 378
General 379
Customer Chat Resource 381
Customer Chat Messages 383
RequestChat 385
SendMessage 387
SendStartTypingNotification 389
SendStopTypingNotification 391
Complete 393
GetChat 395
GetMessages 397
Digital User Events API 399
Publish 400
Subscribe 402
Unsubscribe 404
Email API 406
CometD notifications 408
Email Resource 411

Accept 413
Reject 416
Create 419
Save 421
Cancel 423
Reply 425
ReplyAll 428
Send 431
SetDisposition 434
Complete 437
AttachUserData 440
UpdateUserData 443
DeleteUserData 446
AddComment 449
SetInFocus 451
AddAttachment 452
GetAttachment 454
RemoveAttachment 456
Transfer 458
Facebook API 461
CometD notifications 463
Facebook Resource 465
Accept 468
Reject 471
Create 474
Save 476
Cancel 478
Reply 480
Send 484
SetDisposition 486
Complete 488
AttachUserData 491
UpdateUserData 493
DeleteUserData 495
AddComment 497
SetInFocus 499
Transfer 500

Facebook Private Messaging API 503
CometD notifications 505
FacebookSession Resource 508
Accept 513
Reject 517
SendMessage 519
SendUrl 521
SetInFocus 523
SetDisposition 524
Leave 526
Complete 529
AttachUserData 532
UpdateUserData 536
DeleteUserData 540
AddComment 543
Transfer 545
Consult 551
SendToAgents 556
RemoveParticipantFromConference 558
ReportStandardResponseUsage FacebookSession 569
Open Media API 571
CometD notifications 572
OpenMedia Resource 574
Create 575
Accept 577
Reject 579
SetInFocus 581
Complete 582
AddContent 584
GetContent 587
AttachUserData 589
UpdateUserData 591
DeleteUserData 593
Transfer 595
SMS Session API 598
SMS Session Resource 600
Accept 603

Reject 607
SendMessage 609
Leave 611
Complete 613
SendURL 615
SendStartTypingNotification 617
SendStopTypingNotification 619
SetInFocus 621
SetDisposition 622
AddComment 624
SendCustomNotice 626
GetMessages 628
AttachUserData 630
UpdateUserData 633
DeleteUserData 636
Transfer 639
Invite 641
Consult 645
CancelConsult 649
SendToAgents 651
SendStartTypingToAgentsNotification 653
SendStopTypingToAgentsNotification 655
RemoveParticipantFromConference 657
SendCustomNoticeToAgents 664
Monitor 666
Coach 668
BargeIn 670
CancelSupervisorMonitoring 672
Intrude 673
SwitchToBargeIn 675
SwitchToMonitor 678
SwitchToCoach 681
GetAgentInteractions 684
Standard Responses API 686
GetStandardResponse 687
RenderStandardResponse 694
ReportStandardResponseUsage 697

GetStandardResponseFavorites 699
AddStandardResponseFavorite 700
DeleteStandardResponseFavorite 701
DeleteAllStandardResponseFavorites 702
GetDocumentStandardResponse 703
Twitter API 704
CometD notifications 706
Twitter Resource 710
Accept 712
Reject 716
Create 720
Save 722
Cancel 725
Reply 727
Send 729
SetDisposition 731
Complete 735
AttachUserData 738
UpdateUserData 742
DeleteUserData 746
AddComment 750
SetInFocus 752
Follow 753
Unfollow 755
Retweet 757
Transfer 759
Workbins API 762
CometD notifications 763
Workbin Resource 766
GetWorkbins 767
GetWorkbinContent 773
AddInteractionToWorkbin 784
PullInteractionFromWorkbin 787
Subscribe To Workbin Notifications 790
Unsubscribe from Workbin Notifications 793
PullInteractionFromWorkbin for Supervisor 796
AddInteractionToWorkbin for Supervisor 799

GetGroupWorkbinContent 802
AddInteraction to a Group Workbin 811
PullInteraction from a Group Workbin 815
Subscribe to Group Workbin Notifications 819
Unsubscribe from Group Workbin Notifications 822
RequestStats 824
RequestAgentStats 826
Workitem API 831
CometD notifications 832
Workitem Resource 834
Workitem Create 836
Workitem Accept 838
Workitem Reject 840
Workitem SetInFocus 842
Workitem Complete 843
Workitem AttachUserData 845
Workitem UpdateUserData 847
Workitem DeleteUserData 849
Workitem Transfer 851
Channels API **854**
Channel resource 855
Get all channels 857
Get channel by ID 859
Set channel to Ready 860
Set channel to NotReady 861
Set all channels to Ready 862
Set all channels to NotReady 863
Set all channels to DNDOn 864
Set all channels to DNDOff 865
Provisioning API **866**
Business Unit API 867
Create a Business Unit 870
Remove Business Unit 871
Assign Supervisor to Business Unit 872
Assign Queue to Business Unit 873
Remove Queue from Business Unit 874
Bulk Assign Queues to a Business Unit 875

- Assign Skill to a Business Unit 876
- Remove Skill from a Business Unit 877
- Bulk Assign Skills to a Business Unit 878
- Assign Agent to Business Unit 879
- Remove Agent from Business Unit 880
- Bulk Assign Agents to as Business Unit 881
- Assign Business Unit To Agent 882
- Remove Business Unit from Agent 883
- Retrieve Business Unit Content 884
- Retrieve Business Units list 885

Devices API 886

- Operations 887
- Attributes 888
- List Devices 891
- Create Device 893
- Delete Device 894
- Assign Device 895
- Unassign Device 896
- Create and Assign Device to User 897

Place Management API 898

- List Places 899
- List Place by ID 900
- List Places Assigned to User 901
- List Places Assigned to Business Unit 903
- Create 905
- Update 906
- Delete 907
- Assign Device to Place 908
- Unassign Device from Place 909
- Assign Place to User 910
- Unassign Place from User 913
- Assign Place to Business Unit 914
- Unassign Place from Business Unit 917

Users API 918

- User Resource 919
- Create User 921
- Delete User 923

Update User	924
Get all Users	926
Get a Specific User	927
Get all Sub-Resources for a User	928
Unlock User Account	930
User Settings API	931
Get Settings Groups	932
Create Settings Group	933
Delete Settings Group	935
Get Settings	936
Create Setting	938
Update Setting	939
Delete Setting	940
Contacts API	**941**
Contact resource	942
Get contacts	947
Create a custom contact	958
Update a custom contact	959
Delete a custom contact	960
Settings API	**961**
Settings resource	962
System settings	965
Custom settings	974
Statistics API	**980**
Monitored statistics	981
Get most recent statistic values	1000
Hierarchical Dispositions API	**1002**
Retrieve all configured dispositions in a specific disposition group	1004
Retrieve full contents of a specific disposition category	1005
Retrieve full disposition and category tree	1006
Create a new disposition	1008
Remove a disposition	1009
Create sub-category of dispositions	1010
Create top-level disposition group	1011
Remove sub-category of dispositions	1012
Remove root-level disposition group	1013
Configuration Manager Scenarios	1014

Platform Configuration API	**1016**
Outbound API	**1022**
Outbound Campaign Resource	1024
Outbound Record Resource	1026
Request Campaign Status	1027
Start Preview Session	1029
End Preview Session	1031
Request Preview Record	1033
Dial Preview Record	1036
Reject Record	1038
Cancel Record	1041
Cancel Record with Phone Number	1044
Complete Record	1047
Do Not Call Record	1051
Do Not Call Record with Phone Number	1054
Create Record	1057
Update Record	1061
Get Chained Record	1064
Reschedule Record	1067
Incoming Call From an Outbound Campaign	1070
Interaction History API	**1071**
CometD notifications	1072
Interaction history resource	1076
Message resource	1078
RetrieveContactHistory	1079
RetrieveAgentHistory	1082
RetrieveInteractionHistory	1086
GetInteractionContent	1090
UCS Integration with Voice API	**1093**
IdentifyUCSContact	1094
FindPhoneCall	1096
SetCallNote	1098
SetCallCompleted	1100
SetCallContact	1102
Supervisor Agent State Control API	**1104**
Ready	1105
NotReady	1107

DoNotDisturbOff	1109
DoNotDisturbOn	1111
Offline	1113
Service API	**1115**
Runtime	1116
Configuration	1120

Web Services API Reference

Welcome to the *Web Services API Reference*. This guide provides information about how you can use the Web Services REST API to incorporate Genesys features into custom applications and integrations with third-party software.

The Web Services API offers the following services:

Voice API Handle telephony interactions, including SIP.	Multimedia Interactions API Handle multimedia (eServices) interactions.
Channels API Manage the different interaction channels available to an agent.	Provisioning API Automate Genesys provisioning.
Contacts API Manage contacts and interaction history.	Settings API Configure Web Services parameters.

Statistics API

Make use of Genesys statistics.

Hierarchical Dispositions API

Manage the possible disposition values of interactions.

Platform Configuration API

Manage Configuration Server data.

Outbound API

Handle outbound interactions and campaigns.

Interaction History API

Retrieve interaction history for an agent or contact.

Service API

Retrieve system runtime information.

Developer Support

WWE on the Genesys Developer Portal.

Getting started

The following topics use simple cURL statements to show you how to use basic features of the Web Services API. Once you understand these principles, you can use them to write your own apps.

You are about to learn how to:

- Make a request
- Interpret a response
- Work with agents
- Answer a call

Some basics

Web Services uses a RESTful API that sends and receives data over HTTP in the text-based JSON (JavaScript Object Notation) data-interchange format. JSON is an easy way to create, read, update, and delete data.

cURL

cURL is a command line tool that allows you to make barebones HTTP requests. It is a great way to explore the syntax of the Web Services API. For more information about cURL, check out the project website at http://curl.haxx.se/.

Prerequisites

This tutorial assumes that you have set up Web Services, as shown in the Web Services and Applications Deployment Guide, and that you are familiar with HTTP requests.

What's next?

Let's get started by making a request.

Making a Request

You can use the Web Services API to send and receive JSON-based data over HTTP. We are using cURL, which is command-line based, so you will want to open your favorite command line, terminal, or shell program, after making sure that it supports cURL. And of course, you should plug in the URL for your own Web Services server, as well as other site-specific information, when you issue the following cURL commands.

A simple request

As you might expect, your HTTP requests require a URL that contains the address of your server and the path to your Web Services API library.

> **Important**
> Ensure that the entire URL request does not exceed 2000 characters.

The rest of the URL indicates what kind of operation you would like to perform. Web Services operations are asynchronous. When a request returns `"statusCode":0`, this doesn't indicate a successful change of state — only that the request was successfully sent to T-Server.

In most cases, when you send a request you will also need to provide authentication. But you don't need authentication to ask for your current version of Web Services. To do this, type in the following cURL command:

```
curl http://000.111.222.333/api/v2/diagnostics/version
```

The above request will return something like this:

```
{"statusCode":0,"version":"8.5.200.50"}
```

[+] Click here to see other ways you can retrieve the Web Services version.

Instead of using cURL, you can also get the version using JavaScript, a REST client, or a web browser.

JavaScript

```
<!doctype html>
<html>
        <head>
                <script src='//ajax.googleapis.com/ajax/libs/jquery/1.11.1/
jquery.min.js'></script>
                <script>
                        $(document).ready(function() {
```

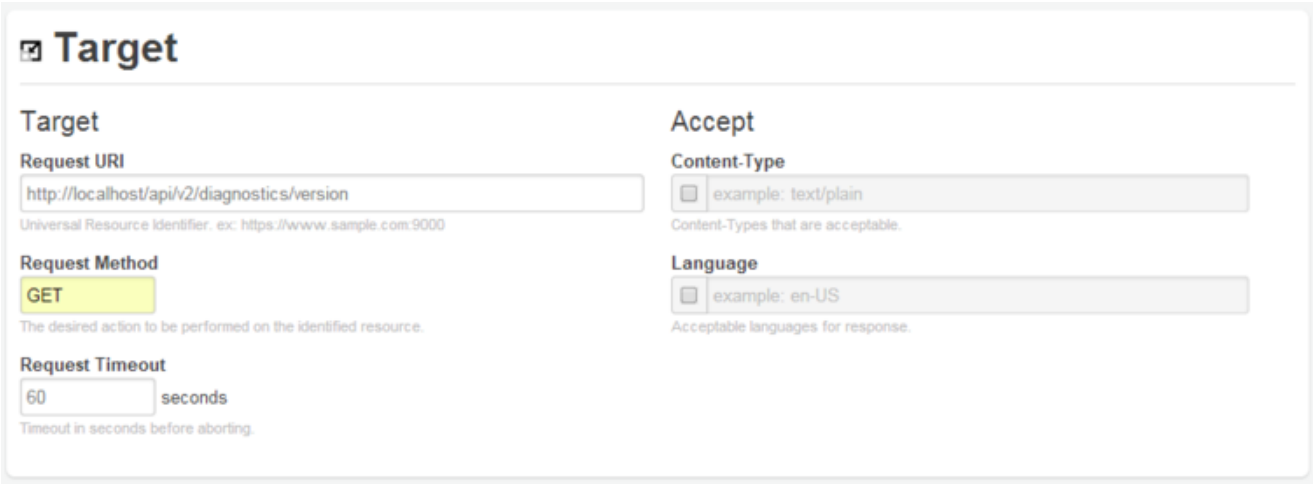
```
                                // Add a click handler to the getVersion button.
                                $('#getVersion')
                                .click(function() {

                                    // Create and configure the request.
                                    var request = {
                                        url: 'http://localhost:8080/api/v2/diagnostics/
version',

                                        type: 'GET', crossDomain: true, success: function
(result) {

                                                // Update the label with the result.
                                            $('#version').text(result.version);
                                        },
                                        error: function (result) {
                                        alert('Failed to get version.');
                                        }
                                    };

                                $.ajax(request);
                                });
                        });
                </script>
        </head>
        <body>
             <div>
                <button id='getVersion'>Get Version</button>
                <br/>
                <label id='version'>-</label>
            </div>
        </body>
</html>
```

Response

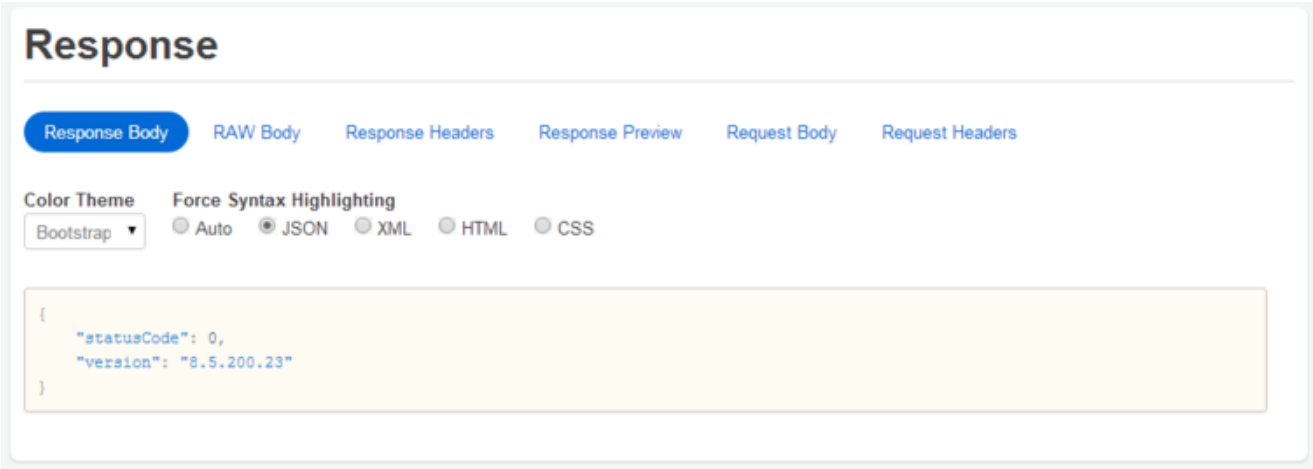
```
{
    "statusCode":0,
    "version":"8.5.200.23"
}
```

REST client

Instead of writing a client application to test your API calls, you can use a REST client embedded in your web browser.



Response



Web browser

This call is the only REST API call you can make in a web browser because it doesn't require authentication. All you need to do is navigate to the following URL: `http://WS_Server:WS_Port/api/v2/diagnostics/version`

Where `WS_Server` is the IP of your Web Services node and `WS_Port` is its port.

Response

```
{"statusCode":0,"version":"8.5.200.23"}
```

Authentication

The following request asks for information about user `ksippo`. Like most Web Services requests, this

one requires authentication. cURL allows us to specify the user name and password by using the format `-u` **`username:password`**.

The user mentioned in the following request does not have a password, so we have left the password field empty:

```
curl -u ksippo: http://000.111.222.333/api/v2/me
```

The response from the Web Services server should look something like this:

```
{
        "statusCode":0,
        "user":{
                "id":"63630bbebf4840d7a0bffd6312bc29ff",
                "userName":"ksippo",
                "firstName":"Kristi",
                "lastName":"Sippola",
                "roles":["ROLE_AGENT"],
                "enabled":true,
                "changePasswordOnFirstLogin":false,
                "uri":"http://127.0.0.1/cloud-web/api/v2/users/
63630bbebf4840d7a0bffd6312bc29ff",
                "path":"/users/63630bbebf4840d7a0bffd6312bc29ff"
        }
}
```

Sending data

Sending data is a bit more complex. We use a POST request and indicate to cURL that we are sending data in JSON format. We also use a URL that tells the Web Services server to carry out an operation for the current user, `ksippo`.

Finally, the following request uses the cURL data parameter, `-d`, to carry the JSON payload, which lets the server know that we want to set ksippo's status to `NotReady`.

```
curl -X POST -H "Content-Type: application/json" -d '{"operationName":"NotReady"}' -u ksippo: http://000.111.222.333/api/v2/me/channels/
voice
```

If we did everything right, we will get confirmation from the server by way of a status code of `0`:

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

Filtering a request

You may also want to get specific information associated with an agent or other user, such as a list of their skills or devices. To do this, you can filter your request, as shown in the Subresources topic.

What's next?

Now that we have an idea of how to send requests, let's take a look at how to interpret responses from the Web Services server.

Interpreting a response

On the previous page, we showed you how to use cURL to make some basic requests. Now we will show you how to interpret the response from the Web Services server.

Determining your Web Services version

The first request we sent asked for the current version of Web Services. It looked like this:

```
curl http://000.111.222.333/api/v2/diagnostics/version
```

The following response starts with a status code of `0`, which indicates that our request was successful. The `version` parameter, surprisingly enough, tells you what your current version of Web Services is:

```
{"statusCode":0,"version":"8.5.200.50"}
```

Web Services status codes

When you are trying to figure out what happened with your request, you may find it helpful to understand the status codes that have been returned by the Web Services server. These codes are described in a table on the Return Values page.

Note in particular that a status code of `20` means that you have failed authentication, as we will show in the next section.

Getting user information

The second request we sent on the previous page asked for information about user `ksippo`. This request included authentication information, as shown here:

```
curl -u ksippo: http://000.111.222.333/api/v2/me
```

This request should receive a status code of `0`, followed by user information about ksippo:

```
{
        "statusCode":0,
        "user":{
                "id":"63630bbebf4840d7a0bffd6312bc29ff",
                "userName":"ksippo",
                "firstName":"Kristi",
                "lastName":"Sippola",
                "roles":["ROLE_AGENT"],
                "enabled":true,
                "changePasswordOnFirstLogin":false,
```

```
                "uri":"http://127.0.0.1/cloud-web/api/v2/users/
63630bbebf4840d7a0bffd6312bc29ff",
                "path":"/users/63630bbebf4840d7a0bffd6312bc29ff"
        }
}
```

Don't forget...

Note that if we send that request without including authentication information, we will receive an error message. That is, if we send something like this:

```
curl http://000.111.222.333/api/v2/me
```

...the Web Services server won't let us in, and will send a response like this:

```
{"statusCode":20,"statusMessage":"Access denied"}
```

As mentioned above, the status code of 20 indicates that we have failed authentication and are therefore denied access, as clarified by the status message.

[+] Click here to see other ways you can retrieve user information.

Instead of using cURL, you can also get user information using JavaScript or a REST client.

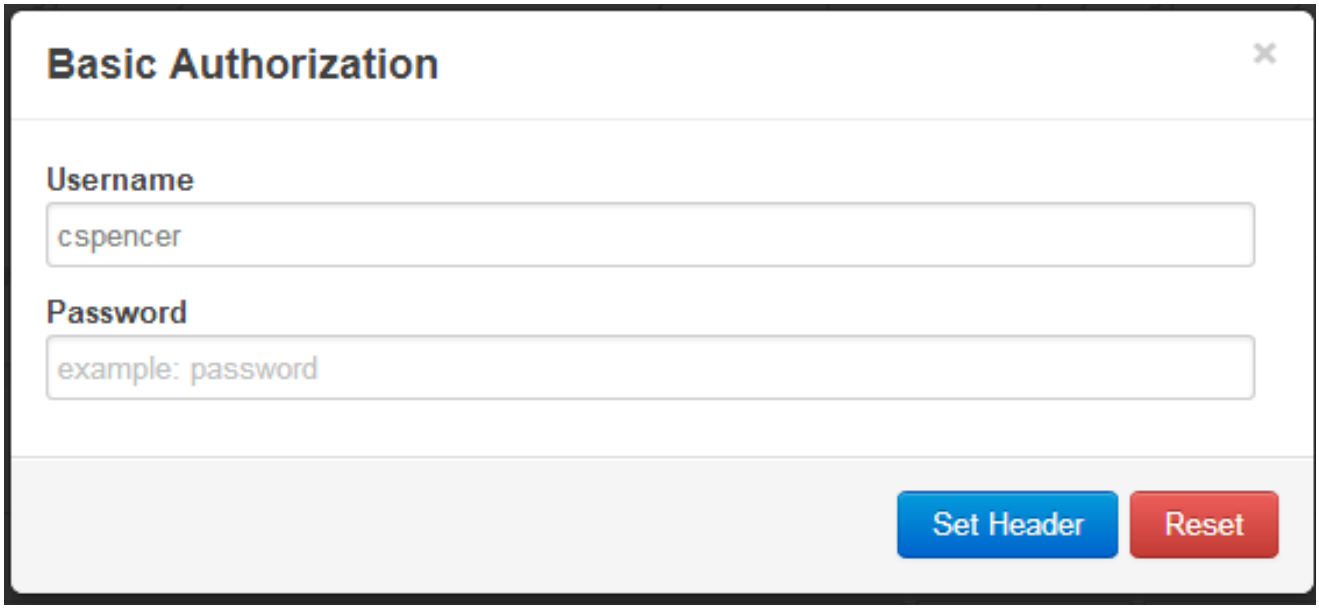
JavaScript

```
<!--
        This sample improves on the version.html sample by making the server location
configurable
        and also allowing credentials to be entered. To establish a session with Genesys Web
Services,
        a Basic Authorization header must be included. Subsequent requests can also include
this header
        or they can rely on the cookie established by the first request.

        The sample request this time is to return basic information about 'me' (the user
making the request as
        identified by the credentials).
-->
<!doctype html>
<html>
        <head>
                <script src='//ajax.googleapis.com/ajax/libs/jquery/1.11.1/
jquery.min.js'></script>
                <script>
                        $(document).ready(function() {

                                $('#getMe')
                                .click(function() {

                                        // Read the values from the input boxes
                                        var username = $('#username').val();
                                        var pw = $('#password').val();

                                        var uri = $('#baseUri').val();
                                        uri += 'api/v2/me';

                                        // Create and configure the request
                                        var request = {
```

```
                                    url: uri,
                                    type: 'GET',
                                                crossDomain: true,
                                    success: function (result) {
                                        // Update the textarea with a string version of the
resulting JSON

                                        $('#result').text(JSON.stringify(result.user, null,
4));

                                    },
                                    error: function (result) {
                                        alert('Failed to get my user info.');
                                    }
                                };

                                // This adds the Authorization header. The call to btoa base
64 encodes the username and
                                // password separated by a ':'. For more info on Basic
authentication check the RFC.
                                request.beforeSend = function (xhr) {
                                                xhr.setRequestHeader('Authorization', 'Basic
' + window.btoa(username + ':' + pw));
                                                 };

                                $.ajax(request);
                                 });
                        });
                </script>
        </head>
        <body>
                <div>
            <input id='baseUri' type='text' style='margin-bottom: 5px; width: 200px;'
placeholder='GWS Base Uri' value='http://localhost:8080/'>
            <br/>
            <input id='username' type='text' style='margin-bottom: 5px; width: 200px;'
placeholder='Username' value='paveld@redwings.com'>
            <br/>
            <input id='password' type='password' placeholder='Password' value='password'>
            <br/>
                        <button id='getMe'>Get Me</button>
                        <br/>
                        <br/>
                        <textarea id='result' rows='20' cols='100'></textarea>
                </div>
        </body>
</html>
```

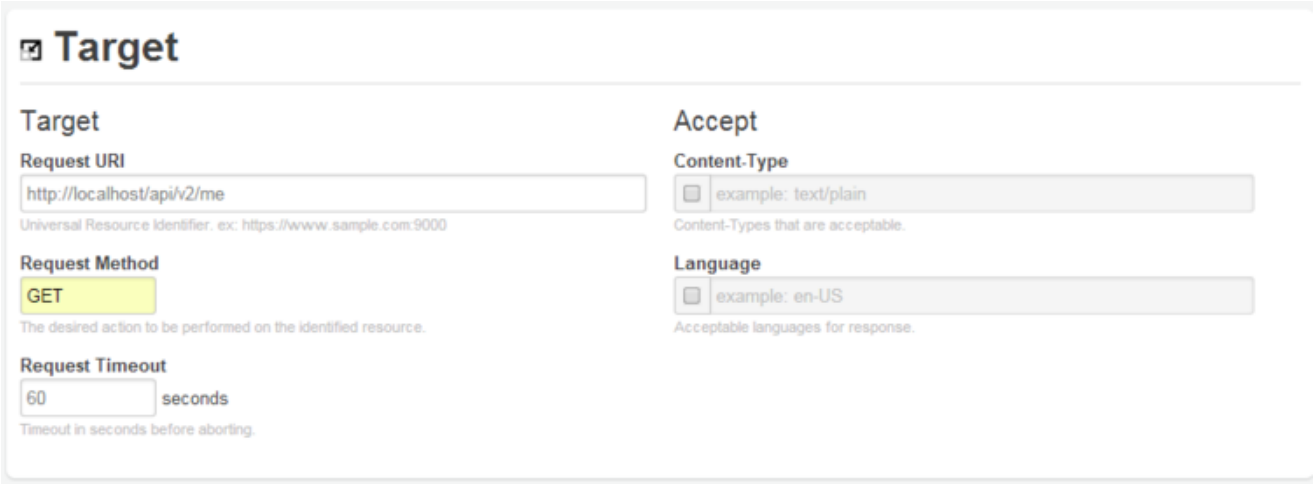
REST client

To retrieve agent information, we must authenticate, as shown here (in our case, `cspencer` is the user and there is no password associated with her account):

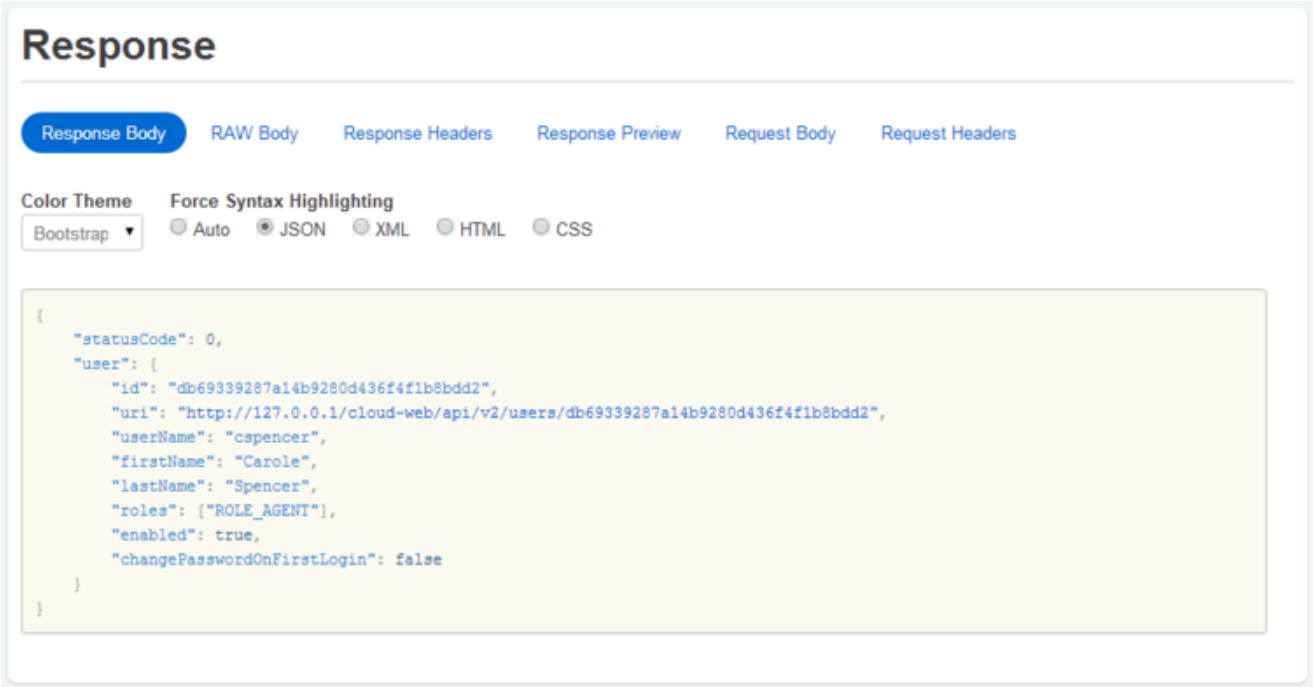


Choose `Set Header`, and you should see something similar to the following:

Request Now that you've been authenticated, you can make the request:



Response



What's next?

Next up, let's learn how to work with agents.

Working with agents

Setting agent status to Ready

Once your agent is logged in, you can set their status to Ready for those channels they will be working with. Here is how to set an agent ready to work with voice:

```
curl -X POST -H "Content-Type: application/json" -d '{"operationName":"Ready"}' -u ksippo: http://000.111.222.333/api/v2/me/channels/voice
```

If your request succeeded, the Web Services server will respond with a status code of `0`:

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

Working with channels

You can also enable the agent to handle other channels, either in addition to or instead of the initial channel. Or you can disable this ability by setting the agent to `Not Ready` for a particular channel. For more information on how to do this, consult the documentation for the GWS Channels API.

The API docs for individual channels also contain information about how to carry out agent state operations, such as these topics in the Voice API.

What's next?

Now that your agent is ready, let's answer a call.

Answering a call

Now that your agent is ready to receive calls, you can answer one by sending a request that will look a lot like this. Note that the string at the end of the URL is the ID associated with the call resource:

```
curl -X POST -H "Content-Type: application/json" -d '{"operationName":"Answer"}' -u ksippo: http://000.111.222.333/api/v2/me/calls/
0071023821aec011
```

If your request is successful, you will receive a status code of `0`:

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

Web Services operations are asynchronous. When a request returns `"statusCode":0`, this doesn't indicate a successful change of state — only that the request was successfully sent to T-Server.

What's next?

Now that you have learned some of the basic features of the Web Services API, you may want take a look at the rest of the API, as it will let you do just about anything you might want to with the Genesys software.

API basics

The Web Services API is a REST API, but it's important to realize that it sometimes departs from the standard REST API requests and responses. Make sure to review all the topics below for details about unique points in the Web Services API, along with the basics about how the API works.

- What are operations?
- What are capabilities?
- Asynchronous events
- Error handling
- Recovering existing state
- Toast and case data
- Disposition codes
- Request parameters
- Return values
- Subresources
- Filtering
- Filtering and sorting users by fields and subresources
- Cross-Origin Resource Sharing
- Cross Site Request Forgery protection
- Features
- Services

What are operations?

The typical core requests in a REST API include create, read, update, and delete; however, there are several areas of the Web Services API where the design departs from these core requests on resources.

Many of the APIs that make up the Web Services API have differing requests for a particular resource that must be processed asynchronously. To accommodate these requests, Web Services API introduces the notion of an "operation". If a Web Services resource supports this concept, then you can send a POST request with the name of the operation to be executed, along with any supporting parameters it requires.

You'll find that operations are implemented across the Web Services API for a variety of resources.

Consider the Voice API, where the majority of the traditional voice functionality, such as agent state manipulation and call control, is implemented in this manner. For example, the call resource supports operations such as Dial, Answer, and Hangup, while the device resource supports operations such as Ready and NotReady.

If an operation is required for a particular request, it's listed in the "Parameters" table on the request page:

Parameter	Value
operationName	Answer

To use an operation, just include the operation name in the POST body:

```
POST api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES00000C
{
  "operationName": "Answer"
}
```

What are capabilities?

Capabilities is a complimentary concept the Web Services API uses to help client application developers decide when it's appropriate to allow an operation to be performed.

When you perform an operation, Web Services returns a CometD notification that includes the related resource, with a property called "capabilities". This property provides a list of operation names that are valid for the current state of the resource.

One of the great things about capabilities is that they can help you understand when to enable or disable functionality in your UI. For instance, consider the capabilities available for the device resource below:

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "9c14cad7-17c4-48d0-8492-7cf0ff92c224",
        "deviceState": "Active",
        "userState": {
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "displayName": "Not Ready",
          "state": "NotReady"
        },
        "phoneNumber": "5001",
        "e164Number": "5001",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn",
          "DoNotDisturbOn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

The device resource has two capabilities in its current state:

- ForwardCallsOn
- DoNotDisturbOn

Based on this, your application could enable the UI elements for forwarding calls and turning on Do Not Disturb while at the same time disabling others, such as the ability to turn off Do Not Disturb (since it's already off, as indicated by the list of capabilities and `"doNotDisturb": "Off"` in the example above).

If the user triggers the UI to turn on Do Not Disturb, you would send a DoNotDisturbOn request, and receive the following DeviceStateChangeMessage:

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "9c14cad7-17c4-48d0-8492-7cf0ff92c224",
        "deviceState": "Active",
        "userState": {
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "displayName": "Not Ready",
          "state": "NotReady"
        },
        "phoneNumber": "5001",
        "e164Number": "5001",
        "telephonyNetwork": "Private",
        "doNotDisturb": "On",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn",
          "DoNotDisturbOff"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

In the example above, you can see that DoNotDisturbOn is no longer available in the capabilities — it's been replaced by DoNotDisturbOff. Also note that the doNotDisturb property is now set to "On".

Like devices, the call resource provides a capabilities property, as shown in the CallStateChangeMessage:


```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "notificationType": "StatusChange",
    "extensions": {
        "WrapUpTime": 0,
        "BusinessCall": 0
    },
    "call": {
      "id": "011DJV5JI898NB2L04000VTAES00000B",
      "connId": "007102385535e00a",
      "state": "Ringing",
      "callUuid": "011DJV5JI898NB2L04000VTAES00000B",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/
74152ed8-858f-4a33-9e96-36213a678d30",
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000B",
      "participants": [
         {
            "e164Number": "5001",
            "formattedPhoneNumber": "5001",
            "phoneNumber": "5001",
            "digits": "5001"
         }
      ],
      "dnis": "5000",
      "callType": "Internal",
      "capabilities": [
        "AttachUserData",
        "Answer",
        "UpdateUserData",
        "DeleteUserData",
        "DeleteUserDataPair"
      ],
      "duration": "0",
      "mute": "Off",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false
    },
    "phoneNumber": "5000"
  },
  "channel": "/v2/me/calls"
}
```


Since this call is ringing (see the "state" property in the example above), a limited set of capabilities are provided, including the Answer operation. If the user answers the call, Web Services sends another CometD notification with an updated state and list of capabilities:


```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "notificationType": "StatusChange",
    "extensions": {
        "WrapUpTime": 0,
        "BusinessCall": 0
```

```
    },
    "call": {
      "id": "011DJV5JI898NB2L04000VTAES00000B",
      "connId": "007102385535e00a",
      "state": "Established",
      "callUuid": "011DJV5JI898NB2L04000VTAES00000B",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/
74152ed8-858f-4a33-9e96-36213a678d30",
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000B",
      "participants": [
         {
            "e164Number": "5001",
            "formattedPhoneNumber": "5001",
            "phoneNumber": "5001",
            "digits": "5001"
         }
      ],
      "dnis": "5000",
      "callType": "Internal",
      "capabilities": [
        "AttachUserData",
        "InitiateConference",
        "UpdateUserData",
        "Hold",
        "SingleStepTransfer",
        "DeleteUserData",
        "SingleStepConference",
        "Hangup",
        "DeleteUserDataPair",
        "SendDtmf",
        "InitiateTransfer"
      ],
      "duration": "5",
      "mute": "Off",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false
    },
    "phoneNumber": "5000"
  },
  "channel": "/v2/me/calls"
}
```


As you can see, the set of available capabilities is expanded to allow typical call operations, like Hold or Hangup, once the call is established (`"state": "Established"`).

For details about capabilities for other resources, just look at the "Samples" section for any operation page in this guide — it includes a "CometD Notification" section with a real-world examples of notifications.

CometD notifications

Many requests in the Web Services API are asynchronous. When you send an asynchronous request, typically an operation, Web Services still returns an HTTP response with a status code like other requests, but this only means the request was processed and sent to a backend Genesys server, like T-Server. When the server finishes processing the request and notifies Web Services of any changes in state or errors, Web Services then sends the updated state or error details to the client application as CometD notifications.

Web Services uses CometD to deliver these unsolicited notifications to clients. CometD is a library that allows the server to deliver messages to a web-based client with low-latency using a variety of transports. The transport used to deliver messages is negotiated between the client and server based on what the client supports running in a particular browser. Example transports include long polling and web sockets. CometD also provides a basic infrastructure for publishing and subscribing to messages. For more information about CometD, or for details about where to obtain client-side CometD libraries for various platforms, see the official CometD site.

> **Important**
> A basic understanding of CometD is a prerequisite to developing a client application using the Web Services API.

Topics

Once your client application establishes a CometD session, you must create a subscription to one or more of the CometD topics used by the Web Services API. Your subscriptions should be based on the functionality available in your client application.

Topic	Description	MessageTypes
/v2/me/devices	Messages related to devices. Examples include changes to agent state, do-not-disturb, call forwarding, and supervisor monitoring.	• DeviceStateChangeMessage • ErrorMessage
/v2/me/calls	Messages related to calls. Examples include changes to call state, updates to call participant information, and updates to call data.	• CallStateChangeMessage • ErrorMessage
/notifications/services	Messages relating to the state of different services. If the connection to T-Server is lost, or T-Server's connection to the CTI link is broken, a message is delivered to the client.	• ServiceStateChangeMessage

Topic	Description	MessageTypes
/v2/me/chats	Messages related to chats. Examples include changes to chat state, updates to chat participant information, updates to chat data, and updates to chat transcript.	• ChatStateChangeMessage • MessageLogUpdated
/v2/me/emails	Messages related to emails. Examples include changes to email state and updates to email data.	• EmailStateChangeMessage
/v2/me/facebook	Messages related to Facebook interactions. Examples include changes to Facebook interaction state and updates to Facebook interaction data.	• FacebookStateChangeMessage
/v2/me/facebooksession	Messages related to private Facebook messages. Examples include changes to private Facebook message state, updates to private Facebook message data, and updates to private Facebook message transcript.	• FacebooksessionStateChangeMessage • MessageLogUpdated
/v2/me/im-sessions	Messages related to instant messaging between agents. Examples include changes to IM session state and updates to IM session data.	• IMSessionStateChangeMessage • IMLogUpdateMessage
/v2/me/openmedia	Messages related to OpenMedia interactions. Examples include changes to OpenMedia interaction state and updates to OpenMedia interaction data.	• OpenmediaStateChangeMessage
/v2/me/twitter	Messages related to Twitter interactions. Examples include changes Twitter interaction state, updates to Twitter interaction data, and updates to Twitter account following.	• TweetStateChangeMessage • TweetOperationResponse
/v2/me/workbins	Messages related to workbins. Examples include changes to workbin state and updates to workbin contents.	• WorkbinSubscriptionStateChangeMessage • WorkbinStateChangeMessage
/v2/me/workitems	Messages related to workitems. Examples include changes to workitem state and updates to workitem data.	• WorkitemStateChangeMessage

Messages

[+] ServiceStateChangeMessage

ServiceStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. The `data.messageType` property can always be used to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type and will have a value of ServiceStateChangeMessage.
data.service	A JSON object that describes the service the notification relates to and its current state.
data.service.type	The type of service: `Voice`, `Provisioning`, `Reporting`, `MultiMediaState`, `MultiMediaContent`, `Chat`, or `Unknown`. The Voice API requires only the `Voice` and `Provisioning` services.
data.service.state	The state of the service: `ReadOnly`, `Inactive`, `Active`, or `Unknown`
channel	The topic to which the message was published.

The following example message is received when the connection to T-Server is unavailable

```
{
  "data": {
    "messageType": "ServiceStateChangeMessage",
    "service": {
      "id": "370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
      "name": "SIPS",
      "type": "Voice",
      "state": "Inactive"
    }
  },
  "channel": "/notifications/services"
}
```

This second example message is received when the connection to T-Server is restored.

```
{
  "data": {
    "messageType": "ServiceStateChangeMessage",
    "service": {
      "id": "370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
      "name": "SIPS",
      "type": "Voice",
      "state": "Active"
    }
  },
  "channel": "/notifications/services"
}
```

Error handling

Web Services API handles errors in two different ways, depending on the nature of the error and the type of API.

If a requested operation can't be processed and sent to T-Server, the HTTP request returns an error code with supporting error details. For example, you might see the following response when the T-Server connection is unavailable:

```
HTTP 503
{
  "statusCode":4,
  "statusMessage": "Voice service is not available at this time"
}
```

For reference, a successful response looks like this:

```
HTTP 200
{
  "statusCode": 0
}
```

> **Tip**
> Check out Return values for details about which status codes Web Services supports.

The other way the Web Services can handle errors is by delivering the error to the client asynchronously using a CometD notification. For example, the Voice API returns a separate message type called ErrorMessage, while the Twitter API returns the `errorMessage` property on its TweetOperationResponse message. Details about specific error notifications are available on the "CometD notifications" page in each Web Services API.

Request Parameters

This is part of the API Basics section of the Web Services API.

Overview

This outlines the request parameters for the Web Services API.

Object Fields

Requesting Devices

When making `list` requests for any kind of object, Web Services returns a list of the corresponding object URIs.

[+] Requesting Devices - Example

Request:

```
GET .../api/v2/me/devices
```

Response:

```
{
   "statusCode" : 0,
   "uris" : [
             "http://127.0.0.1:8080/api/v2/devices/ba0f987f-15b4-42c7-bed0-5f302259f9db"
            ]
}
```

Requesting a list of objects with their actual devices

In order to receive a list of objects with their actual fields, you will need to provide the `fields` request parameter.

[+] Requesting a list of objects with their actual devices - Example

Request:

```
GET .../api/v2/me/devices?fields=*
```

Response:

```
{ "devices" : [ { "capabilities" : [ "ForwardCallsOn",
            "DoNotDisturbOn"
          ],
        "deviceState" : "Active",
        "doNotDisturb" : "Off",
        "e164Number" : "5001",
        "id" : "ba0f987f-15b4-42c7-bed0-5f302259f9db",
        "phoneNumber" : "5001",
        "telephonyNetwork" : "Private",
        "userState" : { "displayName" : "Ready",
            "id" : "9430250E-0A1B-421F-B372-F29E69366DED",
            "state" : "Ready"
          },
        "voiceEnvironmentUri" : "http://127.0.0.1:8080/api/v2/voice-environments/a481cd8e-7b6a-4466-af88-db3471ac909e"
      } ],
  "statusCode" : 0
}
```

Specify data fields when requesting an object

When requesting an object from the Web Services server, it is possible to specify which data fields you receive by providing the `fields` request parameter.

[+] Specify data fields when requesting an object - Example

Request:

```
GET .../api/v2/queues/<queue_id>?fields=id,name
```

Response:

```
{
        "id":<queue_id>,
        "name":<queue_name>
}
```

Requesting all field of an object

To request all fields of an object, set the `fields` property to `*`.

[+] Requesting all field of an object - Example

Request:

```
GET .../api/v2/queues/<queue_id>?fields=*
```

Response:

```
{
        "id":<queue_id>,
        "name":<queue_name>,
        "description":<queue_description>,
        ...
}
```

Requesting Queues

Note that when making "list" requests for any kind of object, Web Services returns a list of the corresponding object URIs.

[+] Requesting Queues - Example

Request:

```
GET .../api/v2/queues
```

Response:

```
{
        "statusCode":0,
        "uris":[
```

```
                "http://.../api/v2/queues/<queue_1_id>",
                ...
                "http://.../api/v2/queues/<queue_N_id>"
        ]
}
```

Request a list of objects with their actual fields

In order to receive a list of objects with their actual fields, you need to provide the `fields` request parameter and have it set either to `*`, or to a list of data fields of interest.

[+] Request a list of objects with their actual fields - Example

Request:

```
GET .../api/v2/queues?fields=id,name
```

Response:

```
{
        "statusCode":0,
        "queues":[{
                "id":<queue_1_id>,
                "name":<queue_1_name>
        },
        ...
        {
                "id":<queue_N_id>,
                "name":<queue_N_name>
        }]
}
```

Object Filtering

It is possible to filter objects using request parameters when doing "list" requests.

For example:

Request:

```
GET .../api/v2/queues?fields=id,name,channel&channel=voice
```

Response:

```
{
        "statusCode":0,
        "queues":[{
                "id":<queue_1_id>,
                "name":<queue_1_name>,
                "channel":"voice"
        },
        ...
        {
                "id":<queue_N_id>,
                "name":<queue_N_name>,
```

```
                "channel":"voice"
        }]
}
```

> **Important**
> Note that the filtering parameter must be exactly the same as the name of the corresponding object field.

You can also combine several filtering parameters to make even more constraints:

Request:

```
GET .../api/v2/system/routing-templates?fields=*&channel=voice&version=1.0.0
```

Response:

```
{
        "statusCode":0,
        "routingTemplates":[{
                "id":"00_RouteToSpecDestination",
                "name":"Route Call to Specified Destination",
                "description":"Routes calls to a skill or queue",
                "version":"1.0.0",
                "channel":"voice",
                "dependencies":["media", "destination"],
                "enabled":true,
                "schema": [...]
        },
        ...
        {
                "id":"07_SegmentCallerRouteToSpecDestination",
                "name":"Play Greeting, Segment Caller, and Route To Specified Destination",
                "description":"Plays a user-configured greeting, ...",
                "version":"1.0.0",
                "channel":"voice",
                "dependencies":["media", "destination", "data_record_type"],
                "enabled":false,
                "schema": [...]
        }]
}
```

> **Important**
> Note that some "list" requests may make some of the filtering parameters mandatory.

Pagination

The following pagination-related request parameters can be used with REST API requests.

> **Important**
> Pagination and sorting functionality is only enabled if Elastic Search indexing is enabled.

Name	Description	Request	Resources	Example
offset	Specifies the index of the first record to be returned. • Defaults to 0.	GET	All "plural" resources	The following request will return the first 100 users in the contact center: `GET /api/v2/users?offset=0&limit=100`
limit	Specifies the number of records to be returned. • Maximum allowed value is 100. • Default value is 10.	GET	All "plural" resources	The following request will return the second page of 25 users in the contact center: `GET /api/v2/users?offset=25&limit=25`

Read requests with pagination return an extra field called `totalCount` containing the total count of objects satisfying the request criteria.

```
{
        "statusCode": 0,
        "users": [...],
        "totalCount": 2
}
```

The following API resources support sorting and pagination:

- **users**
- **groups/<id>/users**
- **contacts**

Sorting

The following sorting-related request parameters can be used with REST API requests.

Name	Description	Request	Resources	Example
sortBy	Specifies a comma	GET	`/api/v2/`	

Name	Description	Request	Resources	Example
	separated list of object properties to be used for sorting. GET All "plural" resources The following request will sort users by their last names first and then by their first names:			`users?sortBy=lastName,firstName&limit=100`
order	Specifies sorting order to be used, can be either "Ascending" or "Descending", defaults to "Ascending".	GET	All "plural" resources	The following request will return users sorted by their last names in a descending order: `GET /api/v2/users?sortBy=lastName&order=Descending&li`

Subresources

The subresources feature allows you to read subresources of an object together with the object itself. If you have a user object that has one or more skills and one or more devices, you can read all skills and devices of that user with the following request:

Request:

```
GET .../api/v2/users/<user_id>?subresources=*
```

Response:

```
{
        "id":<user_id>,
        "firstName":<first_name>,
        ...
        "skills":[{
                "id":<skill_1_id>,
                ...
        },
        ...
        {
                "id":<skill_N_id>,
                ...
        }],
        "devices":[{
                "id":<device_1_id>,
                ...
        },
        ...
        {
                "id":<device_M_id>,
```

```
                ...
        }]
}
```

If you do not include the `subresources` parameter in the request, you will get everything except the "skills" collection and "devices" collection.

> **Important**
>
> It is also possible to apply the subresources feature to object settings and request both an object and its settings in one request.

Selecting Subresources

In the example above, "`subresources=*`" was specified in order to get all available subresources. If the object you are interested in has several types of subresources, it is possible to choose whether you want all subresources to be returned or just some of them. This can be achieved by specifying a comma-separated list of subresources.

Example 1

To receive a list of skills and devices associated with an agent, use the following.

Request:

```
GET .../api/v2/users/<user_id>?subresources=skills,devices
```

Response:

```
{
        "id":<user_id>,
        "firstName":<first_name>,
        ...
        "skills":[{
                "id":<skill_1_id>,
                ...
        },
        ...
        {
                "id":<skill_N_id>,
                ...
        }],
        "devices":[{
                "id":<device_1_id>,
                ...
        },
        ...
        {
                "id":<device_M_id>,
                ...
        }]
}
```

Example 2

To receive a list of skills associated with an agent, use the following.

Request:

```
GET .../api/v2/users/<user_id>?subresources=skills
```

Response:

```
{
        "id":<user_id>,
        "firstName":<first_name>,
        ...
        "skills":[{
                "id":<skill_1_id>,
                ...
        },
        ...
        {
                "id":<skill_N_id>,
                ...
        }]
}
```

Resolving URIs

Introduction

This feature is called "resource link resolution", which allows you to read an object and all other objects it is associated with in one request. For example, if we have a device object associated with a phone number object and we want to read both of them in one request, we need to do the following:

Request:

```
GET .../api/v2/devices/<device_id>?resolveUris=*
```

Response:

```
{
        "id":<device_id>,
        "phoneNumberUri":"http://...",
        ...
        "phoneNumber":{
                "id":<phone_number_id>,
                ...
        }
}
```

In comparison, if you do not include the "resolveUris" parameter in the request, you will get everything except the "phoneNumber" object. In the example above, we specify "resolveUris=*" to resolve all URIs. It is possible to choose whether you want all URIs to be resolved or just some of them. This can be achieved by specifying a comma-separated list of property names referring to URIs.

Examples

Example 1

To resolve all URIs, use "`resolveUris=*`" as shown below.

Request:

```
GET .../api/v2/queues/<queue_id>?resolveUris=*
```

Response:

```
{
        "id":<queue_id>,
        "name":<queue_name>,
        ...
        "routingTemplateUri":"http://...",
        "phoneNumberUri":"http://...",
        ...
        "phoneNumber":{
                "id":<phone_number_id>,
                ...
        },
        "routingTemplate":{
                "id":<routing_template_id>,
                ...
        }
}
```

Example 2

To resolve a specific URI, use "`resolveUris=<uri>`" as shown below

Request:

```
GET .../api/v2/queues/<queue_id>?resolveUris=phoneNumberUri
```

Response:

```
{
        "id":<queue_id>,
        "name":<queue_name>,
        ...
        "routingTemplateUri":"http://...",
        "phoneNumberUri":"http://...",
        ...
        "phoneNumber":{
                "id":<phone_number_id>,
                ...
        }
}
```

Example 3

Request:

```
GET .../api/v2/queues/<queue_id>?resolveUris=phoneNumberUri,routingTemplateUri
```

Response:

```
{
        "id":<queue_id>,
        "name":<queue_name>,
        ...
        "routingTemplateUri":"http://...",
        "phoneNumberUri":"http://...",
        ...
        "phoneNumber":{
                "id":<phone_number_id>,
                ...
        },
        "routingTemplate":{
                "id":<routing_template_id>,
                ...
        }
}
```

User Authentication

Basic HTTP Authentication is used. Please see RFC 2617 Section 2 for reference.

Supported Requests

The following requests are supported at this time:

- /devices: fields=*
- /features: fields=*
- /me: subresources=*
- /me/calls: fields=*
- /me/devices: fields=*
- /me/skils: fields=*
- /skills: fields=*
- /system/features: fields=*
- /system/routing-templates: channel, version (these are query parameters), fields=*
- /users: fields=*, subresources=*
- /users/{id}: subresources=*
- /users/{id}/devices: fields=*
- /recordings: startTime, endTime, callerPhoneNumber, dialedPhoneNumber, userName, offset, limit (query parameters)

Working with roles

GWS does not use standard Genesys access controls. Instead, it uses its own role-based security based on Annex tab settings. The `htcc/roles` key must be defined in the **Options** of the **Person** object that you use to connect to the API.

Example:

```
[htcc]
roles=supervisor
```

Role	Description
agent	Provides agent access. Agents are contact center employees who handle calls, hold chats sessions, or answer emails.
supervisor	Provides supervisor access. A resource whose primary role in the business consists in the direct management of agents, and who, therefore, may occasionally engage in the interaction-handling process (for example, for coaching or emergency purposes).
admin	Provides administrator access. An employee in the contact center who can create and edit other users, create reason codes, and assign skills to supervisors.
apiuser	Provides the same level of access as an administrator. Use this permission to designate an "API user" system account that is to be used by other server applications and does not represent an actual person.

Important

You can link roles together as comma-separated values. For example:

```
[htcc]
roles=agent,supervisor,admin
```

Filtering

This is part of the API Basics section of the Web Services API.

Overview

You can filter objects using request parameters when doing a `list` request.

Example 1

Request

```
GET .../api/v2/queues?fields=id,name,channel&channel=voice
Response:
{
        "statusCode":0,
        "queues":[{
                "id":<queue_1_id>,
                "name":<queue_1_name>,
                "channel":"voice"
        },
        ...
        {
                "id":<queue_N_id>,
                "name":<queue_N_name>,
                "channel":"voice"
        }]
}
```

> **Important**
> The filter parameter must be the same as the name of the corresponding object field.

Example 2

You may also combine several filtering parameters to make even more constraints.

Request

```
GET .../api/v2/system/routing-templates?fields=*&channel=voice&version=1.0.0
```

```
Response:
{
        "statusCode":0,
        "routingTemplates":[{
                "id":"00_RouteToSpecDestination",
                "name":"Route Call to Specified Destination",
                "description":"Routes calls to a skill or queue",
                "version":"1.0.0",
                "channel":"voice",
                "dependencies":["media", "destination"],
                "enabled":true,
                "schema": [...]
        },
        ...
        {
                "id":"07_SegmentCallerRouteToSpecDestination",
                "name":"Play Greeting, Segment Caller, and Route To Specified Destination",
                "description":"Plays a user-configured greeting, ...",
                "version":"1.0.0",
                "channel":"voice",
                "dependencies":["media", "destination", "data_record_type"],
                "enabled":false,
                "schema": [...]
        }]
}
```

> **Important**
>
> Some `list` requests may require mandatory filter parameters.

Filtering and sorting users by fields and subresources

This is part of the API Basics section of the Web Services API.

Overview

This section provides additional details on the filtering functionality described in Pagination and Subresources.

> **Important**
> The `limit` parameter in this request is **mandatory**.

The request accepts comma-delimited list of fields as a `sortBy` parameter.

This allows an API user to specify multiple sorting fields so that sorting is done by the first field specified, then by the second field specified, and so on.

> **Important**
> Limitation: An API user can specify the order (Ascending/Descending) for all fields at once but it is not possible to specify ascending for first field, descending for the second, or similar.

Example

Here is the sample request which returns users sorted by voice channel state and inside users with same state sorted by lastName.

> **Tip**
> Default sort order is Ascending.

```
GET ...api/v2/
```

```
users?subresources=statistics&limit=100&sortBy=statistics.channels.voice.state,lastName
```

The list of user properties which can be used for filtering:

- firstName
- lastName
- userName
- enabled
- roles

The list of subresources fields what can be used for filtering:

Subresource	Description
devices.phoneNumber	Search for user which has assigned device with provided phone number. Please note that server stores for search purposes phone numbers in fixed format which contains digits only, thus value should not contain any non-digits.
skills.name	Search for user(s) which have an assigned skill with the name provided.
skills.level	Search for users(s) which have assigned skills with provided `skillLevel`.
statistics.channels.voice.state	Search for users with specified voice channel states. • Accepts a comma-delimited list of values.
statistics.channels.voice.displayNameSearch	for users with specified voice channel display names. • Accepts a comma-delimited list of values.
statistics.channels.voice.activity	Search for users with specified voice channel activites. • Accepts a comma-delimited list of values.
statistics.channels.voice.workMode	Search for users with specified voice channel workModes. • Accepts a comma-delimited list of values.

Here is the list of available sort fields:

- userName
- firstName
- lastName
- enabled

- roles
- devices.phoneNumber
- skills.name
- skills.level
- statistics.channels.voice.state
- statistics.channels.voice.activity
- statistics.channels.voice.displayName
- statistics.channels.voice.workMode
- statistics.<statisticName>.value

The `statistics.<statisticName>.value` is the value of simple statistic with name <statisticName> as defined in `statistics.yaml`.

Subresources

This is part of the API Basics section of the Web Services API.

Overview

Web Services includes a feature called `subresources`, which allows reading the subresources of an object.

Example - Show all subresources

For example, if we have a user object which has one or more skills and one or more devices associated twith it, and we want to read all of those in one request we need to do the following:

Request

```
GET .../api/v2/users/<user_id>?subresources=*
```

Response

```
{
        "id":<user_id>,
        "firstName":<first_name>,
        ...
        "skills":[{
                "id":<skill_1_id>,
                ...
        },
        ...
        {
                "id":<skill_N_id>,
                ...
        }],
        "devices":[{
                "id":<device_1_id>,
                ...
        },
        ...
        {
                "id":<device_M_id>,
                ...
        }]
}
```

If the `subresources` parameter is not included in the request, you receive everything except the "skills" collection and "devices" collection.

> **Important**
> It is also possible to apply subresources feature to object settings and request both an object and its settings in one request.

Selecting Subresources

In the example above, we specify `subresources=*` to get all available subresources.

If the object we are interested in has several types of subresources, we can choose which subresources to be returned. This could be achieved by specifying a comma-separated list of subresources.

Example

Request

```
GET .../api/v2/users/<user_id>?subresources=skills,devices
```

Response

```
{
        "id":<user_id>,
        "firstName":<first_name>,
        ...
        "skills":[{
                "id":<skill_1_id>,
                ...
        },
        ...
        {
                "id":<skill_N_id>,
                ...
        }],
        "devices":[{
                "id":<device_1_id>,
                ...
        },
        ...
        {
                "id":<device_M_id>,
                ...
        }]
}
```

Example 2

Request

```
GET .../api/v2/users/<user_id>?subresources=skills
```

Response

```
{
        "id":<user_id>,
        "firstName":<first_name>,
        ...
        "skills":[{
                "id":<skill_1_id>,
                ...
        },
        ...
        {
                "id":<skill_N_id>,
                ...
        }]
}
```

Filtering and Sorting by Subresource Properties

If an object has subresources, it is possible to filter and sort by their properties. For example: show all users with skill "Sales". This could be achieved by using subresource name (for example "skills") followed by a dot and its property (for example ".name").

Example - Sorting by Skill Name

Request

```
GET .../api/v2/users?subresources=skills&fields=id,userName&skills.name=Sales
```

Response

```
{
        "statusCode": 0,
        "users": [{
                "id": "3454353254324",
                "userName": "cmburns@springfieldnclear.com",
                "skills":[{
                        "id": "0890689",
                        "name": "Sales",
                        "level": 2
                }
        },
        {
                "id": "3567365736736",
                "userName": "hsimpson@springfieldnclear.com,
                "skills":[{
                        "id": "0890689",
                        "name": "Sales",
                        "level": 4
                }
        }]
}
```

Example 2

Request

```
GET .../api/v2/users?subresources=skills&fields=id,userName&sortBy=skills.levelo=Descending
```

Response

```
{
        "statusCode": 0,
        "users": [{
                "id": "3567365736736",
                "userName": "hsimpson@springfieldnclear.com,
                "skills":[{
                        "id": "0890689",
                        "name": "Sales",
                        "level": 4
                }
        },
        {
                "id": "3454353254324",
                "userName": "cmburns@springfieldnclear.com",
                "skills":[{
                        "id": "0890689",
                        "name": "Sales",
                        "level": 2
                }
        }]
}
```

Return Values

This is part of the API Basics section of the Web Services API.

Overview

All Web Services API methods return a result for each operation in addition to the HTTP status code. The results are different depending on the type of operation.

All Methods

All methods always return the `statusCode` attribute . If an error occurs, that is, if the `statusCode` is not `0`, the response includes error details in the `statusMessage` attribute.

The following status codes are supported:

Code	Description
0	The operation is successful. No `statusMessage` is provided.
1	A required parameter is missing in the request.
2	A specified parameter is not valid for the current state.
3	The operation is forbidden.
4	An internal error occurred. This could occur if an internal error occurred with Web Services or with one of the servers working with Web Services (for example: Cassandra or a Genesys Framework component).
5	The user does not have permission to perform this operation.
6	The requested resource could not be found.
7	The operation was partially successful. Returned if at least one action in a bulk operation succeeded. More information is available in the Partial Success section.
8	Change password demanded. Web Services requested a password change for the user.
9	Processing incomplete
10	Input validation error - the provided value is not within the range of valid values
11	User requested to change read-only property

Code	Description
12	Unable to retrieve resource error
13	Unable to create resource error
14	Unable to delete resource error
15	Unable to update resource error
16	Unable to assign resource error
17	Unable to unassign resource error
18	Resource already exists
19	Resource already in use
20	User is not authenticated. Any subsequent request should provide credentials

If an error occurs during an operation, the response includes `statusCode` and `statusMessage` to clarify the error. No other attributes are included.

Note that if an error occurs during a request, you can assume that the request failed to modify the data of the contact center.

GET

GET requests are used to retrieve a variety of information and the response body will depend on what is being requested as well as the request parameters.

These are the possible scenarios:

1. If retrieving a collection of URIs, the response will include the array attribute `uris` which will hold the requested collection and collection or relative uris with array attribute `paths`.
2. If retrieving a collection of resources, the response will include an array attribute named after the requested resource (for example: `GET /users?fields=*` will contain `"users":[ {..user1..}, {...user2...}, and so forth]`
3. If the URI is a singular resource (for example: `GET /users/{id}`) the response will include an attribute named after the singular of the requested resource which will contain the requested value. (for example: `GET /users/{id} will return "user":{...user..}`)

Example

If retrieving a collection of URIs, the response will include the array attribute `uris` which will hold the requested collection.

```
GET /skills
{
        "statusCode": 0,
        "uris": [
                "http://../api/v2/skills/123",
                "http://../api/v2/skills/456",
                ...
```

```
        ],
        "paths":[
                "/skills/123",
                "/skills/456",
                ...
        ]
}
```

Example

If retrieving a collection of resources, the response will include an array attribute named after the requested resource. For example, `GET /users?fields=*` will contain `"users":[ {..user1..}, {...user2...}, etc]`.

```
GET .../users?fields=*
{
    "statusCode":0,
    "users":[
              {
               "userName":"..",
               "firstName":"...",
                etc},
              }
              {
               "userName":"..",
               "firstName":"...",
                etc
              }
             ]
}
```

Example

If the URI is a "singular" resource such as `GET /users/{id}`, the response includes an attribute named after the singular form of the requested resource. This attribute contains the requested value. For example, `GET /users/{id}` will return `"user":{...user..}`.

```
GET /devices/{id}
{
    "statusCode": 0,
    "device": {
               "vendor": "...",
               "phoneNumber": "...",
                ...
               }
}
```

POST to Create Resource

When a POST request is successful, the following extra attributes will be included:

1. `id`—the ID of the newly-created object.
2. `uri`—The URI to access the newly-created object.

3. `path`—The relative URI to access the newly created object.

Example

Request:

```
POST /users
{
 ... some user data
}
```

Response:

```
{
    "statusCode":0
    "id":"12345",
    "uri":"http://...api/v2/users/12345"
    "path": "/users/12345"
}
```

POST to Assign Resource

POST can also be used to assign one resource to another's collection, such as when assigning a skill to a user. When this is the case, no extra attributes are returned and only `statusCode:0` will be returned on success.

DELETE

The DELETE operation does not have any extra attributes. Only `statusCode:0` will be returned on success.

DELETE to Unassign Resource

DELETE can also be used to unassign one resource from another's collection, such as when unassigning a skill from a user. No extra attributes are returned and only `statusCode:0` will be returned on success.

PUT

The PUT operation does not have any extra attributes. Only `statusCode:0` will be returned on success.

Asynchronous Operations

Web Services supports many operations that are performed using POST on an existing resource and the response for which is sent via CometD. When POST is used to perform one of these operations, `statusCode:0` will be returned on success.

Hybrid Operations

In order to increase API usability and minimize network traffic, multi-step operations are occasionally implemented. For instance, it is possible to create a device and assign it to a user with one operation. When hybrid operations are implemented, the methods will return all of the values required for each operation being performed. For example, POST to create a resource requires a return value of `"uri"` and `"id"` whereas POST to assign does not have any extra return values. Implementing a multi-step "create and assign" POST returns `"uri"`, `"id"`, and `"statusCode"` on successful completion.

Partial Success

Some operations may be considered successful if they are able to perform some of their work. These operations are considered "bulk" operations and are different from "transactions", which involve multiple steps that possibly use multiple servers. An example of a transaction is "create user" which involves creating some data in Cassandra as well as Configuration Server. If one of these actions fails, Web Services considers the whole operation a failure. In contrast, an operation such as "assign multiple skills to user" is a bulk operation which consists of a series of transactions (for example, each individual skill assignment is a transaction). The general rule is that if a step of a transaction fails, Web Services considers the whole operation a failure. If at least one transaction in a bulk operation succeeds, Web Services considers this a "partial success." Note that for bulk GETs (for example, GET /users) if the result is a partial list, the response includes statusCode:7 instead of 0. The rest of the result looks the same. For POST, PUT, and DELETE, the partial success returns have the following attributes:

Attribute	Value
statusCode	Always 7
succeeded	An array of resource descriptors (see below). Each represents a resource for which the transaction was successful.
failed	An array of failure descriptors (see below). Each represents a resource for which the transaction failed.

Attribute	Value
uri	The URI of a resource from request parameters for which the transaction succeeded. For example, if assigning multiple skills to a user, this is the URI of a skill).
path	The relative path of the resource

Attribute	Value
id	The unique identifier of the resource above.

Attribute	Value
<uids>	The attributes which uniquely identify the resource for which this transaction failed. For example, if assigning skill uris, this will be "uri." If creating a user this will be "userName." If a resource has more than one identifying attribute all should be present.
statusCode	The status code describing the reason for failure.
statusMessage	The message describing the reason for failure.

Examples

Assign:

```
POST /users/{id}/skills
{
        "uris":["uri1", "uri2"], "paths": ["uri3"]
}

{
        "statusCode":7 (partial success)
        "succeeded":[
                {
                        "id":<id1>,
                        "uri":"uri1",
                        "path":"path1",
                },
                {
                        "id":<id2>,
                        "uri":"uri2",
                        "path":"path2"
                }]
        "failed":[
                {
                        "statusCode":X,
                        "statusMessage":"msg",
                        "uri":"uri3",
                        "path": "path2"
                }
        ]
}
```

Create:

```
POST /users
{
        "users":[
                {
                        "firstName":"..",
                        "lastName":"..",
                        "userName":"u1", etc
                },
                {
                        "firstName":"..",
```

```
                        "lastName":"..",
                        "userName":"u2", etc
                },
                {
                        "firstName":"..",
                        "lastName":"..",
                        "userName":"u3", etc
                }

        ]
}

{
        "statusCode":7 (partial success)
        "succeeded":[
                {
                        "id":<id>,
                        "uri":"uri1",
                        "path":"path"
                },
                {
                        "id":<id>,
                        "uri":"uri2",
                        "path":"path2"
                }]

        "failed":[
                {
                        "statusCode":3,
                        "statusMessage":"Operation forbidden, username already exists",
                        "userName":"u3"
                }]
}
```

Delete:

```
DELETE /users
{
        "uris":["uri1", "uri2"],"paths": ["uri3"]
}

{
        "statusCode":7 (partial success)
        "succeeded":[
                {
                        "id":<id1>,
                        "uri":"uri1",
                        "path":"path1"
                },
                {
                        "id":<id2>,
                        "uri":"uri2",
                        "path": "path2"
                }]

        "failed":[
                {
                        "statusCode":X,
                        "statusMessage":"...",
                        "uri":"uri3",
                        "path": "path2"
                }]
}
```

Recovering Existing State

This is part of the API Basics section of the Web Services API.

Overview

Often with voice interactions there is an existing state prior to the client application starting. This could be caused by a failover/recovery scenario or because the agent logged in and started using a physical device prior to opening the application.

The Web Services API provides several means for client applications to discover existing state. For voice applications, the key state to be examined are the state of any devices assigned for the current user and any active calls.

These details can either be queried independently or in one request as shown in the examples below. Once any existing device and call state has been recovered, the application is able to update their UI appropriately and move forward with processing of new unsolicited messages and agent initiated actions.

Examples

[+] Reading existing device state

Reading existing device state

The current state of any devices assigned to the current user can be read by sending a **GET** request to **api/v2/me/devices?fields=***:

```
GET api/v2/me/devices?fields=*
{
  "statusCode": 0,
  "devices": [
    {
      "id": "9c14cad7-17c4-48d0-8492-7cf0ff92c224",
      "deviceState": "Active",
      "userState": {
        "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
        "displayName": "Not Ready",
        "state": "NotReady"
      },
      "phoneNumber": "5001",
      "e164Number": "5001",
      "telephonyNetwork": "Private",
      "doNotDisturb": "Off",
      "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
      "capabilities": [
        "ForwardCallsOn"
      ]
    }
  ]
}
```

[+] Reading active calls

Reading active calls

The active calls for the current user can be read by sending a **GET** request to **api/v2/me/calls?fields=***:


```
{
  "statusCode": 0,
  "calls": [
    {
      "id": "007102385535e008",
      "state": "Established",
      "callUuid": "011DJV5JI898NB2L04000VTAES000008",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224",
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/007102385535e008",
      "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
      "dnis": "5001",
      "callType": "Internal",
      "capabilities": [
        "AttachUserData",
        "InitiateConference",
        "UpdateUserData",
        "Hold",
        "SingleStepTransfer",
        "DeleteUserData",
        "SingleStepConference",
        "Hangup",
        "DeleteUserDataPair",
        "SendDtmf",
        "InitiateTransfer"
      ],
      "duration": "363",
      "mute": "Off",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false
    }
  ]
}
```


[+] Reading device state and active calls together

Reading device state and active calls together

This example shows the results of getting all information for the current user.

This includes both device state and active calls in one request, but also includes other details, such as settings and skills.

```
GET api/v2/me?subresources=*
{
  "statusCode": 0,
  "user": {
    "id": "8eb52b0724344f67a44389db5aa5f192",
    "userName": "jsmith@uppercape.ca",
    "firstName": "John",
    "lastName": "Smith",
    "roles": [
      "ROLE_AGENT"
    ],
    "devices": [
      {
        "id": "9c14cad7-17c4-48d0-8492-7cf0ff92c224",
        "deviceState": "Active",
        "userState": {
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "displayName": "Not Ready",
          "state": "NotReady"
        },
        "phoneNumber": "5001",
        "e164Number": "5001",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn"
        ]
      }
    ],
    "skills": [],
    "settings": {
      "htcc": {
        "roles": "Agent"
      },
      "provisioning_flags": {
        "modified_At": "4c3fccdb-f942-4c99-a823-6cab68852ef7"
      }
    },
    "calls": [
      {
        "id": "007102385535e008",
```

```
        "state": "Established",
        "callUuid": "011DJV5JI898NB2L04000VTAES000008",
        "deviceUri": "http://127.0.0.1:8080/api/v2/devices/9c14cad7-17c4-48d0-8492-7cf0ff92c224",
        "uri": "http://127.0.0.1:8080/api/v2/me/calls/007102385535e008",
        "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
        "dnis": "5001",
        "callType": "Internal",
        "capabilities": [
          "AttachUserData",
          "InitiateConference",
          "UpdateUserData",
          "Hold",
          "SingleStepTransfer",
          "DeleteUserData",
          "SingleStepConference",
          "Hangup",
          "DeleteUserDataPair",
          "SendDtmf",
          "InitiateTransfer"
        ],
        "duration": "5",
        "mute": "Off",
        "supervisorListeningIn": false,
        "monitoredUserMuted": false
      }
    ],
    "changePasswordOnFirstLogin": false
  }
}
```

Toast and case data

This is part of the API Basics section of the Web Services API.

Overview

Web Services provides two different optional filtered subsets of the data found in the `userData` property of the call resource. Toast data is intended to be used for screen-pop (or "toast") and is included for ringing or dialing calls. Case data is included for established calls and is intended to represent the business-relevant subset of data included on the call.

The set of data that is included in the toast and case properties of the call resource are configured using the `toast-filter` and `case-filter` voice settings.

In addition to the key and value properties entries in the toast and case properties include the `displayName` property configured in the filter. The overall intention is to provide API users all the information required to build a toast/popup and/or call data display without having to manage filtering and metadata on their own.

See the sections below for examples of configuring the `toast-filter` and `case-filter` settings as well as call resource examples that include the toast and case properties.

> **Tip**
> The `userData` property of the call resource will always contain the full set of data related to the call, regardless of whether a toast/case filter has been configured.

Toast Data

Toast data is intended to support screen pop or "toast" UI elements that alert the agent to a new call. Any desired set of toast data can be configured using the toast-filter setting. It is common to configure a minimal subset of the business data to allow the agent to see the information required to greet the customer.

If a `toast-filter` is configured, the toast property is provided on the call resource when a call is in the Ringing or Dialing state.

Examples

[+] Reading voice settings

Request:

```
GET http://127.0.0.1:8080/api/v2/settings/voice
Response:
{ "key" : "name",
  "settings" : [ { "name" : "case-filter",
        "value" : [ { "attachedDataKey" : "CustomerName",
              "displayName" : "Customer"
            },
            { "attachedDataKey" : "POC",
              "displayName" : "Purpose of Call"
            }
          ]
      },
      { "name" : "toast-filter",
        "value" : [ { "attachedDataKey" : "CustomerName",
              "displayName" : "Customer"
            } ]
      }
    ],
  "statusCode" : 0
}
```

[+] Setting a toast-filter

Request

```
POST /api/v2/settings/voice
{
    "name": "toast-filter",
    "value": [
        {
            "attachedDataKey": "CustomerName",
            "displayName": "Customer"
        }]
}
```

Response

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

[+] Notification

```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "notificationType": "StatusChange",
    "call": {
      "id": "01NOSKNPB8AT3D4MUTCJ82LAES000120",
      "connId": "0072026cb98d140f",
      "state": "Ringing",
      "callUuid": "01A4HVK9AG9CP40B04000VTAES00001A",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/
d41b41c3-33fa-4051-a650-511c6a2e2131",
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/0071023c62a4a02a",
      "participants":[
```

```
            {
               "e164Number":"",
               "formattedPhoneNumber":"5005",
               "phoneNumber":"5005",
               "digits":"5005"
            }
      ],
      "dnis": "5000",
      "callType": "Internal",
      "capabilities": [
        "DeleteUserDataPair",
        "AttachUserData",
        "Answer",
        "DeleteUserData",
        "UpdateUserData",
        "StartCallRecording"
      ],
      "userData": {
        "POC": "New Service",
        "CustomerName": "Chris"
      },
      "toast": [
        {
          "key": "CustomerName",
          "displayName": "Customer",
          "value": "Chris"
        }
      ],
      "duration": "0",
      "mute": "Off",
      "recordingState": "Stopped",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false,
      "monitoring": false
    },
    "phoneNumber": "5000"
  },
  "channel": "/v2/me/calls"
}
```

Case Data

Case data is intended to provide a business-relevant set of call data that API developers can use to populate a call data user interface. Case data is only provided after the agent has accepted the call and it is in the Established state. The set of `userData` to be included in the case property can be configured via the `case-filter` setting as shown in the examples below.

Examples

[+] Setting a case-filter

Request

```
POST /api/v2/settings/voice
{
    "name": "case-filter",
    "value": [
```

```
        {
            "attachedDataKey": "CustomerName",
            "displayName": "Customer"
        },
        {
            "attachedDataKey": "POC",
            "displayName": "Purpose of Call"
        }]
}
```

Response

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

Notification

```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "notificationType": "StatusChange",
    "call": {
      "id": "01NOSKNPB8AT3D4MUTCJ82LAES000120",
      "connId": "0072026cb98d140f",
      "state": "Established",
      "callUuid": "01A4HVK9AG9CP40B04000VTAES00001A",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/
d41b41c3-33fa-4051-a650-511c6a2e2131",
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/0071023c62a4a02a",
      "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5005",
               "phoneNumber":"5005",
               "digits":"5005"
            }
      ],
      "dnis": "5000",
      "callType": "Internal",
      "capabilities": [
        "DeleteUserDataPair",
        "SingleStepTransfer",
        "AttachUserData",
        "Hold",
        "InitiateTransfer",
        "Hangup",
        "InitiateConference",
        "DeleteUserData",
        "SingleStepConference",
        "UpdateUserData",
        "SendDtmf",
        "StartCallRecording"
      ],
      "userData": {
        "POC": "New Service",
        "CustomerName": "Chris"
      },
      "duration": "4",
      "mute": "Off",
      "recordingState": "Stopped",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false,
      "monitoring": false,
```

```
      "case": [
        {
          "key": "CustomerName",
          "displayName": "Customer",
          "value": "Chris"
        },
        {
          "key": "POC",
          "displayName": "Purpose of Call",
          "value": "New Service"
        }
      ]
    },
    "phoneNumber": "5000"
  },
  "channel": "/v2/me/calls"
}
```

Disposition codes

This is part of the API Basics section of the Web Services API.

Overview

Web Services provides a means for clients to read and manage disposition codes. Disposition codes are a set of possible outcomes for a call that the agent can select from. These are typically business-specific, but can include things like whether the customer issue was resolved, or whether the customer purchased the service/product being offered.

The APIs provide for disposition codes are intended to allow clients to read the set of possible codes so that they can be displayed to the user. When a disposition code is selected, it can be set for a specific call.

Examples

The examples below show how to manage the set of possible disposition codes available to the agent.

Create a new disposition code

Request:

```
POST /api/v2/settings/dispositions
{
    "name": "IssueResolved",
    "displayName": "Issue Resolved"
}
```

Response:

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

Update an existing disposition code

Request:

```
PUT /api/v2/settings/dispositions
{
    "name": "IssueResolved",
    "displayName": "Resolved"
}
```

Response:

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

Delete a disposition code

Request:

```
DELETE /api/v2/settings/dispositions
{
    "name": "IssueResolved"
}
```

Response:

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

Read all defined disposition codes

Request:

```
GET /api/v2/settings/dispositions
```

Response:

```
{ "key" : "name",
  "settings" : [ { "displayName" : "Issue Escalated",
        "name" : "EscalationCreated"
      },
      { "displayName" : "Issue Resolved",
        "name" : "IssueResolved"
      },
      { "displayName" : "Update Provided",
        "name" : "UpdateProvided"
      },
      { "displayName" : "Information Requested",
        "name" : "InfoRequested"
      }
    ],
  "statusCode" : 0
}
```

Cross-Origin Resource Sharing

This is part of the API Basics section of the Web Services API.

Overview

Cross-Origin Resource Sharing (CORS) is a specification that enables open access across domain-boundaries.

Each contact center can define their own allow origin list through Web Services access control settings.

Web Services will filter an incoming request by merging global `allowOrigins` and contact center access control settings by using an `Admin` account.

Operations

The following operations are available for this group:

Operation	Description	Permissions
GET	Retrieves an array of settings	Contact Center Admin
POST	Creates a new setting in this group. `allowedOrigins` is the only valid setting.	Contact Center Admin
PUT	Updates a setting.	Contact Center Admin
DELETE	Removes a setting.	Contact Center Admin

Settings

Attribute name	Description
allowedOrigins	An array of valid "origins" for this contact center. The CORS filter will use this list to validate incoming requests.

> **Tip**
> Wildcards are allowed in the context of a domain name for `allowedOrigins`, but `"*"`

> by itself is not permitted.

Examples

Retrieve access control settings

```
GET /settings/access-control {
   settings:[
{
  “name”:”allowedOrigins”,
  “value”: ["https://cloud.genhtcc.com", "https://*.genhtcc.com"]
}
]
```

Add "genesys.com" to the list of domains

```
PUT /settings/access-control {
   settings:
{
  “name”:”allowedOrigins”,
  “value”: ["https://cloud.genhtcc.com", "https://*.genhtcc.com", "https://*.genesys.com"]
}
```

> **Important**
> When sending the above, the entire array must be sent

Cross-Site Request Forgery protection

Web Services provides protection against Cross-Site Request Forgery (CSRF) attacks by requiring a token in a custom header for all requests that modify data: PUT, POST, DELETE. Web Services generates and stores this token along with the HTTP session. The token shares the life cycle of the HTTP session.

See CSRF protection for details about how to enable this security feature.

To get the CSRF token and the expected header name from Web Services, just send a GET request — for example, **/api/v2/me**. The expected header name and token value are returned in two custom headers on the HTTP response: X-CSRF-HEADER and X-CSRF-TOKEN.

```
X-CSRF-HEADER: X-CSRF-TOKEN
X-CSRF-TOKEN: 4a92be65-ec55-4aa2-b9df-9518fd870f2f
```

You must cache the values of these headers because you'll need to use them on subsequent API requests that use PUT, POST, and DELETE so that Web Services doesn't think the request is coming from a third party. For instance, when you attempt to perform the StartContactCenterSession operation, you need include an HTTP header of X-CSRF-TOKEN with the corresponding value:

```
POST https://htcc-demo.genhtcc.com/api/v2/me HTTP/1.1
Authorization: Basic <credentials>
X-CSRF-TOKEN: 4a92be65-ec55-4aa2-b9df-9518fd870f2f
Accept: application/json, application/xml, text/json, text/x-json, text/javascript,
text/xml
User-Agent: RestSharp/105.2.3.0
Content-Type: application/json
Host: htcc-demo.genhtcc.com
Cookie: JSESSIONID=sngukrzemiyxchpu5isbufmm;
AWSELB=854B09E30CD5CEDDEDA518240935B76DEAC5D82EC5038C4B8F22CD5165FF21C65BC292BAD05CEEB
17D7500F4A489957FB3A5C23BD09BC31CAF09526FCBEFD7CE491CD7E5B3
Content-Length: 88
Accept-Encoding: gzip, deflate
{
   "operationName": "StartContactCenterSession",
   "channels": [
      "voice"
   ]
}
```

If you don't have that header in place, Web Services returns an HTTP 403 error with a response in the Content of "Missing or invalid Csrf token".

Cookie support

In addition to the CSRF feature, Web Services also requires your application to support cookies, specifically for the JSESSIONID cookie value that it returns. Without a cookie store, Web Services returns the same HTTP 403 error with a message of "Missing or invalid Csrf token", even if the X-CSRF-TOKEN is specified in the HTTP Header. This is because it can't confirm that the X-CSRF-TOKEN you specify lines up with the JSESSIONID that the token is supposed to be tied to.

Read on for some sample requests and examples of how to implement CSRF protection:

Authorized request returning token headers

Request

```
GET /api/v2/me

User-Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_9_3) AppleWebKit/537.36 (KHTML, like
Gecko) Chrome/35.0.1916.153 Safari/537.36
Authorization: Basic cGF2ZWxkQHJlZHdpbmdzLmNvbTpwYXNzd29yZA==
Accept: */*
Accept-Encoding: gzip,deflate,sdch
Accept-Language: en-US,en;q=0.8
Cookie: JSESSIONID=hac082exio454jcqk6ieqm4j
```

Response

```
200 - OK
Date: Mon, 23 Jun 2014 02:00:15 GMT
X-CSRF-HEADER: X-CSRF-TOKEN
Set-Cookie: JSESSIONID=1h49t997p4mgc1e108bz0cjntr;Path=/
Expires: Thu, 01 Jan 1970 00:00:00 GMT
X-CSRF-TOKEN: e2fcfafd-c600-4156-88ae-ca56babd24e1
Pragma: no-cache
Cache-Control: no-cache
Cache-Control: no-store
Content-Type: application/json
Transfer-Encoding: chunked
```

POST request including CSRF token

Request

```
POST /api/v2/me

Origin: chrome-extension://hgmloofddffdnphfgcellkdfbfbjeloo
X-CSRF-TOKEN: e2fcfafd-c600-4156-88ae-ca56babd24e1
User-Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_9_3) AppleWebKit/537.36 (KHTML, like
Gecko) Chrome/35.0.1916.153 Safari/537.36
Content-Type: application/json
Accept: */*
Accept-Encoding: gzip,deflate,sdch
Accept-Language: en-US,en;q=0.8
Cookie: JSESSIONID=1h49t997p4mgc1e108bz0cjntr

{ "operationName": "Ready" }
```

Response

```
200 - OK
Date: Mon, 23 Jun 2014 02:02:51 GMT
Pragma: no-cache
Cache-Control: no-cache
```

```
Cache-Control: no-store
Content-Type: application/json
Transfer-Encoding: chunked
Server: Jetty(8.1.14.v20131031)

{ "statusCode": 0 }
```

JavaScript example

```
<html>
        <head>

                <script type="text/javascript" src="./org/cometd.js"></script>
            <script type="text/javascript" src="./org/cometd/ReloadExtension.js"></script>
                <script src="//ajax.googleapis.com/ajax/libs/jquery/1.11.1/
jquery.min.js"></script>
                <script src="./jquery.cometd.js"></script>

                <script>

                /////////////////////////////////////////////////////////////////////////////
                // Initialization
                /////////////////////////////////////////////////////////////////////////////
                var baseUri = 'http://127.0.0.1:8080';
                var username = 'paveld@redwings.com';
                var password = 'password';

                var csrfHeaderName;
                var csrfToken;
                var cometd;

                $.ajaxSetup({
             beforeSend: function(xhr) {
                    if (csrfHeaderName && csrfToken) {
                       xhr.setRequestHeader(csrfHeaderName, csrfToken);
                    }
             }
         });

                $(document).ready(function() {
                        $('#getMeButton').click(getMe);
                        $('#startCometdButton').click(connectCometD);
                        $('#startSessionButton').click(startContactCenterSession);
                        $('#readyButton').click(ready);
                        $('#stopCometdButton').click(disconnectCometD);
                        $('#endSessionButton').click(endContactCenterSession);

                        cometd = $.cometd;

                        cometd.addListener('/meta/handshake', onHandshake);
                    cometd.addListener('/meta/connect', onConnect);
                        cometd.addListener('/meta/disconnect', onDisconnect)

                        $(window).unload(function() {
                                cometd.disconnect();
                        });
                });

                /////////////////////////////////////////////////////////////////////////////
                // HTTP Helpers
```

```
                ////////////////////////////////////////////////////////////////////////
                var get = function(params)
                {
                        var request = {
                    url: baseUri + params.uri,
                    type: 'GET',
                                crossDomain: true,
                                xhrFields: {
                                    withCredentials: true
                                },
                    success: function (data, textStatus, response) {
                            console.log(response.getAllResponseHeaders());

                            if (response.getResponseHeader('X-CSRF-HEADER') &&
response.getResponseHeader('X-CSRF-TOKEN')) {
                                csrfHeaderName = response.getResponseHeader('X-CSRF-HEADER');
                                csrfToken = response.getResponseHeader('X-CSRF-TOKEN');

                                console.log('csrfHeaderName: ' + csrfHeaderName);
                                console.log('csrfToken: ' + csrfToken);
                        }

                            if (params.callback) {
                                        params.callback(data);
                                }
                    },
                    error: function (result) {
                        console.log(result);

                        if (params.error) {
                                                params.error(result);
                                        }
                    }
                };

                if (params.includeCredentials) {
                        request.beforeSend = function (xhr) {
                                        xhr.setRequestHeader('Authorization', 'Basic ' +
window.btoa(username + ':' + password));
                                };
                        }

                $.ajax(request);
                };

                var post = function(params)
                {
                        var data = JSON.stringify(params.json, undefined, 2);

                var request = {
                    url: baseUri + params.uri,
                    type: 'POST',
                                data: data,
                    headers: {
                        'Content-Type' : 'application/json'
                    },
                                crossDomain: true,
                                xhrFields: {
                                    withCredentials: true
                                },
                    handleAs: 'json',
                    success: function(data) {
                            if (params.callback) {
```

```
                    params.callback(data);
            }
    },
    error: function (req, err, exception) {
        console.log('Error! (' + req.status + ') : ' + err + ' ' + exception);
        if (params.error) {
                                params.error(result);
                    }
    }
       };

$.ajax(request);
}

////////////////////////////////////////////////////////////////////////////
// API Functions
////////////////////////////////////////////////////////////////////////////
var getMe = function() {
        get({
                uri: '/api/v2/me',
                includeCredentials: true
        });
};

var startContactCenterSession = function() {
        post({
                uri: '/api/v2/me',
                json: {
                        operationName: 'StartContactCenterSession',
                        channels: ['voice']
                }
        });
};

var ready = function() {
        post({
                uri: '/api/v2/me',
                json: {
                        operationName: 'Ready'
                }
        });
};

var endContactCenterSession = function() {
        post({
                uri: '/api/v2/me',
                json: {
                        operationName: 'EndContactCenterSession'
                },
                callback: onEndContactCenterSessionComplete
        });
};

////////////////////////////////////////////////////////////////////////////
// Callbacks
////////////////////////////////////////////////////////////////////////////
var onEndContactCenterSessionComplete = function() {
        csrfHeaderName = null;
        csrfToken = null;
}

////////////////////////////////////////////////////////////////////////////
// CometD
```

```
                ////////////////////////////////////////////////////////////////////////////

                var connected = false;
                var subscription;

                var onConnect = function(message) {
                        if (cometd.isDisconnected()) {
                                return;
                        }

                        var wasConnected = connected;
                        connected = message.successful;
                        if (!wasConnected && connected) {
                                console.log('Cometd connected.');
                        } else if (wasConnected && !connected) {
                                console.log('Cometd disconnected...');
                        }
                };

                var onDisconnect = function(message) {
                        if (message.successful) {
                                connected = false;
                                console.log('Cometd disconnected.');
                        }
                };

                var onMessage = function(message) {
                        console.log('Cmetd message received:\n' + JSON.stringify(message,
null, 2));
                };

                var onHandshake = function(handshake) {
                if (handshake.successful === true) {
                                if (subscription) {
                                        console.log('unsubscribing: ' + subscription);
                                        cometd.unsubscribe(subscription);
                                }

                                console.log('Subscribing to channels...');
                                subscription = cometd.subscribe('/v2/me/*', onMessage);
                }
                };

                var connectCometD = function() {

                        var reqHeaders = {};
                        reqHeaders[csrfHeaderName] = csrfToken;

                        cometd.unregisterTransport('websocket');
                        cometd.unregisterTransport('callback-polling');
                        cometd.configure({
                            url: baseUri + '/api/v2/notifications',
                            logLevel: "info",
                            requestHeaders: reqHeaders
                        });

                        cometd.handshake();
                };

                var disconnectCometD = function() {
                        cometd.disconnect();
                };
```

```
                </script>
        </head>

        <body>
                <button id='getMeButton'>Get Me</button>
                <br/>
                <button id='startCometdButton'>Start CometD</button>
                </br>
                <button id='startSessionButton'>Start Contact Center Session</button>
                <br/>
                <button id='readyButton'>Ready</button>
                <br/>
                <button id='stopCometdButton'>Stop CometD</button>
                </br>
                <button id='endSessionButton'>End Contact Center Session</button>
        </body>
</html>
```

Python example

```
import base64;
import httplib2;
import json;

GWS_BASE_URI = "http://127.0.0.1:8080/api/v2"
ADMIN_USERNAME = "mikeb@redwings.com"
ADMIN_PASSWORD = "password"

CONTACT_CENTER_USERS = [
    {
        "userName": "bobp@redwings.com",
        "firstName": "Bob",
        "lastName": "Probert",
        "password": "password",
        "phoneNumber": "5019",
        "role": "ROLE_AGENT"
    }
]

X_CSRF_HEADER = "x-csrf-header"
X_CSRF_TOKEN = "x-csrf-token"

jsessionid = None
csrfHeaderName = None
csrfTokenValue = None

http = httplib2.Http(".cache")

def create_request_headers():
    request_headers = dict()
    request_headers["Content-Type"] = "application/json"
    request_headers["Authorization"] = "Basic " + base64.b64encode(ADMIN_USERNAME + ":" +
ADMIN_PASSWORD)

    if jsessionid:
        request_headers["Cookie"] = jsessionid;
        print "Using JSESSIONID %s" % jsessionid;

    if csrfHeaderName and csrfTokenValue:
        print "Adding csrf header [%s] with value [%s]..." % (csrfHeaderName, csrfTokenValue)
```

```
        print
        request_headers[csrfHeaderName] = csrfTokenValue
    else:
        print "No csrf token, skipping..."
        print

    return request_headers

def post(uri, content):
    request_headers = create_request_headers()
    body = json.dumps(content, sort_keys=True, indent=4)

    print "POST %s (%s/%s)..." % (uri, ADMIN_USERNAME, ADMIN_PASSWORD)
    print body
    print

    response_headers, response_content = http.request(uri, "POST", body = body, headers =
request_headers)
    status = response_headers["status"]

    ugly_response = json.loads(response_content)
    pretty_response = json.dumps(ugly_response, sort_keys=True, indent=4)

    print "Response: %s" % (status)
    print "%s" % (pretty_response)
    print

    return response_headers, ugly_response

def get(uri):

    global csrfHeaderName
    global csrfTokenValue
    global jsessionid

    request_headers = create_request_headers()
    print "GET %s (%s/%s)..." % (uri, ADMIN_USERNAME, ADMIN_PASSWORD)
    print

    response_headers, response_content = http.request(uri, "GET", headers = request_headers)
    status = response_headers["status"]
    if response_headers["set-cookie"]:
        jsessionid = response_headers["set-cookie"]
        print "Set JSESSIONID %s..." % jsessionid

    ugly_response = json.loads(response_content)
    pretty_response = json.dumps(ugly_response, sort_keys=True, indent=4)

    print "Response: %s" % (status)
    print "%s" % (pretty_response)
    print

    if X_CSRF_HEADER in response_headers:
        csrfHeaderName = response_headers[X_CSRF_HEADER]
        print "Saved csrf header name [%s]" % csrfHeaderName

    if X_CSRF_TOKEN in response_headers:
        csrfTokenValue = response_headers[X_CSRF_TOKEN]
        print "Saved csrf token value [%s]" % csrfTokenValue
        print

    return response_headers, ugly_response
```

```
def check_response(response_headers, expected_code):
    if response_headers["status"] != expected_code:
        print "Request failed."
        exit(-1)

def create_user(user_info):
    user_name = user_info["userName"]
    print "Creating user [%s]..." % (user_name)

    uri = "%s/users" % (GWS_BASE_URI)

    user = {
        "userName": user_name,
        "password": user_info["password"],
        "firstName": user_info["firstName"],
        "lastName": user_info["lastName"],
        "roles": [user_info["role"]]
    }

    response_headers, response_content = post(uri, user)
    check_response(response_headers, "200")

    user_id = response_content["id"]
    print "User [%s] created. User id [%s]." % (user_name, user_id)

    return user_id

def assign_device_to_user(user_id, phone_number):
    print "Creating device [%s] and assigning to user [%s]..." % (phone_number, user_id)

    uri = "%s/users/%s/devices" % (GWS_BASE_URI, user_id)

    device = {
        "phoneNumber": phone_number
    }

    response_headers, response_content = post(uri, device)
    check_response(response_headers, "200")

    device_id = response_content["id"]
    print "Device [%s] created and assigned to user id [%s]." % (device_id, user_id)

def create_users_and_devices():
    for user_info in CONTACT_CENTER_USERS:
        user_id = create_user(user_info)
        assign_device_to_user(user_id, user_info["phoneNumber"])

def getToken():
    uri = "%s/diagnostics/version" % (GWS_BASE_URI)

    response_headers, response_content = get(uri)
    check_response(response_headers, "200")

if __name__ == "__main__":

    getToken()
    create_users_and_devices()
```

Features

This is part of the API Basics section of the Web Services API.

Overview

The features resource allows the client application to determine which functionality is available in the current contact center. This data can then be used to draw the UI as appropriate for the feature set that is supported for the current contact center.

A *feature* represents a set of functionality that may include channels, services, resources, sets of operations, settings groups, and so on. Anything that is needed for the feature to function successfully should be available when a feature is enabled for the contact center. When a feature is disabled, the API behaves as if this set of functionality does not exist. This returns results such as 404 errors when relevant resources are accessed, settings groups are not visible in lists, and operations return with `invalid operation` errors.

Operations

Two resources are available in the API to support this functionality:

- `api/v2/system/features` represents all features available in the system.
- `api/v2/features` represents the set of features for a given contact center.

The following operations are available for **/features**

Operation	Description	Permissions
GET	Returns a list of URIs for the features assigned to this contact center. The parameter `fields=*` causes full feature descriptions to be returned instead of URIs.	• Contact Center Admin • Agent

The following operations are available for **/system/features**

Operation	Description	Permissions
GET	Returns a list of URIs for all of the features available in the system. The parameter `fields=*` causes full feature descriptions to be returned instead of URIs.	• Contact Center Admin

> **Important**
> The full feature set is defined by Web Services and is not modifiable.

The following operations are available for **/features/{id}**

Operation	Description	Permissions
GET	Returns the full feature description.	• Contact Center Admin • Agent
DELETE	Removes the feature from the contact center.	• Cloud Admin

Attributes

The following attributes are supported for each feature:

Attribute	Type	Description	Access
id	String	The name of the feature (this is also the unique identifier and should be in a URI-compatible format).	GET
displayName	String	Name that describes the feature.	GET
description	String	Description of the feature.	GET

Supported Features

The following features are currently supported. If a feature is marked Y under **Assigned by default**, all contact centers will have this feature assigned.

> **Important**
> Currently, default features cannot be unassigned.

Name	Description	Assigned by default
api-provisioning-read	General provisioning read	Y
api-provisioning-write	General provisioning write	Y
api-voice	API for the voice channel	Y
api-voice-recording	API for voice recording	N
ui-supervisor-provisioning-routing	Supervisor UI to provision routing	Y
ui-supervisor-provisioning-skill	UI to provision skills	Y
ui-supervisor-reporting	Supervisor UI to display 'Reports' tab (contact center statistics)	Y
ui-supervisor-provisioning-user	Supervisor UI to display 'Agents' tab	Y
ui-supervisor-details-tab	Supervisor UI to display 'Details' tab	N
ui-supervisor-recording	UI to view call recordings	Y
api-multimedia-chat	API for chat channel	N
api-multimedia-email	API for email channel	N
api-multimedia-workitem	API for workitem channel	N
api-multimedia-facebook	API for facebook channel	N
api-multimedia-twitter	API for twitter channel	N
api-ucs-voice	API for voice integration with ucs	N
api-supervisor-recording	API For Call Recording Supervisor	Y
api-supervisor-monitoring	API For Supervisors to Monitor Agent Calls	N
api-supervisor-agent-control	API For Supervisors to Control Agent State	N
ui-supervisor-add-user	Supervisor UI to allow creation/ deletion of users	N
ui-supervisor-edit-user	Supervisor UI to allow editing of users	Y
ui-supervisor-case-data	Supervisor UI - Enable configuration of Case Data in CC Settings	N
ui-supervisor-toast-data	Supervisor UI - Enable configuration of Toast Data in CC Settings	N
ui-supervisor-service-level-settings	Supervisor UI - Enable configuration of Queue & Skill Service Level settings in CC Settings	N
ui-supervisor-untimed-wrapup	Supervisor UI - Enable configuration of 'untimed' wrap up time option in CC Settings	N
api-screen-recording	API for Agent Screen Recording	Y
api-vcc-outbound-call-recording	Enables attached data with	N

Name	Description	Assigned by default
	unique id for VCC call recording solution	
api-user-account-management-email	API for account management via email	N
api-devices-webrtc	API support for WebRTC devices	N

Services

This is part of the API Basics section of the Web Services API.

Overview

The **Services** resource provides a list of the services available in the system as well as their statuses and any information that is necessary to interact with the service (for example, a public SIP port for a "Voice" service). These services represent various aspects of Web Services that (in most cases) correspond to internal Genesys servers. For instance, each "Voice" service corresponds to a TServer, each "Reporting" service corresponds to a StatServer, and so on. A UI application can use this information to draw portions of the screen based on the status of a specific service. For instance, if the Provisioning service is "read only" the UI should disable all write operations but allow reading of provisioning data.

Operations

The following operations are available for **/services**:

Operation	Description	Permissions
GET	Returns a list of service URIs or actual service resources if the `fields` parameter is specified. The list is populated based on the features currently enabled for the contact center.	• Agent • Supervisor • Contact Center Admin

The following operations are available for **/services/{id}**:

Operation	Description	Permissions
GET	Returns information about the specified service.	• Agent • Supervisor • Contact Center Admin

Attributes

The following attributes are currently available for each service resource:

Attribute	Type	Description	Access	Applies To
id	String	A unique string identifying the service	GET	All Services
name	String	The service name. This will be equal to the name of the corresponding server's application object in Configuration Server. Note that in case there is a primary/backup pair, the primary server's application name will be used regardless of which instance is currently running. For the "Provisioning" service, the value will always be set to `Provisioning`.	GET	All Services
type	String	One of the following: Provisioning (CME + Cassandra) | Voice (T-Server) | Reporting (Stat Server) | Media (Interaction Server)	GET	All Services
state	String	The service's current state. Possible values are: Active | Inactive | ReadOnly (where applicable)	GET	All Services

Notifications

The client application can subscribe to the topic **/notifications/services** in order to receive service state change notifications. The following attributes will be present in a service state change notification:

Attribute	Value Type	Description
messageType	String	Will always be

Attribute	Value Type	Description
		ServiceStateChangeMessage
service	Service Resource	The service resource for which the state has been changed

Examples

```
GET /services?fields=*
{
        "statusCode": 0,
        "services": [{
                "id": "..",
                "name": "Provisioning",
                "type": "Provisioning",
                "state": "Active"
        },
        {
                "id": "..",
                "name": "SIPS1",
                "type": "Voice",
                "state": "Active"
        },
        {
                "id": "..",
                "name": "SIPS2",
                "type": "Voice",
                "state": "Active"
        },
}

GET /services/<service_id>
{
                "statusCode": 0,
                "service": [{
                       "id": <service_id>,
                       "name": "Provisioning",
                       "type": "Provisioning",
                       "state": "Active" }
}
```

Voice API

This section describes the Voice API portion of the Web Services API and provides guidance for developers building voice-related client applications. You can use this API to write agent applications that provide a variety of voice-related features, from agent state management and call control to supervisor monitoring and call recording.

CometD notifications

In order for asynchronous requests to work correctly in the Web Services API, you must subscribe to the appropriate topics for the functionality available in your client application. See CometD notifications for details about the topics you can subscribe to for the Voice API.

Resources

The Voice API includes the following resources:

- Call Resource
- Device Resource

Session management

Related operations

- StartContactCenterSession
- EndContactCenterSession

Agent state

You can use the Voice API to set an agent's state on the voice channel; this includes standard Genesys states as defined in system settings as well as your own custom states you can define using the Settings API.

Related operations

- Ready
- NotReady

- AuxWork
- AfterCallWork
- Offline
- DoNotDisturbOn
- DoNotDisturbOff

Call forwarding

You can use the Voice API to forward calls on a specified device to a new destination or turn off call forwarding for that device.

Related operations

- ForwardCallsOn
- ForwardCallsOff

Basic call control

The Voice API includes all the common call control functionality Genesys offers.

Related operations

- Dial
- Answer
- Reject
- Hold
- Retrieve
- Hangup
- SendDtmf
- MuteCall
- UnMuteCall
- SetCallDisposition

Conferences and transfers

Related operations

- SingleStepConference
- InitiateConference
- CompleteConference
- RemoveParticipantFromConference
- ClearCall
- SingleStepTransfer
- InitiateTransfer
- CompleteTransfer
- SwapCalls
- MergeWithOtherCall

Call data

Related operations

- AttachUserData
- UpdateUserData
- DeleteUserData
- DeleteUserDataPair

Supervisor

Related operations

- ListenIn
- Coach
- BargeIn
- CancelSupervisionMonitoring
- SwitchToBargeIn
- SwitchToListenin
- MuteMonitoredUser
- UnmuteMonitoredUser

Call recording

Related operations

- StartCallRecording
- PauseCallRecording
- ResumeCallRecording
- StopCallRecording

IM Session API

You can use the IM Session API to enable instant messaging between agents in your application.

Related resources

- imSessions resource

Related operations

- InitiateIMSession
- SendMessage
- Complete
- AttachUserData
- UpdateUserData
- DeleteUserData

CometD notifications

You can subscribe to the following Voice API-related topics to receive CometD notifications:

- **/v2/me/devices** — messages related to devices. For example, changes to agent state, do-not-disturb, call forwarding, and supervisor monitoring. This topic supports the following message types:
  - DeviceStateChangeMessage
  - ErrorMessage
- **/v2/me/calls** — messages related to calls. For example, changes to call state, updates to call participant information, and updates to call data. This topic supports the following message types:
  - CallStateChangeMessage
  - ErrorMessage

DeviceStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case DeviceStateChangeMessage.
data.devices	An array of device resources.
channel	The topic to which the message was published.

Example

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
        "deviceState": "Active",
        "userState": {
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "displayName": "Not Ready",
          "state": "NotReady"
        },
        "phoneNumber": "5005",
        "e164Number": "5005",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
```

```
          "DoNotDisturbOn",
          "ForwardCallsOn",
          "ListenIn",
          "Coach",
          "BargeIn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

CallStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case CallStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the call has changed. • ParticipantsUpdated — The call participants have changed. • AttachedDataChanged — The call data has changed. • DtmfSent — This is sent as confirmation that the SendDtmf operation was successful. • CallRecordingStateChange — The state of call recording has changed. • MonitoredUserMutedStateChange — The monitored user's muted state has changed.
data.extensions	This property contains additional key/value properties from the Genesys platform.
data.call	A call resource with the updated state and capabilities.
channel	The topic to which the message was published.

Example

```
{
  "data": {
    "notificationType": "StatusChange",
```

```
    "call": {
      "id": "013V08JRL498H1OI04000VTAES000015",
      "state": "Established",
      "callUuid": "013V08JRL498H1OI04000VTAES000015",
      "connId": "0072026cb98d140f",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
      ],
      "dnis": "5000",
      "callType": "Internal",
      "capabilities": [
        "UpdateUserData",
        "SingleStepConference",
        "DeleteUserData",
        "Hangup",
        "SendDtmf",
        "Hold",
        "AttachUserData",
        "SingleStepTransfer",
        "InitiateConference",
        "DeleteUserDataPair",
        "InitiateTransfer"
      ],
      "duration": "1",
      "mute": "Off",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false,
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES000015",
      "path": "/calls/013V08JRL498H1OI04000VTAES000015",
    },
    "phoneNumber": "5005",
    "extensions": {
        "WrapUpTime": 0,
        "BusinessCall": 0
    },
    "messageType": "CallStateChangeMessage"
  },
  "channel": "/v2/me/calls"
}
```


ErrorMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case ErrorMessage.
data.deviceUri	The URI of the device to which the error message is

Property	Description
	related.
data.callUri	The URI of the call to which the error message is related. May not be present if the error is not related to a call.
data.errorMessage	The description of the error. If no error description is provided by T-Server, this may not be present.
channel	The topic to which the message was published.

> **Important**
>
> Errors Web Services receives from T-Server always relate to a device, but may not relate to a call, depending on the specific scenario.

Examples

```
{
  "data": {
    "messageType": "ErrorMessage",
    "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
    "errorMessage": "Invalid Called Dn"
  },
  "channel": "/v2/me/devices"
}
```

```
{
  "data": {
    "messageType": "ErrorMessage",
    "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
    "callUri": "http://127.0.0.1:8080/api/v2/calls/0071023821aec021",
    "errorMessage": "Incorrect object state"
  },
  "channel": "/v2/me/calls"
}
```

Call resource

This resource is part of the Voice API section of the Web Services API.

Overview

The call resource includes properties that describe the current state of the call and the available operations given the current state. Calls are returned from GET requests to **/api/v2/me/calls** or GET requests to **/api/v2/me?subresources=***. See Recovering existing state for examples. The device resource is also present in CallStateChangeMessages delivered to the client via CometD. The format of the call resource is identical in these two contexts, which lets clients more conveniently update their state.

Sample data


```
{
   "id":"01RCC3N118B1V0SL8O7GK2LAES000010",
   "state":"Established",
   "callUuid":"01RCC3N118B1V0SL8O7GK2LAES000010",
   "connId":"0071027198180020",
   "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1",
   "participants":[
      {
         "e164Number":"+19165550104",
         "location":"California",
         "formattedPhoneNumber":"(916) 555-0104",
         "country":{
            "name":"United States",
            "code":"US",
            "callingCode":"1"
         },
         "phoneNumber":"9165550104",
         "digits":"9165550104"
      }
   ],
   "dnis":"9165550104",
   "callType":"Internal",
   "capabilities":[
      "UpdateUserData",
      "SendDtmf",
      "InitiateConference",
      "Hold",
      "SingleStepTransfer",
      "InitiateTransfer",
      "AttachUserData",
      "DeleteUserDataPair",
      "SingleStepConference",
      "DeleteUserData",
      "Hangup",
      "StartCallRecording"
   ],
```

```
   "userData":{
      "AccountNumber":"12345678"
   },
   "duration":"7",
   "mute":"Off",
   "recordingState":"Stopped",
   "supervisorListeningIn":false,
   "monitoredUserMuted":false,
   "monitoring":false,
   "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES000010",
   "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES000010",
   "supervisorMonitoringState":{
      "state": "ListenIn"
   }
}
```


Resource details

Field	Description
id	The unique identifier for the call.
state	The current call state (Dialing, Held, Established, and so on).
callUuid	The universally unique identifier associated with the call.
connId	The connection ID for the call. This value comes from the Tlib event.
deviceUri	Link to the device for which this state is applicable.
participants	A collection of participants and their information. If the participant number contains +country_code, then the participant contains the following list of structures: • country — country information of the phone number in the JSON format: `"country":{"name":"United States", "code":"US","callingCode":"1"}` • location — region of the phone number. • localPhoneNumber — phone number in domestic format. • E164digits — phone number in e.164 format.
dnis	The DNIS attribute of the call, as sent by T-Server.
callType	The type of call, such as Internal, Inbound, Outbound, Consult.
capabilities	A list of capabilities for the current state. For example, if the current state is Dialing, the list might be ["HangUp", "Hold"].
userData	A map of custom values attached to the call.

Field	Description
duration	The duration of the call, in seconds.
mute	Shows whether the call is muted.
recordingState	Shows the recording state of the call. Possible values are Recording, Paused, Stopped.
supervisorListeningIn	Specifies whether a supervisor is listening to the call.
monitoredUserMuted	This attribute indicates the mute state of the user being monitored by the supervisor.
monitoring	Specifies whether the user is monitoring the call.
uri	The call's resource identifier.
path	The path to the call resource.
ani	The ANI attribute of the call. This attribute is optional and only included if sent by T-Server.
extensions	The latest Extensions attribute. This attribute is optional and only included if sent by T-Server.
supervisorMonitoringState	Specifies the supervisor's monitoring state. This JSON object includes the following attribute: • state — Possible values are Coach, ListenIn, and BargeIn.

Device resource

This resource is part of the Voice API section of the Web Services API.

Overview

Device resources include properties that show the current state of the user's device and the available operations for the current state. Devices are returned from GET requests to **/api/v2/me/devices** or GET requests to **/api/v2/me?subresources=***. See Recovering existing state for examples. The device resource is also present in DeviceStateChangeMessages delivered to the client via CometD. The format of the device resource is identical in these two contexts, which lets clients more conveniently update their state.

Sample data


```
{
   "id":"efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
   "deviceState":"Active",
   "userState":{
      "id":"9430250E-0A1B-421F-B372-F29E69366DED",
      "displayName":"Ready",
      "state":"Ready"
   },
   "phoneNumber":"5005",
   "e164Number":"5005",
   "telephonyNetwork":"Private",
   "doNotDisturb":"Off",
   "voiceEnvironmentUri":"http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
   "capabilities":[
      "ForwardCallsOn",
      "DoNotDisturbOn",
      "ListenIn",
      "Coach",
      "BargeIn",
      "CancelSupervisorMonitoring"
   ],
   "supervisorMonitoringState":{
      "state":"ListenIn",
      "mode":"AllCalls",
      "scope":"Call",
      "targetDeviceUri":"http://127.0.0.1:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224"
   }
}
```

Resource details

Field	Description
id	The unique identifier for the call.
deviceState	The state of the device (Active, Inactive).
userState	The state of the user for this device. The userState contains the following list of structures: • id — The ID of the user state. • displayNam" — The display name for the user state. • state — The user state.
phoneNumber	The phone number assigned to this device.
e164Number	The phone number in e.164 format.
telephonyNetwork	The type of telephony network the device is associated with. The possible values are: • Public — A device that is connected over the PSTN via SIP Server. • Private — Other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya.
doNotDisturb	The Do Not Disturb state for this device (On, Off).
voiceEnvironmentUri	The URI for the voice environment to which this device belongs.
capabilities	A list of capabilities currently available on the device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: ListenIn, BargeIn, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser.
supervisorMonitoringState	The current state of the supervisor monitoring the device. This property is only present when supervisor monitoring is active on the device. The supervisorMonitoringState contains the following list of structures: • state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or BargeIn. • mode — The supervisor monitoring mode on this device. Possible values are NextCall or AllCalls.

Field	Description
	• scope — The scope of supervisor monitoring. Possible values are Call or Agent. • targetDeviceUri — The URI of the device being monitored. • phoneNumber — The monitored phone number. • switchName — The name of the switch owning the phone number.

StartContactCenterSession

This operation is part of the Voice API section of the Web Services API.

Overview

Initializes a session for the user with the provided parameters. Almost all client applications that provide a full set of voice features should send this operation at login and call EndContactCenterSession when the application exits.

Request URL	/api/v2/me/
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	StartContactCenterSession
channels	An array of channels the agent uses in the session. Valid channel names are `voice` and any valid multimedia channel (for example, `email`, `chat`, `workitem`, `IM session`). If an error occurs on a given channel, Web Services returns a response with the error statusCode and information about what went wrong. For example, if you StartContactCenterSession with voice and chat and your Interaction Server is out of service, Web Services returns a partial success statusCode of 7. The successful part of the operation (voice) returns `statusCode:0` while the failed part of the operation (chat) returns a statusCode and statusMessage that provide information about why it failed. If all channel operations fail, Web Services only returns a statusCode and statusMessage for one of the channels.
place	This optional parameter specifies the place that should be used for the session. If not specified, then Web Services uses the default place for the agent. If specified and the place contains one device, then Web Services logs in the user on that device for the duration of the session. If the place contains more than one device, then Web Services logs in the user on the ACDPosition. In this scenario, if the place doesn't contain an ACDPosition or if it has multiple

Parameter	Value
	ACDPositions, then the StartContactCenterSession operation fails. **Note:** If there are multiple ACDPositions, you should specify the devicePath. When the client ends the session, Web Services restores the default device assignment.
loginCode	This optional parameter specifies the switch login code that should be used for login. If it's not specified, Web Services looks for an appropriate switch `login` that is assigned to the user for the T-Server.
agentLoginPassword	This optional parameter is passed to `RequestAgentLogin` if `loginCode` is specified in the request. This allows the agent to log in to the switch from their desktop rather than having to log in using their physical phone. **Note:** If the `loginCode` is not specified in the request, Web Services gets the password from Configuration Server (if it exists) during the appropriate login code calculation and uses it in `RequestAgentLogin`.
queue	This optional parameter specifies a queue to be included in the login request.
devicePath	A path to a device assigned to an agent. This attribute is mandatory when an agent is assigned multiple devices in the same location where the device to be used for login can't be resolved — for example, the place has multiple extensions or multiple ACDPositions. The devicePath specifies which device the agent uses to login. **Note:** This overrides the logic of the place login.
workmode	This optional parameter specifies which workmode is applied to the AgentLogin request. Valid values are `ManualIn` and `AutoIn`.
dynamicPhoneNumber	This optional parameter is passed to the `RequestAgentLogin` operation in extensions. This parameter specifies the alternate phone number to which all SIP communication will be directed for the duration of the agent session. All agent-related and call-related events are generated for the DN for the default agent's place. **Note**: SIP Server will reject the `RequestAgentLogin` operation if the alternate phone number provided by the agent already exists in the Configuration Server.

Sample 1

Request

```
POST api/v2/me
{
  "operationName": "StartContactCenterSession",
  "channels": [
    "voice"
  ]
}
```

HTTP Response

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

CometD notification

This operation may not result in a notification. If the agent is logged in to a device as a result of starting the session, Web Services delivers a DeviceStateChangeMessage via CometD. If the agent is already logged in, Web Services skips the login request and doesn't return a notification.

Sample 2

Request

```
POST api/v2/me
{
  "operationName": "StartContactCenterSession",
  "place": "SIP_5000",
  "loginCode": "8000",
  "queue": "9000",
  "channels": [
    "voice"
  ]
}
```

HTTP response

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

Sample 3

Request

```
POST /api/v2/me
{
    "operationName": "StartContactCenterSession",
    "channels": ["voice"],
    "place": "agent1",
    "loginCode": "agent1",
    "agentLoginPassword": "password"
}
```

HTTP response

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

Sample 4

The following example shows the partial success behavior:

Request

```
POST /api/v2/me
{
   "channels":[
      "voice",
      "chat"
   ],
   "operationName":"StartContactCenterSession"
}
```

HTTP response

```
{
   "failed":[
      {
         "channel":"multimedia",
         "statusCode":3,
         "statusMessage":"Unsupported feature"
      }
   ],
   "statusCode":7,
   "succeeded":[
      {
         "channel":"voice",
         "statusCode":0
      }
   ]
}
```

Sample 5

The following example shows workmode:

Request

```
POST /api/v2/me
{
  "operationName":"StartContactCenterSession",
  "workmode": "ManualIn",
  "channels":["voice"],
  "place":"agent1@pizza.com"
}
```

HTTP response

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

The following example shows workmode with an invalid value:

Request

```
POST /api/v2/me
{
  "operationName":"StartContactCenterSession",
  "workmode": "aManualIn",
  "channels":["voice"],
  "place":"agent1@pizza.com"
}
```

HTTP response

```
{
  "statusCode": 2,
  "statusMessage": "Parameter 'workmode' is invalid: \"The specified value is not within
valid range\""
}
```

Sample 6

The following example shows an alternate phone number:

Request

```
POST /api/v2/me
{
   "operationName":"StartContactCenterSession",
```

```
   "channels":["voice"],
   "dynamicPhoneNumber": "%dynamic_phone_number%"
}
```

HTTP response

```
{
   "statusCode":0,
   "devices":[
     {
       "id":"b24aca59-5fda-4eac-88d2-dde979e5dc97",
       "deviceState":"Active",
       "userState":{"id":"2B36138D-
C564-4562-A8CB-3C32D564F296","displayName":"AuxWork","state":"NotReady","workMode":"AuxWork"},
       "phoneNumber":"%original_phone_number%",
       "description":"",
       "e164Number":"",
       "telephonyNetwork":"Private",
       "doNotDisturb":"Off",
       "voiceEnvironmentUri":"http://127.0.0.1/api/v2/voice-environments/
136ca479-fd97-42eb-9865-f792612955bc",
       "capabilities":["ForwardCallsOn"],
       "channels":["voice"],
       "dynamicPhoneNumber": "%dynamic_phone_number%"
     }
   ]
}
```

EndContactCenterSession

This operation is part of the Voice API section of the Web Services API.

Overview

Ends a previously started session for the agent. For voice, this logs out the agent and restores the agent's default device assignment.

> **Important**
> This request also invalidates the client HTTP session and should be performed as the last step for session cleanup.

Request URL	/api/v2/me/
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	EndContactCenterSession

Sample

Request

```
POST api/v2/me
{
  "operationName": "EndContactCenterSession"
}
```

HTTP response

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

Ready

This operation is part of the Voice API section of the Web Services API.

Overview

Sets the current user to the Ready state. Ready is a system-defined agent state operation and is always available for use.

Request URL	/api/v2/me/channels/voice
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Ready
workmode	This optional parameter specifies which workmode is applied to the Ready operation. Valid values are `ManualIn` and `AutoIn`.

Sample

Request

```
POST /api/v2/me/channels/voice
{
  "operationName": "Ready"
}
```

HTTP response

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

CometD notification

```
{
```

```
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "74152ed8-858f-4a33-9e96-36213a678d30",
        "deviceState": "Active",
        "userState": {
          "id": "9430250E-0A1B-421F-B372-F29E69366DED",
          "displayName": "Ready",
          "state": "Ready"
        },
        "phoneNumber": "5000",
        "e164Number": "5000",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

Not Ready

This operation is part of the Voice API section of the Web Services API.

Overview

Sets the current user to the NotReady state. NotReady is a system-defined agent state operation and is always available for use.

Request URL	/api/v2/me/channels/voice
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	NotReady

Sample

Request

```
POST api/v2/me/channels/voice
{
  "operationName": "NotReady"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
```

```
        "id": "74152ed8-858f-4a33-9e96-36213a678d30",
        "deviceState": "Active",
        "userState": {
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "displayName": "Not Ready",
          "state": "NotReady"
        },
        "phoneNumber": "5000",
        "e164Number": "5000",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

Aux Work

This operation is part of the Voice API section of the Web Services API.

Overview

Sets the current user to the NotReady state with a workmode of AuxWork. AuxWork is a system-defined agent state operation and is always available for use.

Request URL	/api/v2/me/channels/voice
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	AuxWork

Sample

Request

```
POST api/v2/me/channels/voice
{
  "operationName": "AuxWork"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
```

```
        "id": "74152ed8-858f-4a33-9e96-36213a678d30",
        "deviceState": "Active",
        "userState": {
          "id": "2B36138D-C564-4562-A8CB-3C32D564F296",
          "displayName": "AuxWork",
          "state": "NotReady",
          "workMode": "AuxWork"
        },
        "phoneNumber": "5000",
        "e164Number": "5000",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

After Call Work

This operation is part of the Voice API section of the Web Services API.

Overview

Sets the current user to the NotReady state with a workmode of AfterCallWork. AfterCallWork is a system-defined agent state operation and is always available for use.

Request URL	/api/v2/me/channels/voice
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	AfterCallWork
wrapUpTime	This parameter is passed to T-Server in extensions to change/cancel agent wrap-up time.

Sample

Request

```
POST api/v2/me/channels/voice
{
  "operationName": "AfterCallWork" ,
  "wrapUpTime": "0"

}
```

HTTP response

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

CometD notification


```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "74152ed8-858f-4a33-9e96-36213a678d30",
        "deviceState": "Active",
        "userState": {
          "id": "D3663509-3D82-4DD3-A82E-2EA8EFA02AEF",
          "displayName": "AfterCallWork",
          "state": "NotReady",
          "workMode": "AfterCallWork"
        },
        "phoneNumber": "5000",
        "e164Number": "5000",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn",
          "DoNotDisturbOn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

Offline

This operation is part of the Voice API section of the Web Services API.

Overview

Sets the current user to Offline (logged out). Offline is a system-defined agent state operation and is always available for use.

Request URL	/api/v2/me/channels/voice
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Offline

Sample

Request

```
POST api/v2/me/channels/voice
{
  "operationName": "Offline"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
```

```
        "id": "74152ed8-858f-4a33-9e96-36213a678d30",
        "deviceState": "Active",
        "userState": {
          "id": "0F7F5003-EF26-4D13-A6Ef-D0C7EC819BEB",
          "displayName": "Offline",
          "state": "LoggedOut"
        },
        "phoneNumber": "5000",
        "e164Number": "5000",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn",
          "DoNotDisturbOn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

DoNotDisturbOn

This operation is part of the Voice API section of the Web Services API.

Overview

Turns do-not-disturb on for the device.

Request URL	/api/v2/me/devices/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	DoNotDisturbOn

Sample

Request

```
POST api/v2/me/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a
{
  "operationName": "DoNotDisturbOn"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
```

```
        "deviceState": "Active",
        "userState": {
          "id": "9430250E-0A1B-421F-B372-F29E69366DED",
          "displayName": "Ready",
          "state": "Ready"
        },
        "phoneNumber": "5005",
        "e164Number": "5005",
        "telephonyNetwork": "Private",
        "doNotDisturb": "On",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "DoNotDisturbOff",
          "ForwardCallsOn",
          "ListenIn",
          "Coach",
          "BargeIn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

DoNotDisturbOff

This operation is part of the Voice API section of the Web Services API.

Overview

Turns do-not-disturb off for the device.

Request URL	/api/v2/me/devices/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	DoNotDisturbOff

Sample

Request

```
POST api/v2/me/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a
{
  "operationName": "DoNotDisturbOff"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
```

```
        "deviceState": "Active",
        "userState": {
          "id": "9430250E-0A1B-421F-B372-F29E69366DED",
          "displayName": "Ready",
          "state": "Ready"
        },
        "phoneNumber": "5005",
        "e164Number": "5005",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn",
          "DoNotDisturbOn",
          "ListenIn",
          "Coach",
          "BargeIn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

ForwardCallsOn

This operation is part of the Voice API section of the Web Services API.

Overview

Sets call forwarding on the device to the specified destination.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	ForwardCallsOn
destination	The number where Web Services should forward calls.

Sample

Request

```
POST api/v2/me/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a
{
  "operationName": "ForwardCallsOn",
  "destination": "5001"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
```

```
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
        "deviceState": "Active",
        "userState": {
          "id": "9430250E-0A1B-421F-B372-F29E69366DED",
          "displayName": "Ready",
          "state": "Ready"
        },
        "phoneNumber": "5005",
        "e164Number": "5005",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "forwardTo": "5001",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOff",
          "DoNotDisturbOn",
          "ListenIn",
          "Coach",
          "BargeIn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

ForwardCallsOff

This operation is part of the Voice API section of the Web Services API.

Overview

Cancels call forwarding for a device.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	ForwardCallsOff

Sample

Request

```
POST api/v2/me/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a
{
  "operationName": "ForwardCallsOn",
  "destination": "5001"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
```

```
        "id": "efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
        "deviceState": "Active",
        "userState": {
          "id": "9430250E-0A1B-421F-B372-F29E69366DED",
          "displayName": "Ready",
          "state": "Ready"
        },
        "phoneNumber": "5005",
        "e164Number": "5005",
        "telephonyNetwork": "Private",
        "doNotDisturb": "Off",
        "forwardTo": "5001",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOff",
          "DoNotDisturbOn",
          "ListenIn",
          "Coach",
          "BargeIn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

Dial

This operation is part of the Voice API section of the Web Services API.

Overview

Initiates a new outbound call to the specified destination.

Request URL	/api/v2/me/devices/*{id}*/calls
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Dial
destination	A JSON object that includes the number to be dialed.
location	An optional parameter that is used by Web Services to set the `location` attribute for the corresponding T-Server requests.
userData	An optional JSON object that includes key/value data to be included with the call.
outboundCallerId	An optional parameter that is used by Web Services to set the `outbound caller Id` attribute for the corresponding T-Server requests.

Sample 1

Request

```
POST api/v2/me/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1/calls

{
  "operationName": "Dial",
  "destination": {
    "phoneNumber": "15002"
  }
}
```

HTTP response


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


CometD notification


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"012PUFMMS0ASNAK48O7GK2LAES000004",
         "state":"Dialing",
         "callUuid":"012PUFMMS0ASNAK48O7GK2LAES000004",
         "connId":"007102719260b004",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15002",
               "phoneNumber":"15002",
               "digits":"15002"
            }
         ],
         "dnis":"15002",
         "callType":"Internal",
         "capabilities":[
            "SendDtmf",
            "DeleteUserData",
            "AttachUserData",
            "DeleteUserDataPair",
            "Hangup",
            "UpdateUserData"
         ],
         "duration":"0",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES000004",
         "path":"/calls/012PUFMMS0ASNAK48O7GK2LAES000004"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


Sample 2

This sample includes a key/value pair with the Dial request:

Request

```
POST api/v2/me/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1/calls
{
  "operationName": "Dial",
  "destination": {
    "phoneNumber": "15002"
  },
  "userData": {
    "CustomerSegment": "Gold"
  }
}
```

HTTP response

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

CometD notification


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"012PUFMMS0ASNAK48O7GK2LAES000004",
         "state":"Dialing",
         "callUuid":"012PUFMMS0ASNAK48O7GK2LAES000004",
         "connId":"007102719260b004",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15002",
               "phoneNumber":"15002",
               "digits":"15002"
            }
         ],
         "dnis":"15002",
         "callType":"Internal",
         "capabilities":[
            "SendDtmf",
            "DeleteUserData",
            "AttachUserData",
            "DeleteUserDataPair",
            "Hangup",
            "UpdateUserData"
         ],
         "userData":{
            "CustomerSegment":"Gold"
         },
         "duration":"0",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES000004",
         "path":"/calls/012PUFMMS0ASNAK48O7GK2LAES000004"
```

```
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

Answer

This operation is part of the Voice API section of the Web Services API.

Overview

Answers a ringing call.

> **Important**
> When you create a device and set the `telephonyNetwork` attribute to `Public`, Web Services doesn't include the Answer operation in the capabilities for incoming calls on that device. In this scenario, Web Services assumes that an Answer request via CTI is not supported.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Answer

Sample

Request

```
POST api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES00000C
{
  "operationName": "Answer"
}
```

HTTP response

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

```
}
```

CometD notification

```
{
 "data": {
  "notificationType": "StatusChange",
  "call": {
   "id": "012PUFMMS0ASNAK48O7GK2LAES00000C",
   "state": "Established",
   "callUuid": "012PUFMMS0ASNAK48O7GK2LAES00000C",
   "connId": "007102719260b00c",
   "deviceUri": "http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1",
   "participants": [
    {
     "e164Number": "",
     "formattedPhoneNumber": "15001",
     "phoneNumber": "15001",
     "digits": "15001"
    }
   ],
   "dnis": "15000",
   "callType": "Internal",
   "capabilities": [
    "SingleStepTransfer",
    "InitiateConference",
    "Hold",
    "SingleStepConference",
    "InitiateTransfer",
    "SendDtmf",
    "DeleteUserData",
    "AttachUserData",
    "DeleteUserDataPair",
    "Hangup",
    "UpdateUserData"
   ],
   "duration": "22",
   "mute": "Off",
   "supervisorListeningIn": false,
   "monitoredUserMuted": false,
   "monitoring": false,
   "uri": "http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES00000C",
   "path": "/calls/012PUFMMS0ASNAK48O7GK2LAES00000C"
  },
  "phoneNumber": "15000",
  "extensions": {
   "WrapUpTime": 0,
   "BusinessCall": 0
  },
  "messageType": "CallStateChangeMessage"
 },
 "channel": "/v2/me/calls"
}
```

Reject

This operation is part of the Voice API section of the Web Services API.

Overview

Rejects a ringing call. When this occurs, Web Services redirects the call to the queue from which it was delivered. This operation is only available when a call is delivered via a queue; you can't reject direct calls.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Reject

Sample

Request

```
POST api/v2/me/calls/013V08JRL498H1OI04000VTAES00000I
{
  "operationName": "Reject"
}
```

HTTP response

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

CometD notification

```
{
   "data":{
      "notificationType":"StatusChange",
```

```
      "call":{
         "id":"013V08JRL498H1OI04000VTAES00000I",
         "state":"Released",
         "callUuid":"013V08JRL498H1OI04000VTAES00000I",
         "connId":"0071023821aec012",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5005",
               "phoneNumber":"5005",
               "digits":"5005"
            }
         ],
         "dnis":"9000",
         "callType":"Internal",
         "capabilities":[

         ],
         "duration":"5",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES00000I",
         "path":"/calls/013V08JRL498H1OI04000VTAES00000I"
      },
      "phoneNumber":"5001",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

Hold

This operation is part of the Voice API section of the Web Services API.

Overview

Places a call on hold.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Hold

Sample

Request

```
POST api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES00000I
{
  "operationName": "Hold"
}
```

HTTP response

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

CometD notification

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"012PUFMMS0ASNAK48O7GK2LAES00000I",
         "state":"Held",
```

```
         "callUuid":"012PUFMMS0ASNAK48O7GK2LAES00000I",
         "connId":"007102719260b012",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15000",
         "callType":"Internal",
         "capabilities":[
            "SingleStepTransfer",
            "InitiateConference",
            "Retrieve",
            "SingleStepConference",
            "InitiateTransfer",
            "DeleteUserData",
            "AttachUserData",
            "DeleteUserDataPair",
            "Hangup",
            "UpdateUserData"
         ],
         "duration":"30",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES00000I",
         "path":"/calls/012PUFMMS0ASNAK48O7GK2LAES00000I"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

Retrieve

This operation is part of the Voice API section of the Web Services API.

Overview

Retrieves a call from hold.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Retrieve

Sample

HTTP response

```
POST api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES00000I
{
  "operationName": "Retrieve"
}
```

CometD notification

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

Notification

```
{
 "data": {
  "notificationType": "StatusChange",
  "call": {
   "id": "012PUFMMS0ASNAK48O7GK2LAES00000I",
   "state": "Established",
```

```
   "callUuid": "012PUFMMS0ASNAK48O7GK2LAES00000I",
   "connId": "007102719260b012",
   "deviceUri": "http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1",
   "participants": [
    {
     "e164Number": "",
     "formattedPhoneNumber": "15001",
     "phoneNumber": "15001",
     "digits": "15001"
    }
   ],
   "dnis": "15000",
   "callType": "Internal",
   "capabilities": [
    "SingleStepTransfer",
    "InitiateConference",
    "Hold",
    "SingleStepConference",
    "InitiateTransfer",
    "SendDtmf",
    "DeleteUserData",
    "AttachUserData",
    "DeleteUserDataPair",
    "Hangup",
    "UpdateUserData"
   ],
   "duration": "383",
   "mute": "Off",
   "supervisorListeningIn": false,
   "monitoredUserMuted": false,
   "monitoring": false,
   "uri": "http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES00000I",
   "path": "/calls/012PUFMMS0ASNAK48O7GK2LAES00000I"
  },
  "phoneNumber": "15000",
  "extensions": {
   "BusinessCall": 0
  },
  "messageType": "CallStateChangeMessage"
 },
 "channel": "/v2/me/calls"
}
```

Hangup

This operation is part of the Voice API section of the Web Services API.

Overview

Hangs up a call.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Hangup

Sample

Request

```
POST api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES00000I
{
  "operationName": "Hangup"
}
```

HTTP response

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

CometD notification

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"012PUFMMS0ASNAK48O7GK2LAES00000I",
         "state":"Released",
```

```
         "callUuid":"012PUFMMS0ASNAK48O7GK2LAES00000I",
         "connId":"007102719260b012",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15000",
         "callType":"Internal",
         "capabilities":[

         ],
         "duration":"672",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES00000I",
         "path":"/calls/012PUFMMS0ASNAK48O7GK2LAES00000I"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

SendDTMF

This operation is part of the Voice API section of the Web Services API.

Overview

Sends the provided DTMF digits. You can send DTMF digits individually with multiple requests or together with multiple digits in one request.

> **Important**
>
> If your solution uses SIP Server, you might need to set the **sip-dtmf-send-rtp** option to `true` for this request to succeed. Consult the SIP Server documentation for details.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	SendDtmf
digits	A string consisting of one or more digits (0-9).

Sample

Request

```
POST api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES00000J
{
  "operationName": "SendDtmf",
  "digits": "5"
}
```

HTTP response


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


CometD notification


```
{
   "data":{
      "notificationType":"DtmfSent",
      "call":{
         "id":"012PUFMMS0ASNAK48O7GK2LAES00000J",
         "state":"Established",
         "callUuid":"012PUFMMS0ASNAK48O7GK2LAES00000J",
         "connId":"007102719260b013",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15000",
         "callType":"Internal",
         "capabilities":[
            "SingleStepTransfer",
            "InitiateConference",
            "Hold",
            "SingleStepConference",
            "InitiateTransfer",
            "SendDtmf",
            "DeleteUserData",
            "AttachUserData",
            "DeleteUserDataPair",
            "Hangup",
            "UpdateUserData"
         ],
         "duration":"27",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK48O7GK2LAES00000J",
         "path":"/calls/012PUFMMS0ASNAK48O7GK2LAES00000J"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

MuteCall

This operation is part of the Voice API section of the Web Services API.

Overview

Mutes the call. While mute is on, the agent can hear the other participants on the call but other participants cannot hear the agent.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	MuteCall

Sample

Request

```
POST api/v2/me/calls/00HLPA5Q24AT9D8VH0A0K2LAES00000G
{
  "operationName": "MuteCall"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "notificationType": "StatusChange",
    "phoneNumber": "3001"
```

```
    "call": {
       "callType": "Internal",
       "callUuid": "00HLPA5Q24AT9D8VH0A0K2LAES00000G",
       "capabilities": [
         "AttachUserData",
         "SingleStepTransfer",
         "InitiateTransfer",
         "UpdateUserData",
         "DeleteUserDataPair",
         "Hangup",
         "SendDtmf",
         "DeleteUserData",
         "InitiateConference",
         "UnmuteCall",
         "Hold",
         "SingleStepConference",
         "StartCallRecording"
       ],
       "connId": "0071026ce59fd010",
       "deviceUri": "http://127.0.0.1:8090/api/v2/devices/7ef76a87-a60d-439d-
ae90-885e6259bf01",
       "dnis": "3002",
       "duration": "1",
       "id": "00HLPA5Q24AT9D8VH0A0K2LAES00000G",
       "monitoredUserMuted": false,
       "monitoring": false,
       "mute": "On",
       "participants": [
         {
            "digits": "3002",
            "e164Number": "",
            "formattedPhoneNumber": "3002",
            "phoneNumber": "3002"
         },
         {
            "digits": "3003",
            "e164Number": "",
            "formattedPhoneNumber": "3003",
            "phoneNumber": "3003"
         }
       ],
       "path": "/calls/00HLPA5Q24AT9D8VH0A0K2LAES00000G",
       "recordingState": "Stopped",
       "state": "Established",
       "supervisorListeningIn": false,
       "uri": "http://127.0.0.1:8090/api/v2/me/calls/00HLPA5Q24AT9D8VH0A0K2LAES00000G",
    },
    "extensions": {
      "BusinessCall": 0
    },
  },
  "channel": "/v2/me/calls",
}
```

UnmuteCall

This operation is part of the Voice API section of the Web Services API.

Overview

Unmutes a previously muted call.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	UnmuteCall

Sample

Request

```
POST api/v2/me/calls/00HLPA5Q24AT9D8VH0A0K2LAES00000G
{
  "operationName": "UnmuteCall"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "notificationType": "StatusChange",
    "phoneNumber": "3001"
    "call": {
```

```
       "callType": "Internal",
       "callUuid": "00HLPA5Q24AT9D8VH0A0K2LAES00000G",
       "capabilities": [
         "AttachUserData",
         "SingleStepTransfer",
         "InitiateTransfer",
         "UpdateUserData",
         "DeleteUserDataPair",
         "Hangup",
         "SendDtmf",
         "DeleteUserData",
         "InitiateConference",
         "UnmuteCall",
         "Hold",
         "SingleStepConference",
         "StartCallRecording"
       ],
       "connId": "0071026ce59fd010",
       "deviceUri": "http://127.0.0.1:8090/api/v2/devices/7ef76a87-a60d-439d-
ae90-885e6259bf01",
       "dnis": "3002",
       "duration": "1",
       "id": "00HLPA5Q24AT9D8VH0A0K2LAES00000G",
       "monitoredUserMuted": false,
       "monitoring": false,
       "mute": "Off",
       "participants": [
         {
            "digits": "3002",
            "e164Number": "",
            "formattedPhoneNumber": "3002",
            "phoneNumber": "3002"
         },
         {
            "digits": "3003",
            "e164Number": "",
            "formattedPhoneNumber": "3003",
            "phoneNumber": "3003"
         }
       ],
       "path": "/calls/00HLPA5Q24AT9D8VH0A0K2LAES00000G",
       "recordingState": "Stopped",
       "state": "Established",
       "supervisorListeningIn": false,
       "uri": "http://127.0.0.1:8090/api/v2/me/calls/00HLPA5Q24AT9D8VH0A0K2LAES00000G",
    },
    "extensions": {
      "BusinessCall": 0
    },
  },
  "channel": "/v2/me/calls",
}
```

SetCallDisposition

This operation is part of the Voice API section of the Web Services API.

Overview

Sets the disposition for the specified call. If the call is active at the time of the request, Web Services processes it by updating the key in the user data. If the call has already been released, then Web Services sends the EventUserEvent to propagate the disposition to the reporting solution.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	SetCallDisposition
callUri	The URI of the call to disposition.
callUuid	The UUID of the call to disposition. You can get this from the call resource.
disposition	A string value for the call disposition.
dispositionKey	An optional string value for the `userdata` key for the call disposition. If not specified, Web Services uses the disposition key configured for the server.

Sample

Request

```
POST api/v2/me/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1
{
  "operationName": "SetCallDisposition",
  "callUri": "http://127.0.0.1:8080/api/v2/calls/01RCC3N118B1V0SL8O7GK2LAES000006",
  "callUuid": "01RCC3N118B1V0SL8O7GK2LAES000006",
  "disposition": "Referred",
  "dispositionKey": "DispositionCode"
}
```

HTTP response


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


CometD notification

If you send this request is sent while the call is still active, Web Services delivers a CallStateChangeMessage. If the call has been released, there is no notification.


```
{
   "data":{
      "notificationType":"AttachedDataChanged",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES000006",
         "state":"Established",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES000006",
         "connId":"0071027198180006",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15000",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "InitiateConference",
            "Hold",
            "SingleStepTransfer",
            "InitiateTransfer",
            "AttachUserData",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup"
         ],
         "userData":{
            "DispositionCode":"Referred"
         },
         "duration":"262",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES000006",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES000006"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

SingleStepConference

This operation is part of the Voice API section of the Web Services API.

Overview

Performs a single-step conference, adding the specified participant to the call.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	SingleStepConference
destination	A JSON object that includes the number to dial.
location	An optional parameter that is used by Web Services to set the `location` attribute for the corresponding T-Server requests.
userData	An optional JSON object that includes key/value data to be included with the call.

Sample 1

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES000007
{
  "operationName": "SingleStepConference",
  "destination": {
    "phoneNumber": "15002"
  }
}
```

HTTP response

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

```
}
```

CometD notification

```
{
   "data":{
      "notificationType":"ParticipantsUpdated",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES000007",
         "state":"Established",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES000007",
         "connId":"0071027198180007",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15002",
               "phoneNumber":"15002",
               "digits":"15002"
            },
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "InitiateConference",
            "Hold",
            "SingleStepTransfer",
            "InitiateTransfer",
            "RemoveParticipantFromConference",
            "AttachUserData",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "MuteCall",
            "Hangup"
         ],
         "userData":{
            "FirstConferencePartyDN":"15000"
         },
         "duration":"52",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES000007",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES000007"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
```

```
   "channel":"/v2/me/calls"
}
```

Sample 2

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES000008
{
  "operationName": "SingleStepConference",
  "destination": {
    "phoneNumber": "15002"
  },
  "userData": {
    "AccountNumber": "12345"
  }
}
```

HTTP response

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

CometD notification

```
{
   "data":{
      "notificationType":"ParticipantsUpdated",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES000008",
         "state":"Established",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES000008",
         "connId":"0071027198180008",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15002",
               "phoneNumber":"15002",
               "digits":"15002"
            },
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
```

```
            "InitiateConference",
            "Hold",
            "SingleStepTransfer",
            "InitiateTransfer",
            "RemoveParticipantFromConference",
            "AttachUserData",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "MuteCall",
            "Hangup"
         ],
         "userData":{
            "AccountNumber":"12345",
            "FirstConferencePartyDN":"15000"
         },
         "duration":"64",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES000008",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES000008"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

InitiateConference

This operation is part of the Voice API section of the Web Services API.

Overview

Initiates a two-step conference to the specified destination. This operation places the existing call on hold and creates a new call in the dialing state. After initiating the conference you can use the CompleteConference operation to complete the conference and bring all parties into the same call.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	InitiateConference
destination	A JSON object that includes the number to be dialed.
location	An optional parameter that is used by Web Services to set the `location` attribute for the corresponding T-Server requests.
userData	An optional JSON object that includes key/value data to be included with the call.

Sample

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES000009
{
  "operationName": "InitiateConference",
  "destination": {
    "phoneNumber": "15002"
  }
}
```

HTTP response


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


CometD notification

The first notification is that the initial call has been placed on hold:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES000009",
         "state":"Held",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES000009",
         "connId":"0071027198180009",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "Retrieve",
            "InitiateConference",
            "SingleStepTransfer",
            "InitiateTransfer",
            "AttachUserData",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup"
         ],
         "duration":"31",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES000009",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES000009"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


The second notification is that the new consult call is dialing:

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000A",
         "state":"Dialing",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000A",
         "connId":"007102719818000a",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15002",
               "phoneNumber":"15002",
               "digits":"15002"
            }
         ],
         "dnis":"15002",
         "callType":"Consult",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "SwapCalls",
            "AttachUserData",
            "DeleteUserDataPair",
            "DeleteUserData",
            "Hangup",
            "CompleteTransfer"
         ],
         "parentCallUri":"http://127.0.0.1:8080/api/v2/me/calls/
01RCC3N118B1V0SL8O7GK2LAES000009",
         "duration":"0",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000A",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000A",
         "parentCallPath":"/calls/01RCC3N118B1V0SL8O7GK2LAES000009"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

CompleteConference

This operation is part of the Voice API section of the Web Services API.

Overview

Completes a previously initiated conference. Once completed, the two separate calls are brought together so that all three parties are participating in the same call.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	CompleteConference
consultCallUri	You can use this optional parameter to specify the consult call that should be used to complete the conference. If not provided, Web Services determines the related call.

Sample

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000B
{
  "operationName": "CompleteConference"
}
```

HTTP response

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

CometD notification

The first notification is that the consult call is released:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000B",
         "state":"Released",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000B",
         "connId":"007102719818000b",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15002",
               "phoneNumber":"15002",
               "digits":"15002"
            }
         ],
         "dnis":"15002",
         "callType":"Consult",
         "capabilities":[

         ],
         "parentCallUri":"http://127.0.0.1:8080/api/v2/me/calls/
01RCC3N118B1V0SL8O7GK2LAES000009",
         "duration":"24",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000B",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000B",
         "parentCallPath":"/calls/01RCC3N118B1V0SL8O7GK2LAES000009"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


The second notification is that the participants for the original call have been updated to include the new party:


```
{
   "data":{
      "notificationType":"ParticipantsUpdated",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES000009",
         "state":"Established",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES000009",
         "connId":"0071027198180009",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
```

```
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15002",
               "phoneNumber":"15002",
               "digits":"15002"
            },
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "InitiateConference",
            "Hold",
            "SingleStepTransfer",
            "InitiateTransfer",
            "RemoveParticipantFromConference",
            "AttachUserData",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "MuteCall",
            "Hangup"
         ],
         "duration":"748",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES000009",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES000009"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

RemoveParticipantFromConference

This operation is part of the Voice API section of the Web Services API.

Overview

Removes the specified participant from the conference call. This operation can only be performed by the owner of the conference call or a supervisor during monitoring.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	RemoveParticipantFromConference
participant	The participant to be removed from the conference call.

Sample

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000O
{
  "operationName": "RemoveParticipantFromConference",
  "participant": "15001"
}
```

HTTP response

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

CometD notification

```
{
```

```
   "data":{
      "notificationType":"ParticipantsUpdated",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000O",
         "state":"Established",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000O",
         "connId":"0071027198180018",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15002",
               "phoneNumber":"15002",
               "digits":"15002"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "InitiateConference",
            "Hold",
            "SingleStepTransfer",
            "InitiateTransfer",
            "AttachUserData",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup"
         ],
         "duration":"43",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000O",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000O"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

ClearCall

This operation is part of the Voice API section of the Web Services API.

Overview

Ends the conference call for all parties. This can be performed by any agent participating the conference.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	ClearCall

Sample

Request

```
POST api/v2/me/calls/128ff83e-b474-47e6-b64e-0e63cd707004
{
  "operationName": "ClearCall"
}
```

HTTP response

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

CometD notification

```
{
   "notificationType":"StatusChange",
   "call":{
      "id":"00BVD9GLQGB8P27CNC4GK2LAES00000A",
      "state":"Released",
```

```
      "callUuid":"00BVD9GLQGB8P27CNC4GK2LAES00000A",
      "connId":"007102786d53400a",
      "deviceUri":"http://127.0.0.1:8080/api/v2/devices/128ff83e-b474-47e6-b64e-0e63cd707004",
      "participants":[
         {
            "e164Number":"",
            "formattedPhoneNumber":"15002",
            "phoneNumber":"15002",
            "digits":"15002"
         },
         {
            "e164Number":"",
            "formattedPhoneNumber":"15001",
            "phoneNumber":"15001",
            "digits":"15001"
         }
      ],
      "dnis":"15001",
      "callType":"Internal",
      "capabilities":[

      ],
      "userData":{
         "FirstConferencePartyDN":"15000"
      },
      "duration":"68",
      "mute":"Off",
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/00BVD9GLQGB8P27CNC4GK2LAES00000A",
      "path":"/calls/00BVD9GLQGB8P27CNC4GK2LAES00000A"
   },
   "phoneNumber":"15000",
   "extensions":{
      "BusinessCall":1
   },
   "messageType":"CallStateChangeMessage"
}
```

SingleStepTransfer

This operation is part of the Voice API section of the Web Services API.

Overview

Performs a single-step transfer to the specified destination.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	SingleStepTransfer
destination	A JSON object that includes the number to be dialed.
location	An optional parameter that is used by Web Services to set the `location` attribute for the corresponding T-Server requests.
userData	An optional JSON object that includes key/value data to be included with the call.

Sample 1

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000D
{
  "operationName": "SingleStepTransfer",
  "destination": {
    "phoneNumber": "15002"
  }
}
```

HTTP response

```
{
```

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

CometD notification

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000D",
         "state":"Released",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000D",
         "connId":"007102719818000d",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[

         ],
         "duration":"20",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000D",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000D"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

Sample 2

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000G
{
  "operationName": "SingleStepTransfer",
  "destination": {
    "phoneNumber": "15002"
  },
  "userData": {
```

```
    "TransferReason": "Escalation",
    "TransferAgent": "WillardC"
  }
}
```

HTTP response

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

CometD notification

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000G",
         "state":"Released",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000G",
         "connId":"0071027198180010",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[

         ],
         "userData":{
            "TransferAgent":"WillardC",
            "TransferReason":"Escalation"
         },
         "duration":"40",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000G",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000G"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

InitiateTransfer

This operation is part of the Voice API section of the Web Services API.

Overview

Initiates a two-step transfer to the specified destination. After initiating the transfer, you can use the CompleteTransfer operation to complete the transfer.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	InitiateTransfer
destination	A JSON object that includes the number to be dialed.
location	An optional parameter that is used by Web Services to set the `location` attribute for the corresponding T-Server requests.
userData	An optional JSON object that includes key/value data to be included with the call.

Sample 1

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000M
{
  "operationName": "InitiateTransfer",
  "destination": {
    "phoneNumber": "15002"
  }
}
```

HTTP response


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


CometD notification

The first notification is that the original call has been placed on hold:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000M",
         "state":"Held",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000M",
         "connId":"0071027198180011",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SwapCalls",
            "InitiateConference",
            "SingleStepTransfer",
            "InitiateTransfer",
            "AttachUserData",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup",
            "CompleteTransfer"
         ],
         "duration":"99",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000M",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000M"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


The second notification is of the new consult call dialing:


```
{
```

```
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000N",
         "state":"Dialing",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000N",
         "connId":"0071027198180013",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15002",
               "phoneNumber":"15002",
               "digits":"15002"
            }
         ],
         "dnis":"15002",
         "callType":"Consult",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "SwapCalls",
            "AttachUserData",
            "DeleteUserDataPair",
            "DeleteUserData",
            "Hangup",
            "CompleteTransfer"
         ],
         "parentCallUri":"http://127.0.0.1:8080/api/v2/me/calls/
01RCC3N118B1V0SL8O7GK2LAES00000M",
         "duration":"0",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000N",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000N",
         "parentCallPath":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000H"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


Sample 2

The following examples describe a full two-step transfer scenario from start to finish.

First, the agent receives a notification of the inbound call:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000005",
         "state":"Ringing",
         "callUuid":"011DJV5JI898NB2L04000VTAES000005",
```

```
         "connId":"007102385535e005",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "DeleteUserData",
            "AttachUserData",
            "DeleteUserDataPair",
            "Answer"
         ],
         "duration":"0",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000005"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


The agent sends a request to answer the call:

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005
{
  "operationName": "Answer"
}
```

The agent receives a notification that the call has been established:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000005",
         "state":"Established",
         "callUuid":"011DJV5JI898NB2L04000VTAES000005",
         "connId":"007102385535e005",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
```

```
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup",
            "SendDtmf",
            "Hold",
            "AttachUserData",
            "SingleStepTransfer",
            "InitiateConference",
            "DeleteUserDataPair",
            "InitiateTransfer"
         ],
         "duration":"10",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000005"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


The agent initiates the two-step transfer:

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005
{
  "operationName": "InitiateTransfer",
  "destination": {
    "phoneNumber": "5001"
  }
}
```

The agent receives notification that the first call has been held:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000005",
         "state":"Held",
         "callUuid":"011DJV5JI898NB2L04000VTAES000005",
         "connId":"007102385535e005",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
```

```
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup",
            "Retrieve",
            "AttachUserData",
            "SingleStepTransfer",
            "InitiateConference",
            "DeleteUserDataPair",
            "InitiateTransfer"
         ],
         "duration":"36",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000005"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


and that the consult call is now dialing:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000006",
         "state":"Dialing",
         "callUuid":"011DJV5JI898NB2L04000VTAES000006",
         "connId":"007102385535e006",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
            }
         ],
         "dnis":"5001",
         "callType":"Consult",
         "capabilities":[
            "UpdateUserData",
            "DeleteUserData",
            "Hangup",
            "SwapCalls",
            "CompleteTransfer",
            "SendDtmf",
            "AttachUserData",
```

```
            "DeleteUserDataPair"
         ],
         "parentCallUri":"http://127.0.0.1:8080/api/v2/me/calls/
011DJV5JI898NB2L04000VTAES000005",
         "duration":"0",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000006",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000006"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

To complete, the agent requests completion of the transfer:

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES000006
{
  "operationName": "CompleteTransfer"
}
```

The agent then receives notification that original call has been released:

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000005",
         "state":"Released",
         "callUuid":"011DJV5JI898NB2L04000VTAES000005",
         "connId":"007102385535e005",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[

         ],
         "duration":"48",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000005"
      },
      "phoneNumber":"5005",
      "extensions":{
```

```
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


and the consult call has been released:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000006",
         "state":"Released",
         "callUuid":"011DJV5JI898NB2L04000VTAES000006",
         "connId":"007102385535e006",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
            }
         ],
         "dnis":"5001",
         "callType":"Consult",
         "capabilities":[

         ],
         "parentCallUri":"http://127.0.0.1:8080/api/v2/me/calls/
011DJV5JI898NB2L04000VTAES000005",
         "duration":"12",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000006",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000006"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

CompleteTransfer

This operation is part of the Voice API section of the Web Services API.

Overview

Completes a previously initiated two-step transfer.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	CompleteTransfer
consultCallUri	You can use this optional parameter to specify the consult call that should be used to complete the transfer. If not provided, Web Services determines the related call.

Sample 1

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000N
{
  "operationName": "CompleteTransfer"
}
```

HTTP response

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

CometD notification

After completing the transfer the agent receives notification that the original call is released:

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000M",
         "state":"Released",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000M",
         "connId":"0071027198180016",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[

         ],
         "duration":"280",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000M",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000M"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


and that the consult call is released as well:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000N",
         "state":"Released",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000N",
         "connId":"0071027198180017",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15002",
               "phoneNumber":"15002",
               "digits":"15002"
            }
         ],
         "dnis":"15002",
         "callType":"Consult",
         "capabilities":[
```

```
         ],
         "duration":"237",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000N",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000N"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


Sample 2

The following examples describe a full two-step transfer scenario from start to finish.

First, the agent receives a notification of the inbound call:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000005",
         "state":"Ringing",
         "callUuid":"011DJV5JI898NB2L04000VTAES000005",
         "connId":"007102385535e005",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "DeleteUserData",
            "AttachUserData",
            "DeleteUserDataPair",
            "Answer"
         ],
         "duration":"0",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000005"
      },
```

```
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

The agent sends a request to answer the call:

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005
{
  "operationName": "Answer"
}
```

The agent receives a notification that the call has been established:

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000005",
         "state":"Established",
         "callUuid":"011DJV5JI898NB2L04000VTAES000005",
         "connId":"007102385535e005",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup",
            "SendDtmf",
            "Hold",
            "AttachUserData",
            "SingleStepTransfer",
            "InitiateConference",
            "DeleteUserDataPair",
            "InitiateTransfer"
         ],
         "duration":"10",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000005"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
```

```
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


The agent initiates the two-step transfer:


```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005
{
  "operationName": "InitiateTransfer",
  "destination": {
    "phoneNumber": "5001"
  }
}
```


The agent receives notification that the first call has been held:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000005",
         "state":"Held",
         "callUuid":"011DJV5JI898NB2L04000VTAES000005",
         "connId":"007102385535e005",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup",
            "Retrieve",
            "AttachUserData",
            "SingleStepTransfer",
            "InitiateConference",
            "DeleteUserDataPair",
            "InitiateTransfer"
         ],
         "duration":"36",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000005"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
```

```
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

and that the consult call is now dialing:

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000006",
         "state":"Dialing",
         "callUuid":"011DJV5JI898NB2L04000VTAES000006",
         "connId":"007102385535e006",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
            }
         ],
         "dnis":"5001",
         "callType":"Consult",
         "capabilities":[
            "UpdateUserData",
            "DeleteUserData",
            "Hangup",
            "SwapCalls",
            "CompleteTransfer",
            "SendDtmf",
            "AttachUserData",
            "DeleteUserDataPair"
         ],
         "parentCallUri":"http://127.0.0.1:8080/api/v2/me/calls/
011DJV5JI898NB2L04000VTAES000005",
         "duration":"0",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000006",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000006"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

To complete, the agent requests completion of the transfer:

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES000006
{
  "operationName": "CompleteTransfer"
```

```
}
```

The agent then receives notification that original call has been released:

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000005",
         "state":"Released",
         "callUuid":"011DJV5JI898NB2L04000VTAES000005",
         "connId":"007102385535e005",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[

         ],
         "duration":"48",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000005"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

and the consult call has been released:

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES000006",
         "state":"Released",
         "callUuid":"011DJV5JI898NB2L04000VTAES000006",
         "connId":"007102385535e006",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
```

```
            }
         ],
         "dnis":"5001",
         "callType":"Consult",
         "capabilities":[

         ],
         "parentCallUri":"http://127.0.0.1:8080/api/v2/me/calls/
011DJV5JI898NB2L04000VTAES000005",
         "duration":"12",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000006",
         "path":"/calls/011DJV5JI898NB2L04000VTAES000006"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

SwapCalls

This operation is part of the Voice API section of the Web Services API.

Overview

Swaps between two calls when one call is held and the other is established.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	SwapCalls
otherCallUri	The URI of the call to swap.

Sample 1

Request

```
POST api/v2/me/calls/013V08JRL498H1OI04000VTAES00000S
{
  "operationName": "SwapCalls",
  "otherCallUri": "http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000P"
}
```

HTTP response

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

CometD notification

The SwapCalls operations results in two notifications. One for the call that is placed on hold, and a second for the held call is retrieved.

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000P",
         "state":"Established",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000P",
         "connId":"0071027198180019",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "SwapCalls",
            "InitiateConference",
            "Hold",
            "SingleStepTransfer",
            "InitiateTransfer",
            "AttachUserData",
            "CompleteConference",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup",
            "CompleteTransfer"
         ],
         "duration":"156",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000P",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000P"
      },
      "phoneNumber":"15000",
      "extensions":{
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}

{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000Q",
         "state":"Held",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000Q",
         "connId":"007102719818001a",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
```

```
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15002",
               "phoneNumber":"15002",
               "digits":"15002"
            }
         ],
         "dnis":"15002",
         "callType":"Consult",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "SwapCalls",
            "InitiateConference",
            "Hold",
            "SingleStepTransfer",
            "InitiateTransfer",
            "AttachUserData",
            "CompleteConference",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup",
            "CompleteTransfer"
         ],
         "duration":"129",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000Q",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000Q"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


Sample 2

The following examples describe the full set of requests and events that demonstrate using the SwapCalls operation.

The agent receives a notification of an inbound call:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"013V08JRL498H1OI04000VTAES00000R",
         "state":"Ringing",
         "callUuid":"013V08JRL498H1OI04000VTAES00000R",
         "connId":"0071023821aec01b",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
```

```
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[
            "Answer",
            "DeleteUserDataPair",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData"
         ],
         "duration":"0",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES00000R",
         "path":"/calls/013V08JRL498H1OI04000VTAES00000R"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


The agent answers the inbound call and receives notification of the call state change:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"013V08JRL498H1OI04000VTAES00000R",
         "state":"Established",
         "callUuid":"013V08JRL498H1OI04000VTAES00000R",
         "connId":"0071023821aec01b",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[
            "DeleteUserDataPair",
            "AttachUserData",
            "Hangup",
            "DeleteUserData",
            "Hold",
            "SendDtmf",
            "InitiateConference",
            "InitiateTransfer",
```

```
            "SingleStepConference",
            "UpdateUserData",
            "SingleStepTransfer"
         ],
         "duration":"5",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES00000R",
         "path":"calls/013V08JRL498H1OI04000VTAES00000R"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

The agent requests the inbound call be placed on hold:

```
POST api/v2/me/calls/013V08JRL498H1OI04000VTAES00000R
{
  "operationName": "Hold"
}
```

Notification is received of the call being held:

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"013V08JRL498H1OI04000VTAES00000R",
         "state":"Held",
         "callUuid":"013V08JRL498H1OI04000VTAES00000R",
         "connId":"0071023821aec01b",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[
            "Retrieve",
            "DeleteUserDataPair",
            "AttachUserData",
            "Hangup",
            "DeleteUserData",
            "InitiateConference",
            "InitiateTransfer",
            "SingleStepConference",
            "UpdateUserData",
            "SingleStepTransfer"
         ],
```

```
         "duration":"10",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES00000R",
         "path":"/calls/013V08JRL498H1OI04000VTAES00000R"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


The agent requests the second call be made:

```
POST api/v2/me/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a/calls
{
  "operationName": "Dial",
  "destination": {
    "phoneNumber": "5001"
  }
}
```

The agent receives notification that the second call is dialing:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"013V08JRL498H1OI04000VTAES00000S",
         "state":"Dialing",
         "callUuid":"013V08JRL498H1OI04000VTAES00000S",
         "connId":"0071023821aec01c",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
            }
         ],
         "dnis":"5001",
         "callType":"Internal",
         "capabilities":[
            "DeleteUserDataPair",
            "AttachUserData",
            "Hangup",
            "DeleteUserData",
            "SendDtmf",
            "SwapCalls",
            "UpdateUserData",
            "CompleteTransfer"
         ],
         "duration":"0",
         "mute":"Off",
         "supervisorListeningIn":false,
```

```
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES00000S",
         "path":"/calls/013V08JRL498H1OI04000VTAES00000S"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


and then notification that the second call is answered:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"013V08JRL498H1OI04000VTAES00000S",
         "state":"Established",
         "callUuid":"013V08JRL498H1OI04000VTAES00000S",
         "connId":"0071023821aec01c",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
            }
         ],
         "dnis":"5001",
         "callType":"Internal",
         "capabilities":[
            "DeleteUserDataPair",
            "AttachUserData",
            "Hangup",
            "DeleteUserData",
            "Hold",
            "SendDtmf",
            "InitiateConference",
            "SwapCalls",
            "InitiateTransfer",
            "SingleStepConference",
            "UpdateUserData",
            "SingleStepTransfer",
            "CompleteTransfer",
            "CompleteConference"
         ],
         "duration":"10",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES00000S",
         "path":"/calls/013V08JRL498H1OI04000VTAES00000S"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
```

```
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

The agent then sends the SwapCalls request:

```
POST api/v2/me/calls/013V08JRL498H1OI04000VTAES00000S
{
  "operationName": "SwapCalls",
  "otherCallUri": "http://localhost:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES00000R"
}
```

The agent then receives notification that the second call is now held:

```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"013V08JRL498H1OI04000VTAES00000S",
         "state":"Held",
         "callUuid":"013V08JRL498H1OI04000VTAES00000S",
         "connId":"0071023821aec01c",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
            }
         ],
         "dnis":"5001",
         "callType":"Internal",
         "capabilities":[
            "Retrieve",
            "DeleteUserDataPair",
            "AttachUserData",
            "Hangup",
            "DeleteUserData",
            "InitiateConference",
            "InitiateTransfer",
            "SingleStepConference",
            "UpdateUserData",
            "SingleStepTransfer"
         ],
         "duration":"41",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES00000S",
         "path":"/calls/013V08JRL498H1OI04000VTAES00000S"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
```

```
   "channel":"/v2/me/calls"
}
```


and to complete the operation, a notification that the first call is now be retrieved from hold:


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"013V08JRL498H1OI04000VTAES00000R",
         "state":"Established",
         "callUuid":"013V08JRL498H1OI04000VTAES00000R",
         "connId":"0071023821aec01b",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            }
         ],
         "dnis":"5005",
         "callType":"Internal",
         "capabilities":[
            "DeleteUserDataPair",
            "AttachUserData",
            "Hangup",
            "DeleteUserData",
            "Hold",
            "SendDtmf",
            "InitiateConference",
            "SwapCalls",
            "InitiateTransfer",
            "SingleStepConference",
            "UpdateUserData",
            "SingleStepTransfer",
            "CompleteTransfer",
            "CompleteConference"
         ],
         "duration":"60",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES00000R",
         "path":"/calls/013V08JRL498H1OI04000VTAES00000R"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

MergeWithOtherCall

This operation is part of the Voice API section of the Web Services API.

Overview

Merges the call in the URL with the one specified in the `otherCallUri` parameter.

Request URL	/api/v2/me/calls/*{id}*
HTTP Method	POST
Required Features	api-voice

Parameters

Parameter	Value
operationName	MergeWithOtherCall
otherCallUri	The URI of the call to merge with. Example: `http://localhost:8080/api/v2/me/calls/{id}`

Sample

Request

```
POST /api/v2/me/calls/
{

}
```

Response

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

Notification

AttachUserData

This operation is part of the Voice API section of the Web Services API.

Overview

Attaches the provided data to the call, regardless of whether the key(s) already exist.

> **Important**
> If you use the AttachUserData operation to provide keys that already exist on the call, Web Services creates duplicates of the same key in the call data. Unless you have a specific requirement to allow duplicate keys in the call data, use UpdateUserData instead.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	AttachUserData

Sample

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000R
{
  "operationName": "AttachUserData",
  "userData": {
    "AccountNumber": "12345"
  }
}
```

HTTP response


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


CometD notification


```
{
   "data":{
      "notificationType":"AttachedDataChanged",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000R",
         "state":"Dialing",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000R",
         "connId":"007102719818001b",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "AttachUserData",
            "DeleteUserDataPair",
            "DeleteUserData",
            "Hangup"
         ],
         "userData":{
            "AccountNumber":"12345"
         },
         "duration":"63",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000R",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000R"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

UpdateUserData

This operation is part of the Voice API section of the Web Services API.

Overview

Adds the provided key/value pairs to the call.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	UpdateUserData
userData	A JSON object that includes the key/value data to be added to the call.

Sample

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000R
{
  "operationName": "UpdateUserData",
  "userData": {
    "AccountNumber": "12345678"
  }
}
```

HTTP response

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

CometD notification


```
{
   "data":{
      "notificationType":"AttachedDataChanged",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000R",
         "state":"Dialing",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000R",
         "connId":"007102719818001b",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "AttachUserData",
            "DeleteUserDataPair",
            "DeleteUserData",
            "Hangup"
         ],
         "userData":{
            "AccountNumber":"12345678"
         },
         "duration":"63",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000R",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000R"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```


Sample 2

The following request adds multiple key/value pairs.

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000R
{
  "operationName": "UpdateUserData",
  "userData": {
```

```
    "AccountNumber": "12345678",
    "CustomerSegment": "Platinum",
    "CustomerName": "James"
  }
}
```

HTTP response

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

CometD notification

```
{
   "data":{
      "notificationType":"AttachedDataChanged",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000R",
         "state":"Dialing",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000R",
         "connId":"007102719818001b",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "AttachUserData",
            "DeleteUserDataPair",
            "DeleteUserData",
            "Hangup"
         ],
         "userData":{
            "AccountNumber":"12345678",
            "CustomerSegment":"Platinum",
            "CustomerName":"James"
         },
         "duration":"63",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000R",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000R"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

DeleteUserData

This operation is part of the Voice API section of the Web Services API.

Overview

Deletes all user data from the call.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	DeleteUserData

Sample

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000R
{
  "operationName": "DeleteUserData"
}
```

HTTP response

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

CometD notification

> **Important**

> Note the absence of the userData property in the update notification below.


```
{
   "data":{
      "notificationType":"AttachedDataChanged",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000R",
         "state":"Dialing",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000R",
         "connId":"007102719818001b",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "AttachUserData",
            "DeleteUserDataPair",
            "DeleteUserData",
            "Hangup"
         ],
         "duration":"775",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000R",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000R"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

DeleteUserDataPair

This operation is part of the Voice API section of the Web Services API.

Overview

Deletes the specified key from the call data.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	DeleteUserDataPair
key	The key to be removed from the call data.

Sample

Before sending this request, the test call has the following `userData` property:

```
"userData": {
    "AccountNumber": "12345678",
    "CustomerSegment": "Platinum",
    "CustomerName": "James"
}
```

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000R
{
  "operationName": "DeleteUserDataPair",
  "key": "CustomerSegment"
}
```

HTTP response

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

```
}
```

CometD notification


```
{
   "data":{
      "notificationType":"AttachedDataChanged",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000R",
         "state":"Dialing",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000R",
         "connId":"007102719818001b",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "AttachUserData",
            "DeleteUserDataPair",
            "DeleteUserData",
            "Hangup"
         ],
         "userData":{
            "AccountNumber":"12345678",
            "CustomerName":"James"
         },
         "duration":"1110",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000R",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000R"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

ListenIn

This operation is part of the Voice API section of the Web Services API .

Overview

Configures silent monitoring of the target agent device. After sending this request, Web Services delivers a DeviceStateChangeMessage confirming the change to the supervisor monitoring state. When the monitored agent receives a call, that supervisor is also delivered the call and can listen in silently.

Request URL	/api/v2/me/devices/*{id}*
HTTP method	POST
Required features	api-voice, api-supervisor-monitoring

Important

In a SIP Cluster environment, the following limitations are applicable when routing point monitoring is enabled:

- Only call scope is supported.
- Only silent supervision is supported. A supervisor can switch the monitoring mode from *mute* to *connect* and *connect* to *mute* only after the call is established with an agent. Switching to coach mode is not supported.
- Intrusion is not supported. The monitoring session will not be started for calls which are already in the queue when the monitoring subscription is created.

Parameters

Parameter	Value
operationName	ListenIn
targetDeviceUri	The URI of the device to monitor.
supervisorMonitoringScope	This optional parameter specifies the scope of monitoring: • Agent — Only activity for the target agent is

Parameter	Value
	monitored. If the monitored agent transfers the call to another agent, the supervisor is released from the call with the agent. • Call — The supervisor monitors the entire call, regardless of the path it takes. If the monitored agent transfers the call, the supervisor continues to monitor as the customer is serviced by the new agent.If not specified, Call is the default.
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: • NextCall — Monitor only the next call the agent receives, then stop monitoring. • AllCalls — Monitoring all agent calls until monitoring is cancelled.If not specified, AllCalls is the default.
phoneNumber	The monitored phone number.

Sample

Request

```
POST api/v2/me/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a
{
  "operationName": "ListenIn",
  "targetDeviceUri": "http://localhost:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224",
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
        "deviceState": "Active",
        "userState": {
```

```
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "displayName": "Not Ready",
          "state": "NotReady"
        },
        "phoneNumber": "5005",
        "e164Number": "5005",
        "telephonyNetwork": "Private",
        "doNotDisturb": "On",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn",
          "DoNotDisturbOff",
          "ListenIn",
          "Coach",
          "BargeIn",
          "CancelSupervisorMonitoring"
        ],
        "supervisorMonitoringState": {
          "state": "ListenIn",
          "mode": "AllCalls",
          "scope": "Call",
          "targetDeviceUri": "http://127.0.0.1:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224",
          "phoneNumber": "<monitored_phone_number>",
          "switchName": "<monitored_phone_number_switch>"
        }
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

Coach

This operation is part of the Voice API section of the Web Services API.

Overview

Configures coaching of the target agent device. When coaching is configured and the agent receives a call, the supervisor is brought into the call. Only the agent can hear the supervisor.

Request URL	/api/v2/me/devices/*{id}*
HTTP method	POST
Required features	api-voice, api-supervisor-monitoring

> **Important**
>
> Monitoring of routing points is not supported in SIP Cluster environments.

Parameters

Parameter	Value
operationName	Coach
targetDeviceUri	The URI of the device to monitor.
supervisorMonitoringScope	This optional parameter specifies the scope of monitoring: • Agent — Only activity for the target agent is monitored. If the monitored agent transfers the call to another agent, the supervisor is released from the call with the agent. • Call — The supervisor monitors the entire call, regardless of the path it takes. If the monitored agent transfers the call, the supervisor continues to monitor as the customer is serviced by the new agent. If not specified, Call is the default.
supervisorMonitoringMode	This optional parameter specifies the monitoring mode:

Parameter	Value
	• NextCall — Monitor only the next call the agent receives, then stop monitoring. • AllCalls — Monitoring all agent calls until monitoring is cancelled. If not specified, AllCalls is the default.
phoneNumber	The monitored phone number.

Sample

Request

```
POST api/v2/me/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a
{
  "operationName": "Coach",
  "targetDeviceUri": "http://localhost:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
        "deviceState": "Active",
        "userState": {
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "displayName": "Not Ready",
          "state": "NotReady"
        },
        "phoneNumber": "5005",
        "e164Number": "5005",
        "telephonyNetwork": "Private",
        "doNotDisturb": "On",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn",
          "DoNotDisturbOff",
          "ListenIn",
```

```
          "Coach",
          "BargeIn",
          "CancelSupervisorMonitoring"
        ],
        "supervisorMonitoringState": {
          "state": "Coach",
          "mode": "AllCalls",
          "scope": "Call",
          "targetDeviceUri": "http://127.0.0.1:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224"
        }
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

BargeIn

This operation is part of the Voice API section of the Web Services API.

Overview

Configures barge in to the target device. If the agent is currently on a call and T-Server is configured to allow barge in, the supervisor is immediately added to the call. Both the monitored agent and the customer are able to hear and speak with the supervisor. If the target agent is not on a call at the time of the request, the supervisor is brought into the call when the agent receives a new call.

Request URL	/api/v2/me/devices/*{id}*
HTTP method	POST
Required features	api-voice, api-supervisor-monitoring

> **Important**
>
> Monitoring of routing points is not supported in SIP Cluster environments.

Parameters

Parameter	Value
operationName	BargeIn
targetDeviceUri	The URI of the device to monitor.
supervisorMonitoringScope	This optional parameter specifies the scope of monitoring: • Agent — Only activity for the target agent is monitored. If the monitored agent transfers the call to another agent, the supervisor is released from the call with the agent. • Call — The supervisor monitors the entire call, regardless of the path it takes. If the monitored agent transfers the call, the supervisor continues to monitor as the customer is serviced by the new agent.

Parameter	Value
	If not specified, Call is the default.
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: • NextCall — Monitor only the next call the agent receives, then stop monitoring. • AllCalls — Monitoring all agent calls until monitoring is cancelled. If not specified, AllCalls is the default.
phoneNumber	The monitored phone number.

Sample

Request

```
POST api/v2/me/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a
{
  "operationName": "BargeIn",
  "targetDeviceUri": "http://localhost:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224"
}
```

HTTP response

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

CometD notification

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
        "deviceState": "Active",
        "userState": {
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "displayName": "Not Ready",
          "state": "NotReady"
        },
        "phoneNumber": "5005",
        "e164Number": "5005",
        "telephonyNetwork": "Private",
        "doNotDisturb": "On",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
```

```
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn",
          "DoNotDisturbOff",
          "ListenIn",
          "Coach",
          "BargeIn",
          "CancelSupervisorMonitoring"
        ],
        "supervisorMonitoringState": {
          "state": "BargeIn",
          "mode": "AllCalls",
          "scope": "Call",
          "targetDeviceUri": "http://127.0.0.1:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224"
        }
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

CancelSupervisionMonitoring

This operation is part of the Voice API section of the Web Services API.

Overview

Cancels supervisor monitoring. This operation should only be sent (and only appears in device capabilities) when supervisor monitoring is active.

Request URL	/api/v2/me/devices/*{id}*
HTTP method	POST
Required features	api-voice, api-supervisor-monitoring

Parameters

Parameter	Value
operationName	CancelSupervisorMonitoring

Sample

Request

```
POST api/v2/me/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a
{
  "operationName": "CancelSupervisorMonitoring"
}
```

HTTP response

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

CometD notification

> **Important**
> Note the absence of the supervisorMonitoringState property.


```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "id": "efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
        "deviceState": "Active",
        "userState": {
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "displayName": "Not Ready",
          "state": "NotReady"
        },
        "phoneNumber": "5005",
        "e164Number": "5005",
        "telephonyNetwork": "Private",
        "doNotDisturb": "On",
        "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
        "capabilities": [
          "ForwardCallsOn",
          "DoNotDisturbOff",
          "ListenIn",
          "Coach",
          "BargeIn"
        ]
      }
    ]
  },
  "channel": "/v2/me/devices"
}
```

SwitchToBargeIn

This operation is part of the Voice API section of the Web Services API.

Overview

Switches to barge for the current call. This operation is only available if the current monitoring mode is either ListenIn or Coach. If the supervisor switches from Coach to BargeIn, they cannot return to Coach and can only move to ListenIn.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice, api-supervisor-monitoring

Parameters

Parameter	Value
operationName	SwitchToBargeIn

Sample

Request

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000I
{
  "operationName": "SwitchToBargeIn"
}
```

HTTP response

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

CometD notification

> **Important**
> Note that mute now has a value of `Off`.


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES00000I",
         "state":"Established",
         "callUuid":"011DJV5JI898NB2L04000VTAES00000I",
         "connId":"007102385535e00e",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            },
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
            }
         ],
         "dnis":"5001",
         "callType":"Internal",
         "capabilities":[
            "AttachUserData",
            "InitiateConference",
            "UpdateUserData",
            "Hold",
            "SingleStepTransfer",
            "DeleteUserData",
            "SingleStepConference",
            "Hangup",
            "DeleteUserDataPair",
            "SendDtmf",
            "InitiateTransfer",
            "SwitchToListenIn",
            "RemoveParticipantFromConference"
         ],
         "duration":"21",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000I",
         "path":"/calls/011DJV5JI898NB2L04000VTAES00000I"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
```

```
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

SwitchToListenIn

This operation is part of the Voice API section of the Web Services API.

Overview

Switches to ListenIn for the current call. If the supervisor switches from Coach to ListenIn, they cannot switch back to Coach and can only move to BargeIn.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice, api-supervisor-monitoring

Parameters

Parameter	Value
operationName	SwitchToListenIn

Sample

Request

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000I
{
  "operationName": "SwitchToListenIn"
}
```

HTTP response

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

CometD notification

> **Important**
> Note that mute now has a value of 0n.


```
{
   "data":{
      "notificationType":"StatusChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES00000I",
         "state":"Established",
         "callUuid":"011DJV5JI898NB2L04000VTAES00000I",
         "connId":"007102385535e00e",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            },
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
            }
         ],
         "dnis":"5001",
         "callType":"Internal",
         "capabilities":[
            "AttachUserData",
            "InitiateConference",
            "UpdateUserData",
            "Hold",
            "SingleStepTransfer",
            "DeleteUserData",
            "SingleStepConference",
            "Hangup",
            "DeleteUserDataPair",
            "SendDtmf",
            "InitiateTransfer",
            "SwitchToBargeIn",
            "RemoveParticipantFromConference"
         ],
         "duration":"75",
         "mute":"On",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000I",
         "path":"calls/011DJV5JI898NB2L04000VTAES00000I"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
```

```
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

MuteMonitoredUser

This operation is part of the Voice API section of the Web Services API.

Overview

Mutes the monitored agent. You should use this operation when a supervisor monitoring an agent needs to intervene and take over a call.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice, api-supervisor-monitoring

Parameters

Parameter	Value
operationName	MuteMonitoredUser

Sample

Request

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000I
{
  "operationName": "MuteMonitoredUser"
}
```

HTTP response

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

CometD notification

> **Important**
> Note that monitoredUserMutedis `true`.


```
{
   "data":{
      "notificationType":"MonitoredUserMutedStateChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES00000I",
         "state":"Established",
         "callUuid":"011DJV5JI898NB2L04000VTAES00000I",
         "connId":"007102385535e00e",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            },
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
            }
         ],
         "dnis":"5001",
         "callType":"Internal",
         "capabilities":[
            "AttachUserData",
            "InitiateConference",
            "UpdateUserData",
            "Hold",
            "SingleStepTransfer",
            "DeleteUserData",
            "SingleStepConference",
            "Hangup",
            "DeleteUserDataPair",
            "SendDtmf",
            "InitiateTransfer",
            "SwitchToListenIn",
            "RemoveParticipantFromConference"
         ],
         "duration":"348",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":true,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000I",
         "path":"/calls/011DJV5JI898NB2L04000VTAES00000I"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
```

```
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

UnmuteMonitoredUser

This operation is part of the Voice API section of the Web Services API.

Overview

Unmutes a muted monitored agent. You should use this operation when a supervisor monitoring an agent has taken over a call, muted the agent, and now wants to unmute the agent.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	UnmuteMonitoredUser

Sample

Request

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000I
{
  "operationName": "UnmuteMonitoredUser"
}
```

HTTP response

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

CometD notification

> **Important**
> Note that monitoredUserMuted is `false`.


```
{
   "data":{
      "notificationType":"MonitoredUserMutedStateChange",
      "call":{
         "id":"011DJV5JI898NB2L04000VTAES00000I",
         "state":"Established",
         "callUuid":"011DJV5JI898NB2L04000VTAES00000I",
         "connId":"007102385535e00e",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5000",
               "phoneNumber":"5000",
               "digits":"5000"
            },
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
            }
         ],
         "dnis":"5001",
         "callType":"Internal",
         "capabilities":[
            "AttachUserData",
            "InitiateConference",
            "UpdateUserData",
            "Hold",
            "SingleStepTransfer",
            "DeleteUserData",
            "SingleStepConference",
            "Hangup",
            "DeleteUserDataPair",
            "SendDtmf",
            "InitiateTransfer",
            "SwitchToListenIn",
            "RemoveParticipantFromConference"
         ],
         "duration":"383",
         "mute":"Off",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES00000I",
         "path":"/calls/011DJV5JI898NB2L04000VTAES00000I"
      },
      "phoneNumber":"5005",
      "extensions":{
         "WrapUpTime":0,
         "BusinessCall":0
```

```
      },
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

StartCallRecording

This operation is part of the Voice API section of the Web Services API.

Overview

Starts call recording. Recording stops when the call is completed or you use the StopCallRecording operation on either the call or the device.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Mandatory Header	Authorization: Basic xxxxx=Origin: server-url
Required features	api-voice-recording

Parameters

Parameter	Value
operationName	StartCallRecording

Sample

Request

```
POST /api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000V
{
  "operationName": "StartCallRecording"
}
```

HTTP response

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

CometD notification


```
{
   "data":{
      "notificationType":"CallRecordingStateChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000V",
         "state":"Established",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000V",
         "connId":"007102719818001f",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "InitiateConference",
            "Hold",
            "SingleStepTransfer",
            "InitiateTransfer",
            "AttachUserData",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup",
            "PauseCallRecording",
            "StopCallRecording"
         ],
         "userData":{
            "GSIP_RECORD":"ON",
            "IW_BundleUid":"717f9130-a1d9-4092-f8b9-7804ee2592ea",
            "IW_CaseUid":"d7e2c775-edaa-4d1e-b65c-bd48371b43ad",

"GSIP_REC_FN":"01RCC3N118B1V0SL8O7GK2LAES00000V_15000_15000_15001_2015-10-16_14-26-23_hpe-
voicevm-70-dot-genesyslab-dot-com__%3Ccont_center_id%3E"
         },
         "duration":"34",
         "mute":"Off",
         "recordingState":"Recording",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000V",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000V"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

PauseCallRecording

This operation is part of the Voice API section of the Web Services API.

Overview

Temporarily stops recording the specified phone call.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Mandaory Header	Authorization: Basic xxxxx=Origin: server-url
Required features	api-voice-recording

Parameters

Parameter	Value
operationName	PauseCallRecording

Sample

Request

```
POST /api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000V
{
  "operationName": "PauseCallRecording"
}
```

HTTP response

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

CometD notification


```
{
   "data":{
      "notificationType":"CallRecordingStateChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000V",
         "state":"Established",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000V",
         "connId":"007102719818001f",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "InitiateConference",
            "Hold",
            "SingleStepTransfer",
            "InitiateTransfer",
            "AttachUserData",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup",
            "ResumeCallRecording",
            "StopCallRecording"
         ],
         "userData":{
            "GSIP_RECORD":"PAUSED",
            "IW_BundleUid":"717f9130-a1d9-4092-f8b9-7804ee2592ea",
            "IW_CaseUid":"d7e2c775-edaa-4d1e-b65c-bd48371b43ad",

"GSIP_REC_FN":"01RCC3N118B1V0SL8O7GK2LAES00000V_15000_15000_15001_2015-10-16_14-33-31_hpe-
voicevm-70-dot-genesyslab-dot-com__%3Ccont_center_id%3E"
         },
         "duration":"498",
         "mute":"Off",
         "recordingState":"Paused",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000V",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000V"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

ResumeCallRecording

This operation is part of the Voice API section of the Web Services API.

Overview

Resumes recording the specified phone call.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Mandatory Header	Authorization: Basic xxxxx=Origin: server-url
Required features	api-voice-recording

Parameters

Parameter	Value
operationName	ResumeCallRecording

Sample

Request

```
POST http://localhost:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000V
{
  "operationName": "ResumeCallRecording"
}
```

HTTP response

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

CometD notification


```
{
   "data":{
      "notificationType":"CallRecordingStateChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000V",
         "state":"Established",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000V",
         "connId":"007102719818001f",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "InitiateConference",
            "Hold",
            "SingleStepTransfer",
            "InitiateTransfer",
            "AttachUserData",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup",
            "PauseCallRecording",
            "StopCallRecording"
         ],
         "userData":{
            "GSIP_RECORD":"ON",
            "IW_BundleUid":"717f9130-a1d9-4092-f8b9-7804ee2592ea",
            "IW_CaseUid":"d7e2c775-edaa-4d1e-b65c-bd48371b43ad",

"GSIP_REC_FN":"01RCC3N118B1V0SL8O7GK2LAES00000V_15000_15000_15001_2015-10-16_14-33-31_hpe-
voicevm-70-dot-genesyslab-dot-com__%3Ccont_center_id%3E"
         },
         "duration":"608",
         "mute":"Off",
         "recordingState":"Recording",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000V",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000V"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

StopCallRecording

This operation is part of the Voice API section of the Web Services API.

Overview

Stop recording the specified phone call.

Request URL	/api/v2/me/calls/*{id}*
HTTP method	POST
Mandatory Header	Authorization: Basic xxxxx=Origin: server-url
Required features	api-voice-recording

Parameters

Parameter	Value
operationName	StopCallRecording

Sample

Request

```
POST /api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000V
{
  "operationName": "StopCallRecording"
}
```

HTTP response

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

CometD notification


```
{
   "data":{
      "notificationType":"CallRecordingStateChange",
      "call":{
         "id":"01RCC3N118B1V0SL8O7GK2LAES00000V",
         "state":"Established",
         "callUuid":"01RCC3N118B1V0SL8O7GK2LAES00000V",
         "connId":"007102719818001f",
         "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
         "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"15001",
               "phoneNumber":"15001",
               "digits":"15001"
            }
         ],
         "dnis":"15001",
         "callType":"Internal",
         "capabilities":[
            "UpdateUserData",
            "SendDtmf",
            "InitiateConference",
            "Hold",
            "SingleStepTransfer",
            "InitiateTransfer",
            "AttachUserData",
            "DeleteUserDataPair",
            "SingleStepConference",
            "DeleteUserData",
            "Hangup",
            "StartCallRecording"
         ],
         "userData":{
            "GSIP_RECORD":"OFF",
            "IW_BundleUid":"717f9130-a1d9-4092-f8b9-7804ee2592ea",
            "IW_CaseUid":"d7e2c775-edaa-4d1e-b65c-bd48371b43ad",

"GSIP_REC_FN":"01RCC3N118B1V0SL8O7GK2LAES00000V_15000_15000_15001_2015-10-16_14-26-23_hpe-
voicevm-70-dot-genesyslab-dot-com__%3Ccont_center_id%3E"
         },
         "duration":"353",
         "mute":"Off",
         "recordingState":"Stopped",
         "supervisorListeningIn":false,
         "monitoredUserMuted":false,
         "monitoring":false,
         "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL8O7GK2LAES00000V",
         "path":"/calls/01RCC3N118B1V0SL8O7GK2LAES00000V"
      },
      "phoneNumber":"15000",
      "messageType":"CallStateChangeMessage"
   },
   "channel":"/v2/me/calls"
}
```

IM Session API

This document describes the IM Session API portion of the Web Services API.

Overview

You can use the IM Session API to enable instant messaging between agents. The operations available in this API are listed below:

Basic IM Session Controls

imSessions resource

InitiateIMSession

SendMessage

Complete

IM Session UserData

AttachUserData

UpdateUserData

DeleteUserData

CometD notifications

You can subscribe to the **/v2/me/im-sessions** topic to receive CometD notifications for the IM Session API. This topic provides messages related to instant messaging between agents, including changes to IM session state and updates to IM session data. It supports the following message types:

- IMSessionStateChangeMessage
- IMLogUpdateMessage

IMSessionStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case IMSessionStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the IM session has changed. • AttachedDataChanged — The attached data for the IM session has changed.
data.imSession	An IM session resource with the updated state and capabilities.

Example


```
{
   "data":{
      "messageType":"IMSessionStateChangeMessage",
      "notificationType":"StatusChange",
      "imSession":{
         "state":" Talking",
         "userData":{
            "favColor":"blue"
         },
         "id":"12398123091823091283012",
         "uri":"http://hpe-voicevm-64.genesyslab.com:8090/api/v2/im-sessions/
00S4UMMDT8AHN1VL807GK2LAES000002",
         "path":"/im-sessions/12398123091823091283012",
         "participants":[
            {
               "digits":"3002",
```

```
               "e164Number":"3002",
               "formattedPhoneNumber":"3002",
               "phoneNumber":"3002"
            }
         ],
         "capabilities":[
            "Complete",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "SendMessage"
         ]
      }
   }
}
```

IMLogUpdateMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case IMLogUpdateMessage.
data.notificationType	This property further identifies the type of notification and can only have a value of NewMessage.
imSessionPath	The path to the associated IM session resource.
message	Contains a message newly added to the session.

Example

```
{
   "data":{
      "messageType":"IMLogUpdateMessage",
      "notificationType":"NewMessage",
      "imSessionPath":"/im-sessions/12398123091823091283012",
      "message":"Hello! This is my first message."
   }
}
```

IM Session Resource

The imSessions resource includes properties that describe the current state of the session, the session participants, and the resource capabilities. Instant message sessions are returned from **GET** requests to **/api/v2/me/im-sessions?fields=***.

Sample Data


```
{
    "imSessions": [
        {
            "capabilities": [
                "SendMessage",
                "AttachUserData",
                "Complete"
            ],
            "id": "007MDF3D0KAHL93L807GK2LAES000001",
            "participants": [
                {
                    "digits": "3002",
                    "e164Number": "3002",
                    "formattedPhoneNumber": "3002",
                    "phoneNumber": "3002"
                }
            ],
            "path": "/im-sessions/007MDF3D0KAHL93L807GK2LAES000001",
            "state": "Talking",
            "uri": "http://hpe-voicevm-64.genesyslab.com:8090/api/v2/im-sessions/
007MDF3D0KAHL93L807GK2LAES000001"
        }
    ],
    "statusCode": 0
}
```


Resource Details

Field	Description
id	The unique ID for the imSessions. This should be the associated SIP server call UUID.
state	The state of the imSessions interaction. Possible values are "Initiating" (EventDialing), "Talking" (EventEstablished), "Alerting" (EventRinging), "Completed" (EventReleased)
userData	The user data attached to the imSessions.
path	The path to the imSessions (in the format: /im-sessions/{id})
participants	An array of participants in the same format as the

Field	Description
	"call" resource.
capabilities	The list of operations that may be performed for the given session. This list should correspond to the asynchronous operations that are valid for imSessions: SendMessage, AttachUserData, UpdateUserData, DeleteUserData, Complete.

InitiateIMSession

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

Overview

Initiates a new IM session. The operation fails if Web Services can't find any suitable devices or if a "devicePath" is not specified when multiple devices are capable of initiating IM sessions.

An agent can't participate in more than one IM session at a time — any attempts to initiate a second IM session returns an "Invalid state" error message in the response.

Request URL	/api/v2/me/im-sessions
HTTP Method	POST
Required Features	api-voice-instant-messaging

Parameters

Parameter	Value
operationName	InitiateIMSession
destination	The number to reach. This should represent a SIP extension that supports IM. (mandatory) To enable IM communication, both agents must be logged in on a place with a SIP multimedia DN — that is, a SIP DN configured with the following Annex options in the **[TServer]** section: • **multimedia** option set to `true` • **sip-signalling-chat** option set to none
userData	The user data to attach to the IM session. (optional)
devicePath	The path to a device assigned to the current user that is to be used for the operation. This parameter is not necessary if there is only one device assigned to the agent that is capable of handling an IM session (optional).

Samples

Request

```
POST api/v2/me/im-sessions
{
  "operationName": "InitiateIMSession",
  "destination": {
    "phoneNumber": "16001"
  },
  "userData": {
    "favColor": "blue"
   }
}
```

HTTP Response

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

CometD Response

```
{
   "messageType":"IMSessionStateChangeMessage",
   "notificationType":"StatusChange",
   "imSession":{
      "state":" Talking",
      "userData":{
         "favColor": "blue"
      },
      "id":"12398123091823091283012",
      "uri": "http://hpe-voicevm-64.genesyslab.com:8090/api/v2/im-sessions/
00S4UMMDT8AHN1VL807GK2LAES000002",
      "path":"/im-sessions/12398123091823091283012",
      "participants": [
         {
            "digits": "3002",
            "e164Number": "3002",
            "formattedPhoneNumber": "3002",
            "phoneNumber": "3002"
         }
      ],
      "capabilities":[
         "Complete",
         "AttachUserData",
         "DeleteUserData",
         "UpdateUserData",
         "SendMessage"
      ]
   }
}
```

SendMessage

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

Overview

Sends a message to the other participants in the IM session.

Request URL	/api/v2/me/im-sessions/{id}
HTTP Method	POST
Required Features	api-voice-instant-messaging

Parameters

Parameter	Value
operationName	SendMessage
text	The message text to send. (mandatory)
destination	The number to reach. This should represent a SIP extension that supports IM. (mandatory) To enable IM communication, both agents must be logged in on a place with a SIP multimedia DN — that is, a SIP DN configured with the following Annex options in the **[TServer]** section: • **multimedia** option set to `true` • **sip-signalling-chat** option set to none
devicePath	The path to a device assigned to the current user that is to be used for the operation. (mandatory)

Samples

Request

```
POST /api/v2/me/im-sessions/00446K0L8GAC3B9R8O7GK2LAES00000D
{
  "operationName": "SendMessage",
  "text": "Hello! This is my first message.",
  "destination":
  {
```

```
    "phoneNumber": "16001"
  },
  "devicePath": "/devices/8191741c-bcb7-4e86-9493-98dc993446f"
}
```

HTTP Response

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

CometD Response

```
{
   "messageType": "IMLogUpdateMessage",
   "notificationType": "NewMessage",
   "imSessionPath": "/im-sessions/12398123091823091283012",
   "message":"Hello! This is my first message."
}
```

AttachUserData

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

Overview

Attaches user data to the IM session.

Request URL	/api/v2/me/im-sessions/{id}
HTTP Method	POST
Required Features	api-voice-instant-messaging

Parameters

Parameter	Value
operationName	AttachUserData
userData	The user data to attach. The data should be in the same format as all telephony user data operations. (mandatory)

Samples

Request

```
POST /api/v2/me/im-sessions/00446K0L8GAC3B9R8O7GK2LAES00000D
{
  "operationName": "AttachUserData",
  "userData": {
    "bestNumber": "3"
   }
}
```

HTTP Response

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

CometD Response


```
{
   "messageType":"IMSessionStateChangeMessage",
   "notificationType":"AttachedDataChanged",
   "imSession":{
      "state":" Talking",
      "userData":{
         "bestNumber": "3"
      },
      "id":"12398123091823091283012",
      "uri": "http://hpe-voicevm-64.genesyslab.com:8090/api/v2/im-sessions/
00S4UMMDT8AHN1VL807GK2LAES000002",
      "path":"/im-sessions/12398123091823091283012",
      "participants": [
         {
            "digits": "3002",
            "e164Number": "3002",
            "formattedPhoneNumber": "3002",
            "phoneNumber": "3002"
         }
      ],
      "capabilities":[
         "Complete",
         "AttachUserData",
         "DeleteUserData",
         "UpdateUserData",
         "SendMessage"
      ]
   }
}
```

UpdateUserData

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

Overview

Updates the IM session's user data.

Request URL	/api/v2/me/im-sessions/{id}
HTTP Method	POST
Required Features	api-voice-instant-messaging

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The user data to attach. The data should be in the same format as all telephony user data operations. (mandatory)

Samples

Request

```
POST /api/v2/me/im-sessions/00446K0L8GAC3B9R8O7GK2LAES00000D
{
  "operationName": "UpdateUserData",
  "userData": {
    "bestNumber": "5"
   }
}
```

HTTP Response

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

CometD Response


```
{
   "messageType":"IMSessionStateChangeMessage",
   "notificationType":"AttachedDataChanged",
   "imSession":{
      "state":" Talking",
      "userData":{
         "bestNumber": "5"
      },
      "id":"12398123091823091283012",
      "uri": "http://hpe-voicevm-64.genesyslab.com:8090/api/v2/im-sessions/
00S4UMMDT8AHN1VL807GK2LAES000002",
      "path":"/im-sessions/12398123091823091283012",
      "participants": [
         {
            "digits": "3002",
            "e164Number": "3002",
            "formattedPhoneNumber": "3002",
            "phoneNumber": "3002"
         }
      ],
      "capabilities":[
         "Complete",
         "AttachUserData",
         "DeleteUserData",
         "UpdateUserData",
         "SendMessage"
      ]
   }
}
```

DeleteUserData

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

Overview

Deletes a user data key

Request URL	/api/v2/me/im-sessions/{id}
HTTP Method	POST
Required Features	api-voice-instant-messaging

Parameters

Parameter	Value
operationName	DeleteUserData
key	The key to remove from the userData collection. (mandatory)

Samples

Request

```
POST /api/v2/me/im-sessions/00446K0L8GAC3B9R8O7GK2LAES00000D
{
  "operationName": "DeleteUserData",
  "key": "bestNumber"
}
```

HTTP Response

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

CometD Response

```
{
   "messageType":"IMSessionStateChangeMessage",
```

```
   "notificationType":"AttachedDataChanged",
   "imSession":{
      "state":" Talking",
      "userData":{
         "User Data 1": "important data"
      },
      "id":"12398123091823091283012",
      "uri": "http://hpe-voicevm-64.genesyslab.com:8090/api/v2/im-sessions/
00S4UMMDT8AHN1VL807GK2LAES000002",
      "path":"/im-sessions/12398123091823091283012",
      "participants": [
         {
            "digits": "3002",
            "e164Number": "3002",
            "formattedPhoneNumber": "3002",
            "phoneNumber": "3002"
         }
      ],
      "capabilities":[
         "Complete",
         "AttachUserData",
         "DeleteUserData",
         "UpdateUserData",
         "SendMessage"
      ]
   }
}
```

Complete

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

Overview

Release the IM session.

Request URL	/api/v2/me/im-sessions/{id}
HTTP Method	POST
Required Features	api-voice-instant-messaging

Parameters

Parameter	Value
operationName	Complete

Samples

Request

```
POST /api/v2/me/im-sessions/00446K0L8GAC3B9R8O7GK2LAES00000D
{
   "operationName": "Complete"
}
```

HTTP Response

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

CometD Response

```
{
   "messageType":"IMSessionStateChangeMessage",
   "notificationType":"StatusChange",
```

```
   "imSession":{
      "state":"Completed",
      "userData":{
         "User Data 1": "important data"
      },
      "id":"12398123091823091283012",
      "uri": "http://hpe-voicevm-64.genesyslab.com:8090/api/v2/im-sessions/
00S4UMMDT8AHN1VL807GK2LAES000002",
      "path":"/im-sessions/12398123091823091283012",
      "participants": [
         {
            "digits": "3002",
            "e164Number": "3002",
            "formattedPhoneNumber": "3002",
            "phoneNumber": "3002"
         }
      ],
      "capabilities":[
         "Complete",
         "AttachUserData",
         "DeleteUserData",
         "UpdateUserData",
         "SendMessage"
      ]
   }
}
```

Multimedia Interactions API

This document describes the multimedia interactions portion of the Web Services API and provides guidance for developers building client applications that implement multimedia features.

Multimedia Interactions APIs

- Chat API
- Customer Chat API
- Digital User Events API
- Email API
- Facebook API
- Facebook Private Messaging API

Multimedia Interactions APIs

- Open Media API
- SMS Session API
- Standard Responses API
- Twitter API
- Workbins API
- Workitem API

Chat API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

This section describes general concepts employed by the chat portion of the Web Services API and provides guidance for developers building chat-related client applications.

Basic Chat Control

ChatResources
Accept
Reject
SendMessage
Leave
Complete

More Chat Controls

SendStartTypingNotification
SendStopTypingNotification
SetInFocus
SetDisposition
AddComment
SendCustomNotice

Chat User Data

AttachUserData
UpdateUserData
DeleteUserData

Conferences and Transfers

Transfer
Invite
Consult
CancelConsult
SendToAgents

Conferences and Transfers, continued

SendStartTypingToAgentsNotification
SendStopTypingToAgentsNotification
RemoveParticipantFromConference
SendCustomNoticeToAgents

Supervisor Monitoring

Supervisor Monitoring
Monitor
Coach
BargeIn
CancelSupervisorMonitoring

Supervisor Monitoring, Cont

Intrude
SwitchToBargeIn
SwitchToMonitor
SwitchToCoach

Attachments

AddAttachment
GetAttachment
RemoveAttachment
UploadFile
DeleteFile

CometD notifications

You can subscribe to the **/v2/me/chats** topic to receive CometD notifications for the Chat API. This topic provides messages related to chats, including changes to chat state, updates to chat participant information, updates to chat data, and updates to chat transcript. It supports the following message types:

- ChatStateChangeMessage
- MessageLogUpdated

ChatStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case ChatStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the chat has changed. • ParticipantsUpdated — The chat participants have changed. • PropertiesUpdated — The chat data has changed. • Error — This is sent when an operation on the chat resource fails.
data.chat	A chat resource with the updated state and capabilities.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
   "data":{
      "notificationType":"PropertiesUpdated",
      "messageType":"ChatStateChangeMessage",
      "chat":{
         "userData":{
            "key1":"value1",
```

```
            "key2":"value2"
         },
         "state":"Chatting",
         "capabilities":[
            "Transfer",
            "Leave",
            "Invite",
            "Consult",
            "SetInFocus",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "Complete",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification"
         ],
         "uri":"http://localhost:8080/api/v2/chats/0000Wa9CAM6W00J",
         "participants":[
            {
               "nickname":"test_consult_clientL",
               "type":"Customer",
               "participantId":"007352CE982D031B"
            },
            {
               "nickname":"TestName",
               "type":"Agent",
               "participantId":"007352CE984F0321"
            }
         ],
         "id":"0000Wa9CAM6W00J"
      },
      "referenceId":83
   }
}
```


MessageLogUpdated

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case MessageLogUpdated.
data.notificationType	This property further identifies the type of notification and has a value of NewMessages.
data.messages	A list of messages/notifications that were exchanged in chat. The value of data.messages.messageType is the value originally passed as the `messageType` on the SendMessage operation. This value is only included if you set the includeMessageType option to `true`.
data.chatUri	The location of the chat resource.

Example


```
{
   "data":{
      "notificationType":"NewMessages",
      "messageType":"MessageLogUpdated",
      "messages":[
         {
            "index":3,
            "from":{
               "nickname":"TestName",
               "type":"Agent",
               "participantId":"007352CE72D50290"
            },
            "messageType": "Greeting",
            "text":"How may I help you?",
            "visibility":"All",
            "timestamp":"2014-01-09 11:58:12.035+0200",
            "type":"Text",
            "timestampSeconds":1389261492035
         },
         {
            "index":4,
            "from":{
               "nickname":"TestName",
               "type":"Agent",
               "participantId":"007352CE72D50290"
            },
            "text":"Are you still there?",
            "visibility":"All",
            "timestamp":"2014-01-09 11:58:12.047+0200",
            "type":"Text",
            "timestampSeconds":1389261492047
         }
      ],
      "chatUri":"http://localhost:8080/api/v2/chats/0000Wa9CAM6W00FN"
   }
}
```

Chat Resource

This operation is part of the Chat API section of the Web Services API.

Overview

The chat resource includes properties that describe the current state of the chat and the available operations given the current state. A full description of the properties included on the chat resource and their possible values can be found here.

Request URL	/api/v2/me/chats?fields=*
HTTP Method	GET
Required Features	api-multimedia-chat

Sample Data

Request

```
GET /api/v2/me/chats?fields=*
```

CometD Notification


```
{
            "state": "Chatting",
            "id": "0000Na9B26EF002G",
            "uri": "http://localhost:8080/api/v2/chats/0000Na9B26EF002G",
            "participants": [
                {
                    "type": "Agent",
                    "nickname": "Agent1",
                    "participantId": "009052BDEE4A003E"
                },
                {
                    "type": "Customer",
                    "nickname": "PersonP",
                    "participantId": "009052BDEE39003C"
                }
            ],
           "capabilities": [
              "AttachUserData",
              "UpdateUserData",
              "DeleteUserData",
              "Leave",
```

```
            "LeaveAndComplete",
            "Transfer",
            "Invite",
            "Consult"
         ],
        "userData": {
        }

}
```

Messages

You can also receive messages for a particular chat.

Request URL	/api/v2/me/chats/{chatId}/messages
HTTP Method	GET
Required Features	api-multimedia-chat

Optional URL parameters are **startIndex** and **count**.

Message Types

Type	Description
Text	Message text is placed into the text field.
ParticipantJoined	A participant joined the chat. The participant's information is placed into the from field.
ParticipantLeft	The participant left the chat. The participant's information is placed into the from field.
ParticipantRejoined	The participant rejoined the chat. The participant's information is placed into the from field.
TypingStarted	The participant started typing. If typing preview is enabled, the message text is placed into the text field.
TypingStopped	The participant stopped typing.
PushUrl	The participant sent a URL. The URL is placed into the url field.
Notice	The notice text is placed into the text field (optional).
TranscriptSaveDone	The service message type. The index field always equals -1.

Sample Data

Request

```
GET /api/v2/me/chats/009052BDEE39003A/messages?startIndex=1&count=10
```

CometD Notification


```
{
"messages": [
        {
            "index": 1,
            "type": "ParticipantJoined",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052BDEE39003C"
            },
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.000-0800"
        },
        {
            "index": 2,
            "type": "ParticipantJoined",
            "from": {
                "type": "Agent",
                "nickname": "Agent1",
                "participantId": "009052BDEE4A003E"
            },
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.018-0800"
        },
        {
            "index": 3,
            "type": "TypingStarted",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052BDEE39003C"
            },
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.186-0800"
        },
        {
            "index": 4,
            "type": "Text",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052BDEE39003C"
            },
            "text": "dddd",
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.187-0800"
        }
    ]
}
```

Accept

This operation is part of the Chat API section of the Web Services API.

Overview

When a new chat is offered, an agent can either accept or reject a new chat invitation.

This operation accepts an incoming chat.

Accepting a chat allows an agent to start working on that chat.

After successfully executing this operation, a CometD notification will arrive with complete chat history.

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

Parameters

Parameter	Value
operationName	Accept
nickname	The agent nickname, as displayed to the customer.
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

HTTP Request

POST on **/me/chats/0071023821aec011**

```
{
  "operationName":"Accept",
  "nickname":agent-nickname-to-be-displayed-in-chat
}
```

HTTP Response

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

For details on the `statusCode` value, please refer to the All Methods sub-section of the Return Values page.

Notification

Here are the list of notifications received after accepting a chat:

Status changed to Chatting

```
{
    "messageType": "ChatStateChangeMessage",
    "referenceId": 13,
    "notificationType": "StatusChange",
    "chat": {
        "state": "Chatting",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification"
        ],
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/chats/0000Na9B26EF002X",
        "participants": []
    }
}
```

Updated participant list

```
{
    "messageType": "ChatStateChangeMessage",
    "notificationType": "ParticipantsUpdated",
    "referenceId": 13,
    "chat": {
        "state": "Chatting",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification"
        ],
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/chats/0000Na9B26EF002X",
        "participants": [
            {
                "type": "Agent",
                "nickname": "Marat",
```

```
                "participantId": "009052C5E743004C"
            },
            {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052C5E6D6004A"
            }
        ]
    }
}
```

Chat history up to the point of joining

```
{
    "messageType": "MessageLogUpdated",
    "notificationType": "NewMessages",
    "messages": [
        {
            "index": 1,
            "type": "ParticipantJoined",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052C5E6D6004A"
            },
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:18.000-0800"
        },
        {
            "index": 2,
            "type": "ParticipantJoined",
            "from": {
                "type": "Agent",
                "nickname": "Marat",
                "participantId": "009052C5E743004C"
            },
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:18.109-0800"
        },
        {
            "index": 3,
            "type": "ParticipantLeft",
            "from": {
                "type": "Agent",
                "nickname": "Marat",
                "participantId": "009052C5E743004C"
            },
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:19.909-0800"
        },
        {
            "index": 4,
            "type": "TypingStarted",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052C5E6D6004A"
            },
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:20.121-0800"
        },
        {
            "index": 5,
```

```
            "type": "Text",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052C5E6D6004A"
            },
            "text": "Hello World",
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:20.126-0800"
        },
        {
            "index": 6,
            "type": "ParticipantJoined",
            "from": {
                "type": "Agent",
                "nickname": "Marat",
                "participantId": "009052C5EF51004D"
            },
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:20.171-0800"
        }
    ],
    "chatUri": "http://localhost:8080/api/v2/chats/0000Na9B26EF002X"
}
```

Reject

This operation is part of the Chat API section of the Web Services API.

Overview

When a new chat is offered, an agent can either accept or reject a new chat invitation.

This operation rejects an incoming chat.

Rejecting a chat allows an agent the opportunity to work on a different chat.

A successful `reject` request results in an empty `HTTP 200` response and presents the chat to another agent.

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

Parameters

Parameter	Value
operationName	Reject

Sample

HTTP Request

POST on **/me/chats/{id}**

```
{
  "operationName":"Reject"
}
```

HTTP Response

```
{
  "status": 0
}
```

For details on the `statusCode` value, please refer to the All Methods sub-section of the Return Values page.

Notification

Here are the list of notifications received after rejecting a chat:

Status changed to Completed

```
{
   "referenceId": 5,
   "chat": {
       "participants": [

       ],
       "state": "Completed",
       "id": "0000Wa9CAM6W00FF",
       "uri": "http: //localhost: 8080/api/v2/chats/0000Wa9CAM6W00FF"
   },
   "notificationType": "StatusChange",
   "messageType": "ChatStateChangeMessage"
}
```

SendMessage

This operation is part of the Chat API section of the Web Services API.

Overview

This operation is performed when an agent sends a message to other chat participants.

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

Parameters

Parameter	Value
operationName	SendMessage
text	Text to send to customer
messageType	Defines the message type. This parameter is optional and the value is only included in the CometD notification if you set the includeMessageType option to `true`.
treatAs	Specifies how the message should be treated: Normal or System

Sample

HTTP Request

POST on **/me/chats/{id}**

```
{
  "operationName":"SendMessage",
  "text":string-representation-of-text,
  "messageType":"Greeting"
}
```

HTTP Response

```
{
```

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

For details on the `statusCode` value, refer to the All Methods sub-section of the Return Values page.

CometD notification

```
{
   "messages": [
       {
           "index": 3,
           "from": {
               "nickname": "TestName",
               "type": "Agent",
               "participantId": "007352CE72D50290"
           },
           "messageType": "Greeting",
           "text": "How may I help you?",
           "visibility": "All",
           "timestamp": "2014-01-09 11:58:12.035+0200",
           "type": "Text",
           "timestampSeconds": 1389261492035L
       }
   ],
   "notificationType": "NewMessages",
   "messageType": "MessageLogUpdated",
   "chatUri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00FN"
}
```

Leave

This operation is part of the Chat API section of the Web Services API.

Overview

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

> **Important**
> If the agent was in a conference, the chat session will still be open for the customer. If the agent is not in a conference, this operation will end the chat 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 notifications message.

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

Parameters

Parameter	Value
operationName	Leave
text	(Optional) The text to send to the customer.
messageType	(Optional) Defines the message type. The default value is Text. Note that this parameter must be provided together with the `text` parameter.
treatAs	(Optional) Specifies how the message should be treated: Normal or System. The default value is Normal. Note that this parameter must be provided together with the `text` parameter.

Sample

Request

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

Response

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

Notification

Agent is NOT in conference

```
{
    "messageType": "ChatStateChangeMessage",
    "referenceId": 17,
    "notificationType": "StatusChange",
    "chat": {
        "state": "LeftChat",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus"
        ],
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/chats/0000Na9B26EF002X",
    }
}
```

Agent is in a conference/consultation

```
{
    "messageType": "ChatStateChangeMessage",
    "notificationType": "StatusChange",
    "chat": {
        "state": "Completed",
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/chats/0000Na9B26EF002X",
}    }
}
```

Complete

This operation is part of the Chat API section of the Web Services API.

Overview

This request marks a chat interaction as complete and ends the chat session for the customer if it hasn't been ended already. If queueName is specified, the chat interaction will be placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queueName	(Optional) The name of the queue where Web Services should place this chat interaction.
saveLAR	(Optional) 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.
text	(Optional) The text to send to the customer.
messageType	(Optional) Defines the message type. The default value is Text. Note that this parameter must be provided together with the `text` parameter.
treatAs	(Optional) Specifies how the message should be treated: Normal or System. The default value is Normal. Note that this parameter must be provided together with the `text` parameter.

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
```

```
  "operationName": "Complete"
}
```

or

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "Complete",
  "queueName": "PostProcessingQueue"
}
```

Response

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

Notification

```
{
    "messageType": "ChatStateChangeMessage",
    "notificationType": "StatusChange",
    "chat": {
        "state": "Completed",
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/chats/0000Na9B26EF002X",
    }
}
```

SendURL

This operation is part of the Chat API section of the Web Services API.

Overview

This operation will send a URL to all chat participants.

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

Parameters

Parameter	Value
operationName	SendUrl
url	URL to send to customer

Sample

HTTP Request

```
POST api/v2/me/chats/0001Ea9Q8UVY000T
{
  "operationName": "SendUrl",
  "url": "http://www.genesys.com"
}
```

HTTP Response

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

Notification

Notification with URL

```
{
    "messages": [
        {
            "index": 3,
            "from": {
                "nickname": "TestName",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF537487AF0004"
            },
            "url": "http://google.com",
            "timestamp": "2014-05-1502:24:00.000-0700",
            "visibility": "All",
            "type": "PushUrl",
            "timestampSeconds": 1400145840000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "chatUri": "http://10.10.15.212:9090/api/v2/chats/0001Ea9Q8UVY000T"
}
```

AddAttachment

This operation is part of the Chat API section of the Web Services API.

Add Existing Document

Overview

This request adds a document that was previously saved in UCS database to the specified chat.

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

Parameters

Parameter	Value
operationName	AddAttachment
documentId	The document's ID.
size	Optional. The file size of the document.
name	Optional. The name of the document.
mime	Optional. The mime type of the document.

Sample

```
POST api/v2/me/chats/0001PaBMYY3600R8

{
 "operationName": "AddAttachment",
 "documentId": "0000YaB6ARKB0019"
}
```

Response

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

Notification

```
{
    "chat": {
```

```
"attachments": [
     {
        "id": "0001PaBMYY3600RC",
        "mime": "text/plain",
        "name": "testfileUploadAgent.txt",
        "path": "/attachments/0001PaBMYY3600RC",
        "size": 46,
        "uri": "http://.../api/v2/chats/0001PaBMYY3600R8/attachments/0001PaBMYY3600RC"
    },
     {
        "id": "0000YaB6ARKB0019",
        "mime": "application/octet-stream",
        "name": "cloud-2015-12-01.log",
        "path": "/attachments/0000YaB6ARKB0019",
        "size": 20053630,
        "uri": "http://.../api/v2/chats/0001PaBMYY3600R8/attachments/0000YaB6ARKB0019"
    }
],
"capabilities": [
    "Transfer",
    "Leave",
    "Invite",
    "Consult",
    "SetInFocus",
    "SetDisposition",
    "AttachUserData",
    "DeleteUserData",
    "UpdateUserData",
    "Complete",
    "SendMessage",
    "SendUrl",
    "SendStartTypingNotification",
    "SendStopTypingNotification",
    "SendCustomNotice"
],
"chatType": "Inbound",
"id": "0001PaBMYY3600R8",
"interactionQueue": "CloudPoDSimpleChatInQ",
"participants": [
    {
         "id": "009F5790F75F009A",
         "nickname": "FirstStep",
         "participantId": "009F5790F75F009A",
         "type": "Customer",
         "visibility": "All"
    },
    {
         "id": "009F5790F3F9008A",
         "nickname": "PoD service",
         "participantId": "009F5790F3F9008A",
         "type": "External",
         "visibility": "All"
    },
    {
         "id": "009F5790F765009C",
         "nickname": "TestName",
         "participantId": "009F5790F765009C",
         "path": "/users/0bcb93c9854f41d6ad89344047ec3223",
         "type": "Agent",
         "uri": "http://.../api/v2/users/0bcb93c9854f41d6ad89344047ec3223",
         "visibility": "All"
    }
],
```

```
        "receivedDate": "2016-07-21 19:25:03.000+0300",
        "state": "Chatting",
        "suggestedQueueUris": [
            "http://192.168.83.63:8090/api/v2/queues/62464e99-53c8-4fda-9cfd-c63dee679c6d"
        ],
        "threadId": "0001PaBMYY3600T9",
        "uri": "http://.../api/v2/chats/0001PaBMYY3600R8",
        "userData": {
            "CBR-IT-path_DBIDs": "",
            "CBR-Interaction_cost": "",
            "CBR-actual_volume": "",
            "CBR-contract_DBIDs": "",
            "ChatServerAppName": "esv_chat_srv_851",
            "ChatServerDBID": "159",
            "ChatServerHost": "dev-ip9-152.gws.genesys.com",
            "ChatServerPort": "7160",
            "CustomerSegment": "default",
            "IW_BundleUid": "0ceb38e6-c3dc-412d-1d55-9f9c13a2af9e",
            "IW_CaseUid": "6d1f299c-4b0e-4766-2631-86641b43ed1b",
            "IdentifyCreateContact": "3",
            "OccuredAt": "2016-07-21T16:25:06Z",
            "PegAG?:2>1": 1,
            "RRequestedSkillCombination": "",
            "RRequestedSkills": null,
            "RStrategyDBID": "472",
            "RStrategyName": "CloudPoDSimpleChatInStrategy",
            "RTargetAgentGroup": "?:2>1",
            "RTargetAgentSelected": "a1",
            "RTargetObjSelDBID": "",
            "RTargetObjectSelected": "?:2>1",
            "RTargetPlaceSelected": "a1",
            "RTargetRequested": "?:2>1",
            "RTargetRuleSelected": "",
            "RTargetTypeSelected": "2",
            "RTenant": "Environment",
            "RVQDBID": "",
            "RVQID": "",
            "ServiceObjective": 0,
            "ServiceType": "default",
            "Subject": "Test_V2",
            "TimeZone": "120"
        }
    },
    "messageType": "ChatStateChangeMessage",
    "notificationType": "AttachmentAdded",
    "referenceId": 43
}
```


Add New Document

Overview

This request adds a new document to the specified chat. UCS creates a document record and associates it with the specified chat.

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

Parameters

Parameter	Value
attachment	The uploaded document in the request.

Sample

```
POST api/v2/me/chats/0001PaBMYY3600R8
```

Response

```
{
  "statusCode": 0,
  "referenceId": 3,
}
```

Notification

```
{
    "chat": {
        "attachments": [
             {
                "id": "0000TaBTNRPW01GY",
                "mime": "text/plain",
                "name": "testfileUploadAgent.txt",
                "path": "/attachments/0001PaBMYY3600RC",
                "size": 46,
                "uri": "http://.../api/v2/chats/0001PaBMYY3600R8/attachments/0000TaBTNRPW01GY"
            },
        ],
        "capabilities": [
            "Transfer",
            "Leave",
            "Invite",
            "Consult",
            "SetInFocus",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "Complete",
            "SendMessage",
            "SendUrl",
            "SendStartTypingNotification",
            "SendStopTypingNotification",
            "SendCustomNotice"
        ],
        "chatType": "Inbound",
        "id": "0001PaBMYY3600R8",
        "interactionQueue": "CloudPoDSimpleChatInQ",
```

```
"participants": [
    {
         "id": "009F5790F75F009A",
         "nickname": "FirstStep",
         "participantId": "009F5790F75F009A",
         "type": "Customer",
         "visibility": "All"
    },
    {
         "id": "009F5790F3F9008A",
         "nickname": "PoD service",
         "participantId": "009F5790F3F9008A",
         "type": "External",
         "visibility": "All"
    },
    {
         "id": "009F5790F765009C",
         "nickname": "TestName",
         "participantId": "009F5790F765009C",
         "path": "/users/0bcb93c9854f41d6ad89344047ec3223",
         "type": "Agent",
         "uri": "http://.../api/v2/users/0bcb93c9854f41d6ad89344047ec3223",
         "visibility": "All"
    }
],
"receivedDate": "2016-07-21 19:35:03.000+0300",
"state": "Chatting",
"suggestedQueueUris": [
    "http://.../api/v2/queues/62464e99-53c8-4fda-9cfd-c63dee679c6d"
],
"threadId": "0001PaBMYY3600T9",
"uri": "http://.../api/v2/chats/0001PaBMYY3600R8",
"userData": {
    "CBR-IT-path_DBIDs": "",
    "CBR-Interaction_cost": "",
    "CBR-actual_volume": "",
    "CBR-contract_DBIDs": "",
    "ChatServerAppName": "esv_chat_srv_851",
    "ChatServerDBID": "159",
    "ChatServerHost": "dev-ip9-152.gws.genesys.com",
    "ChatServerPort": "7160",
    "CustomerSegment": "default",
    "IW_BundleUid": "0ceb38e6-c3dc-412d-1d55-9f9c13a2af9e",
    "IW_CaseUid": "6d1f299c-4b0e-4766-2631-86641b43ed1b",
    "IdentifyCreateContact": "3",
    "OccuredAt": "2016-07-21T16:25:06Z",
    "PegAG?:2>1": 1,
    "RRequestedSkillCombination": "",
    "RRequestedSkills": null,
    "RStrategyDBID": "472",
    "RStrategyName": "CloudPoDSimpleChatInStrategy",
    "RTargetAgentGroup": "?:2>1",
    "RTargetAgentSelected": "a1",
    "RTargetObjSelDBID": "",
    "RTargetObjectSelected": "?:2>1",
    "RTargetPlaceSelected": "a1",
    "RTargetRequested": "?:2>1",
    "RTargetRuleSelected": "",
    "RTargetTypeSelected": "2",
    "RTenant": "Environment",
    "RVQDBID": "",
    "RVQID": "",
    "ServiceObjective": 0,
```

```
            "ServiceType": "default",
            "Subject": "Test_V2",
            "TimeZone": "120"
        }
    },
    "messageType": "ChatStateChangeMessage",
    "notificationType": "AttachmentAdded",
    "referenceId": 3
}
```

GetAttachment

This operation is part of the Chat API section of the Web Services API.

Overview

This request retrieves the attached documents for the specified chat interaction.

Request URL	/api/v2/chats/{chatId}/attachments/{attachmentId}
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET /api/v2/chats/0000Ma9B27CF003M/attachments/5555Na9B26EF003F
```

Response

Raw data

RemoveAttachment

This operation is part of the Chat API section of the Web Services API.

Overview

This request removes a document from the specified chat.

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

Parameters

Parameter	Value
operationName	RemoveAttachment
documentId	The ID of the document.

Sample

Request

```
POST api/v2/me/chats/0001PaBMYY3600R8

{
 "operationName": "RemoveAttachment",
 "documentId": "0000YaB6ARKB0019"
}
```

Response

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

Notification

```
{
    "chat": {
```

```
"capabilities": [
    "Transfer",
    "Leave",
    "Invite",
    "Consult",
    "SetInFocus",
    "SetDisposition",
    "AttachUserData",
    "DeleteUserData",
    "UpdateUserData",
    "Complete",
    "SendMessage",
    "SendUrl",
    "SendStartTypingNotification",
    "SendStopTypingNotification",
    "SendCustomNotice"
],
"chatType": "Inbound",
"id": "0001PaBMYY3600R8",
"interactionQueue": "CloudPoDSimpleChatInQ",
"participants": [
    {
        "id": "009F5790DA860063",
        "nickname": "FirstStep",
        "participantId": "009F5790DA860063",
        "type": "Customer",
        "visibility": "All"
    },
    {
        "id": "009F5790DA8A0065",
        "nickname": "PoD service",
        "participantId": "009F5790DA8A0065",
        "type": "External",
        "visibility": "All"
    },
    {
        "id": "009F5790DA8D0066",
        "nickname": "TestName",
        "participantId": "009F5790DA8D0066",
        "path": "/users/0bcb93c9854f41d6ad89344047ec3223",
        "type": "Agent",
        "uri": "http://.../api/v2/users/0bcb93c9854f41d6ad89344047ec3223",
        "visibility": "All"
    }
],
"receivedDate": "2016-07-21 17:21:58.000+0300",
"state": "Chatting",
"suggestedQueueUris": [
    "http://.../api/v2/queues/62464e99-53c8-4fda-9cfd-c63dee679c6d"
],
"threadId": "0001PaBMYY3600R9",
"uri": "http://.../api/v2/chats/0001PaBMYY3600R8",
"userData": {
    "CBR-IT-path_DBIDs": "",
    "CBR-Interaction_cost": "",
    "CBR-actual_volume": "",
    "CBR-contract_DBIDs": "",
    "ChatServerAppName": "esv_chat_srv_851",
    "ChatServerDBID": "159",
    "ChatServerHost": "dev-ip9-152.gws.genesys.com",
    "ChatServerPort": "7160",
    "CustomerSegment": "default",
    "IW_BundleUid": "956afe42-a48b-46dc-2c8a-e897c91d98e2",
```

```
            "IW_CaseUid": "5f4637a3-fdfc-4f7e-03ba-22b897ab86d6",
            "IdentifyCreateContact": "3",
            "OccuredAt": "2016-07-21T14:22:02Z",
            "PegAG?:2>1": 1,
            "RRequestedSkillCombination": "",
            "RRequestedSkills": null,
            "RStrategyDBID": "472",
            "RStrategyName": "CloudPoDSimpleChatInStrategy",
            "RTargetAgentGroup": "?:2>1",
            "RTargetAgentSelected": "a1",
            "RTargetObjSelDBID": "",
            "RTargetObjectSelected": "?:2>1",
            "RTargetPlaceSelected": "a1",
            "RTargetRequested": "?:2>1",
            "RTargetRuleSelected": "",
            "RTargetTypeSelected": "2",
            "RTenant": "Environment",
            "RVQDBID": "",
            "RVQID": "",
            "ServiceObjective": 0,
            "ServiceType": "default",
            "Subject": "Test_V2",
            "TimeZone": "120"
        }
    },
    "messageType": "ChatStateChangeMessage",
    "notificationType": "AttachmentRemoved"
}
```

UploadFile

This operation is part of the Chat API section of the Web Services API.

Overview

This request uploads an attached document to the specified chat.

> **Important**
> Before executing this operation, you must link the particular chat interaction with the file that the agent wants to send. To link an existing file from standard response, use the AddAttachment operation.

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

Parameters

Parameter	Value
operationName	UploadFile
documentId	The ID of the document.
uploadType	Optional. The file upload type. Possible values include `standard-response` or `file-system`.
uploadPath	Optional. The file upload path. Possible values include: • ID of SR for standard-response upload type • Location on HDD where file was taken from for file-system upload type.
description	Optional. A description of the file.

Sample

Request

```
POST api/v2/me/chats/0001PaBMYY3600R8

{
 "operationName": "UploadFile",
 "documentId": "0001PaBMYY3600RC"
}
```

Response

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

Notification

```
{
    "chatPath": "/chats/0001PaBMYY3600R8",
    "chatUri": "http://.../api/v2/chats/0001PaBMYY3600R8",
    "messageType": "MessageLogUpdated",
    "messages": [
        {
            "attachment": {
                "fileId": "009F5790DAD80068",
                "id": "0001PaBMYY3600RC",
                "name": "testfileUploadAgent.txt",
                "path": "/attachments/0001PaBMYY3600RC",
                "size": 46,
                "uri": "http://.../api/v2/attachments/0001PaBMYY3600RC"
            },
            "from": {
                "id": "009F5790DA8D0066",
                "nickname": "TestName",
                "participantId": "009F5790DA8D0066",
                "path": "/users/0bcb93c9854f41d6ad89344047ec3223",
                "type": "Agent",
                "uri": "http://.../api/v2/users/0bcb93c9854f41d6ad89344047ec3223",
                "visibility": "All"
            },
            "index": 7,
            "noticeText": "file-uploaded",
            "timestamp": "2016-07-21 17:23:20.000+0300",
            "timestampSeconds": 1469111000000,
            "type": "SystemCommand",
            "visibility": "All"
        }
    ],
    "notificationType": "NewMessages"
}
```

DeleteFile

This operation is part of the Chat API section of the Web Services API.

> **Important**
> After you execute this operation, use the RemoveAttachment operation in to remove the unused document from Universal Contact Server database. If the related document is no longer referenced by any attachment in any interaction or standard response, the document record is removed from database.

Overview

This request deletes an uploaded document from the specified chat.

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

Parameters

Parameter	Value
operationName	DeleteFile
fileId	The document's identity in the chat.

Sample

Request

```
POST api/v2/me/chats/0001PaBMYY3600R8

{
 "operationName": "DeleteFile",
 "fileId": "009F5790DAD80068"
}
```

Response


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


Notification


```
{
    "chatPath": "/chats/0001PaBMYY3600R8",
    "chatUri": "http://.../api/v2/chats/0001PaBMYY3600R8",
    "messageType": "MessageLogUpdated",
    "messages": [
        {
            "attachment": {
                "fileId": "009F5790DAD80068"
            },
            "from": {
                "id": "009F5790DA8D0066",
                "nickname": "TestName",
                "participantId": "009F5790DA8D0066",
                "path": "/users/0bcb93c9854f41d6ad89344047ec3223",
                "type": "Agent",
                "uri": "http://.../api/v2/users/0bcb93c9854f41d6ad89344047ec3223",
                "visibility": "All"
            },
            "index": 8,
            "noticeText": "file-deleted",
            "timestamp": "2016-07-21 17:24:06.000+0300",
            "timestampSeconds": 1469111046000,
            "type": "SystemCommand",
            "visibility": "All"
        }
    ],
    "notificationType": "NewMessages"
}
```

SendStartTypingNotification

This operation is part of the Chat API section of the Web Services API.

Overview

This operation is performed to send notifications to other chat participants that the agent has started typing (for example: 'agent typing').

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

Parameters

Parameter	Value
operationName	SendStartTypingNotification

Sample

HTTP Request

POST on **/me/chats/{id}**

```
{
  "operationName":"SendStartTypingNotification"
}
```

HTTP Response

Success

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

Failure

```
{
  "statusCode": an integer value above 0,
  "statusMessage":details
```

```
}
```

For details on the `statusCode` value, please refer to the All Methods sub-section of the Return Values page.

Notification

```
{
   "messages": [
       {
           "index": 4,
           "from": {
               "nickname": "TestName",
               "type": "Agent",
               "participantId": "007352CE764002A3"
           },
           "timestamp": "2014-01-09 12:13:15.009+0200",
           "visibility": "All",
           "type": "TypingStarted",
           "timestampSeconds": 1389262395009L
       }
   ],
   "notificationType": "NewMessages",
   "messageType": "MessageLogUpdated",
   "chatUri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00FY"
}
```

SendStopTypingNotification

This operation is part of the Chat API section of the Web Services API.

Overview

This operation sends notifications to other chat participants that the agent has stopped typing.

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

Parameters

Parameter	Value
operationName	SendStopTypingNotification

Sample

HTTP Request

POST on **/me/chats/{id}**

```
{
  "operationName":"SendStopTypingNotification"
}
```

HTTP Response

Success

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

Failure

```
{
  "statusCode": an integer value above 0,
  "statusMessage":details
}
```

For details on the `statusCode` value, please refer to the All Methods sub-section of the Return Values page.

Notification

```
{
   "messages": [
       {
           "index": 5,
           "from": {
               "nickname": "TestName",
               "type": "Agent",
               "participantId": "007352CE764002A3"
           },
           "timestamp": "2014-01-09 12:13:15.031+0200",
           "visibility": "All",
           "type": "TypingStopped",
           "timestampSeconds": 1389262395031L
       }
   ],
   "notificationType": "NewMessages",
   "messageType": "MessageLogUpdated",
   "chatUri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00FY"
}
```

SetInFocus

This operation is part of the Chat API section of the Web Services API.

Overview

This request sets the `SetInFocus` parameter for a chat interaction.

This parameter is useful when an agent is handling more than one interaction and aids in the proper reporting of time spent on each interaction.

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

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter **true** or **false**

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

Response

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

SetDisposition

This operation is part of the Chat API section of the Web Services API.

Overview

This sets the disposition for a specified chat using the provided parameters. It will be processed by updating the `DispositionCode` key in the user data.

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

Parameters

Parameter	Value
operationName	SetDisposition
disposition	A string value to be used for the chat disposition.
dispositionKey	An optional string value to be used for the as the userdata key for the chat disposition. If not specified, the disposition key configured for the server will be used.

Sample

Request

```
POST api/v2/me/chats/0000Na9B26EF003M
{
  'operationName': 'SetDisposition',
  'dispositionKey': 'DispositionCode',
  'disposition': 'IssueResolved'
}
```

Response

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

Notification


```
{
    u'referenceId': 34,
    u'chat': {
        u'participants': [
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052C73228006D'
            },
            {
                u'nickname': u'FirstL',
                u'type': u'Customer',
                u'participantId': u'009052C73223006B'
            }
        ],
        u'state': u'Chatting',
        u'id': u'0000Na9B26EF003M',
        u'capabilities': [
            u'Transfer',
            u'Complete',
            u'Leave',
            u'InFocus',
            u'SendMessage',
            u'SendStartTypingNotification',
            u'SendStopTypingNotification'
        ],
        "userData": {
            "DispositionCode": "IssueResolved"
        },
        u'uri': u'http: //localhost:8080/api/v2/chats/0000Na9B26EF003M'
    },
    u'notificationType': u'PropertiesUpdated',
    u'messageType': u'ChatStateChangeMessage'
}
```

AddComment

This operation is part of the Chat API section of the Web Services API.

Overview

This sets a comment for the specified chat.

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

Parameters

Parameter	Value
operationName	AddComment
comment	A `string` value to be used for the chat comment.

Sample

Request

```
POST api/v2/me/chats/0000Na9B26EF003M

{
  "operationName": "AddComment",
  "comment": "Some chat comment text"
}
```

Response

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

Notification

```
{
    "referenceId": 34,
```

```
    "chat": {
        "participants": [
            {
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "009052C73228006D"
            },
            {
                "nickname": "FirstL",
                "type": "Customer",
                "participantId": "009052C73223006B"
            }
        ],
        "state": "Chatting",
        "id": "0000Na9B26EF003M",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification"
        ],
        "comment": "Some chat comment text",
        "uri": "http: //localhost:8080/api/v2/chats/0000Na9B26EF003M"
    },
    "notificationType": "PropertiesUpdated",
    "messageType": "ChatStateChangeMessage"
}
```

SendCustomNotice

This operation is part of the Chat API section of the Web Services API.

Overview

This request sends a custom notice to all chat participants.

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

Parameters

Parameter	Value
operationName	SendCustomNotice
noticeText	The notice text to send to all chat participants.

Sample

Request

```
POST api/v2/me/chats/0000RaB4Q006001F
{
  "operationName": "SendCustomNotice",
  "noticeText": "This is a custom notice"
}
```

Response

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

Notification

```
{
    "chatPath": "/chats/0000RaB4Q006001F",
    "messages": [
```

```
        {
            "index": 5,
            "noticeText": "This is a custom notice",
            "from": {
                "participantId": "0093564DA4BB0039",
                "type": "Agent",
                "uri": "http://localhost:8090/api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257",
                "visibility": "All",
                "path": "/users/4ff5b43c856d4cb2a3d6c20a88740257",
                "nickname": "TestName",
                "id": "0093564DA4BB0039"
            },
            "timestamp": "2015-11-19 12:30:20.000+0200",
            "visibility": "All",
            "type": "CustomNotice",
            "timestampSeconds": 1447929020000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "chatUri": "http://localhost:8090/api/v2/chats/0000RaB4Q006001F"
}
```

AttachUserData

This operation is part of the Chat API section of the Web Services API.

Overview

This attaches the specified UserData to a chat message.

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

Parameters

Parameter	Value
operationName	AttachUserData
userData	The data to attach

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "AttachUserData",
  "userData": {
      "UserData1":"DATA1",
      "UserData2":123456789
   }
}
```

Response

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

Notification


```
{
   "referenceId": 83,
   "chat": {
       "userData": {
           "IdentifyCreateContact": "3",
           "RTargetTypeSelected": "2",
           "RTargetObjectSelected": "Chat distribution for processing",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "PegAGChat distribution for processing": 1,
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "RTargetObjSelDBID": "115",
           "ChatServerPort": "7160",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "RTargetAgentSelected": "12345",
           "CBR-IT-path_DBIDs": "",
           "RTargetRuleSelected": "",
           "UserData2": 123456789,
           "RTargetPlaceSelected": "a1",
           "CBR-actual_volume": "",
           "UserData1": "DATA1",
           "RTenant": "Environment",
           "ChatServerDBID": "115",
           "RRequestedSkills": None,
           "RRequestedSkillCombination": "",
           "RVQDBID": "",
           "RStrategyDBID": "776",
           "CustomerSegment": "default",
           "ServiceType": "default",
           "ServiceObjective": 0,
           "DISP_KEY": "resolved",
           "RTargetRequested": "Chat distribution for processing",
           "RTargetAgentGroup": "Chat distribution for processing",
           "RStrategyName": "SimpleChatInStrategy",
           "Subject": "Customer support"
       },
       "state": "Chatting",
       "capabilities": [
           "Transfer",
           "Leave",
           "Invite",
           "Consult",
           "SetInFocus",
           "SetDisposition",
           "AttachUserData",
           "DeleteUserData",
           "UpdateUserData",
           "Complete",
           "SendMessage",
           "SendStartTypingNotification",
           "SendStopTypingNotification"
       ],
       "uri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00J",
       "participants": [
           {
               "nickname": "test_consult_clientL",
               "type": "Customer",
               "participantId": "007352CE982D031B"
           },
```

```
            {
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "007352CE984F0321"
            }
        ],
        "id": "0000Wa9CAM6W00J"
    },
    "notificationType": "PropertiesUpdated",
    "messageType": "ChatStateChangeMessage"
}
```

UpdateUserData

This operation is part of the Chat API section of the Web Services API.

Overview

Overwrites the specified UserData with the specified values.

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

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The data to update

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "UpdateUserData",
  "userData": {
      "UserData1":987654321,
      "UserData2":"DATAUPDATE-@123"
   }
}
```

Response

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

Notification


```
{
   "referenceId": 85,
   "chat": {
       "userData": {
           "IdentifyCreateContact": "3",
           "RTargetTypeSelected": "2",
           "RTargetObjectSelected": "Chat distribution for processing",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "PegAGChat distribution for processing": 1,
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "RTargetObjSelDBID": "115",
           "ChatServerPort": "7160",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "RTargetAgentSelected": "12345",
           "CBR-IT-path_DBIDs": "",
           "RTargetRuleSelected": "",
           "UserData2": "DATAUPDATE-@123",
           "RTargetPlaceSelected": "a1",
           "CBR-actual_volume": "",
           "UserData1": 987654321,
           "RTenant": "Environment",
           "ChatServerDBID": "115",
           "RRequestedSkills": None,
           "RRequestedSkillCombination": "",
           "RVQDBID": "",
           "RStrategyDBID": "776",
           "CustomerSegment": "default",
           "ServiceType": "default",
           "ServiceObjective": 0,
           "DISP_KEY": "resolved",
           "RTargetRequested": "Chat distribution for processing",
           "RTargetAgentGroup": "Chat distribution for processing",
           "RStrategyName": "SimpleChatInStrategy",
           "Subject": "Customer support"
       },
       "state": "Chatting",
       "capabilities": [
           "Transfer",
           "Leave",
           "Invite",
           "Consult",
           "SetInFocus",
           "SetDisposition",
           "AttachUserData",
           "DeleteUserData",
           "UpdateUserData",
           "Complete",
           "SendMessage",
           "SendStartTypingNotification",
           "SendStopTypingNotification"
       ],
       "uri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00J",
       "participants": [
           {
               "nickname": "test_consult_clientL",
               "type": "Customer",
               "participantId": "007352CE982D031B"
           },
```

```
            {
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "007352CE984F0321"
            }
        ],
        "id": "0000Wa9CAM6W00J"
    },
    "notificationType": "PropertiesUpdated",
    "messageType": "ChatStateChangeMessage"
}
```

DeleteUserData

This operation is part of the Chat API section of the Web Services API.

Overview

Deletes the UserData with the specified values.

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

Parameters

Parameter	Value
operationName	DeleteUserData
keys	The user data keys to delete

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "DeleteUserData",
  "keys": ["UserData1"]
}
```

Response

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

Notification

```
{
   "referenceId": 15,
   "chat": {
```

```
"userData": {
    "IdentifyCreateContact": "3",
    "RTargetTypeSelected": "2",
    "RTargetObjectSelected": "Chat distribution for processing",
    "RVQID": "",
    "ChatServerAppName": "es_chat",
    "PegAGChat distribution for processing": 1,
    "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
    "RTargetObjSelDBID": "115",
    "ChatServerPort": "7160",
    "CBR-Interaction_cost": "",
    "CBR-contract_DBIDs": "",
    "RTargetAgentSelected": "12345",
    "CBR-IT-path_DBIDs": "",
    "RTargetRuleSelected": "",
    "UserData2": 123456789,
    "RTargetPlaceSelected": "a1",
    "CBR-actual_volume": "",
    "RTenant": "Environment",
    "ChatServerDBID": "115",
    "RRequestedSkills": None,
    "RRequestedSkillCombination": "",
    "RVQDBID": "",
    "RStrategyDBID": "776",
    "CustomerSegment": "default",
    "ServiceType": "default",
    "ServiceObjective": 0,
    "DISP_KEY": "resolved",
    "RTargetRequested": "Chat distribution for processing",
    "RTargetAgentGroup": "Chat distribution for processing",
    "RStrategyName": "SimpleChatInStrategy",
    "Subject": "Customer support"
},
"state": "Chatting",
"capabilities": [
    "Transfer",
    "Leave",
    "Invite",
    "Consult",
    "SetInFocus",
    "SetDisposition",
    "AttachUserData",
    "DeleteUserData",
    "UpdateUserData",
    "Complete",
    "SendMessage",
    "SendStartTypingNotification",
    "SendStopTypingNotification"
],
"uri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00K5",
"participants": [
    {
        "nickname": "FirstL",
        "type": "Customer",
        "participantId": "007352CE9A92032E"
    },
    {
        "nickname": "TestName",
        "type": "Agent",
        "participantId": "007352CE9AB40330"
    }
],
"id": "0000Wa9CAM6W00K5"
```

```
   },
   "notificationType": "PropertiesUpdated",
   "messageType": "ChatStateChangeMessage"
}
```

Transfer

This operation is part of the Chat API section of the Web Services API.

Overview

This transfers a chat to another agent or to a queue.

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

Parameters

Parameter	Value
operationName	Transfer
targetUri or queueName	user or queue to transfer to
text	(Optional) The text to send to the customer.
messageType	(Optional) Defines the message type. The default value is Text. Note that this parameter must be provided together with the `text` parameter.
treatAs	(Optional) Specifies how the message should be treated: Normal or System. The default value is Normal. Note that this parameter must be provided together with the `text` parameter.

Sample

Request

Transfer to Agent

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "Transfer",
  "targetUri": "http://localhost:8080/api/v2/users/e62d21e405a04274bd6bbcaf78bd8c38"
}
```

Transfer to Queue

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "Transfer",
  "queueName": "test-queue"
}
```

Response

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

Notifications

Invite

This operation is part of the Chat API section of the Web Services API.

Overview

This allows an agent to invite another agent to a conference.

The customer will be aware of the presence of all agents in the conference.

Agents have the ability to communicate with the customer, or they can communicate with other agents without the customer seeing the communications.

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

Parameters

Parameter	Value
operationName	Invite
targetUri	agent uri to consult with

Sample

Request

```
POST api/v2/chats/0000Na9B26EF006E
{
  "operationName": "Invite",
  "targetUri": "http://localhost:8080/api/v2/users/429a55994ef64991a77acb77c1cf9041"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 35
}
```

Notification

Successful

First Notification


```
{
    u'notificationType': u'ParticipantsUpdated',
    u'messageType': u'ChatStateChangeMessage',
    u'chat': {
        u'participants': [
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB05C900EA'
            },
            {
                u'nickname': u'BFriend',
                u'type': u'Agent',
                u'participantId': u'009052CB05CA00EB'
            },
            {
                u'nickname': u'FirstL',
                u'type': u'Customer',
                u'participantId': u'009052CB056C00E5'
            },
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB057100E7'
            }
        ],
        u'state': u'Chatting',
        u'id': u'0000Na9B26EF006E',
        u'capabilities': [
            u'Transfer',
            u'Leave',
            u'Invite',
            u'Consult',
            u'SetInFocus',
            u'SetDisposition',
            u'AttachUserData',
            u'DeleteUserData',
            u'UpdateUserData',
            u'SendToAgents',
            u'SendStartTypingToAgentsNotification',
            u'SendStopTypingToAgentsNotification',
            u'Complete',
            u'SendMessage',
            u'SendStartTypingNotification',
            u'SendStopTypingNotification'
        ],
        u'uri': u'http: //localhost: 8080/api/v2/chats/0000Na9B26EF006E'
    }
}
```


Second Notification


```
{
    u'messages': [
        {
```

```
            u'index': 3,
            u'from': {
                u'nickname': u'BFriend',
                u'type': u'Agent',
                u'participantId': u'009052CB05CA00EB'
            },
            u'timestamp': u'2014-01-0612: 14: 06.007-0800',
            u'visibility': u'All',
            u'type': u'ParticipantJoined',
            u'timestampSeconds': 1389039246007L
        }
    ],
    u'notificationType': u'NewMessages',
    u'messageType': u'MessageLogUpdated',
    u'chatUri': u'http: //localhost: 8080/api/v2/chats/0000Na9B26EF006E'
}
```

Failed

```
{
    u'notificationType': u'Error',
    u'messageType': u'ChatStateChangeMessage',
    u'errorMessage': u'Operationfailed',
    u'referenceId': 36,
    u'chat': {
        u'participants': [
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB110900F5'
            },
            {
                u'nickname': u'FirstL',
                u'type': u'Customer',
                u'participantId': u'009052CB10CC00F0'
            }
        ],
        u'state': u'Chatting',
        u'id': u'0000Na9B26EF006M',
        u'capabilities': [
            u'Transfer',
            u'Leave',
            u'Invite',
            u'Consult',
            u'SetInFocus',
            u'SetDisposition',
            u'AttachUserData',
            u'DeleteUserData',
            u'UpdateUserData',
            u'Complete',
            u'SendMessage',
            u'SendStartTypingNotification',
            u'SendStopTypingNotification'
        ],
        u'uri': u'http: //localhost: 8080/api/v2/chats/0000Na9B26EF006M'
    }
}
```

Consult

This operation is part of the Chat API section of the Web Services API.

Overview

This allows an agent to consult with another agent or with a queue. A consult occurs in the same chat context, but the customer will not be aware of the presence of a consulting agent.

Messages and notification from a consulting agent will only be visible to other agents in the chat, not to the customer.

After a consultation has started, the originating agent can either Transfer to the consulting agent or Conference with the consulting agent.

The consulting agent can Leave the chat.

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

Parameters

Parameter	Value
operationName	Consult
targetUri	contact URI, where contact is either an agent or multimedia queue

Sample

Request

```
POST api/v2/chats/0000Na9B26EF006E
{
  "operationName": "Consult",
  "targetUri": "http://localhost:8080/api/v2/users/429a55994ef64991a77acb77c1cf9041"
}
```

Response


```
{
  "statusCode": 0,
  "referenceId": 35
}
```


Notification

Successful

First Notification


```
{
    u'notificationType': u'ParticipantsUpdated',
    u'messageType': u'ChatStateChangeMessage',
    u'chat': {
        u'participants': [
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB05C900EA'
            },
            {
                u'nickname': u'BFriend',
                u'type': u'Agent',
                u'participantId': u'009052CB05CA00EB'
            },
            {
                u'nickname': u'FirstL',
                u'type': u'Customer',
                u'participantId': u'009052CB056C00E5'
            },
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB057100E7'
            }
        ],
        u'state': u'Chatting',
        u'id': u'0000Na9B26EF006E',
        u'capabilities': [
            u'Transfer',
            u'Leave',
            u'Invite',
            u'Consult',
            u'SetInFocus',
            u'SetDisposition',
            u'AttachUserData',
            u'DeleteUserData',
            u'UpdateUserData',
            u'SendToAgents',
            u'SendStartTypingToAgentsNotification',
            u'SendStopTypingToAgentsNotification',
            u'Complete',
            u'SendMessage',
            u'SendStartTypingNotification',
            u'SendStopTypingNotification'
        ],
        u'uri': u'http: //localhost: 8080/api/v2/chats/0000Na9B26EF006E'
```

```
    }
}
```

Second Notification

```
{
    u'messages': [
        {
            u'index': 3,
            u'from': {
                u'nickname': u'BFriend',
                u'type': u'Agent',
                u'participantId': u'009052CB05CA00EB'
            },
            u'timestamp': u'2014-01-0612: 14: 06.007-0800',
            u'visibility': u'Agents',
            u'type': u'ParticipantJoined',
            u'timestampSeconds': 1389039246007L
        }
    ],
    u'notificationType': u'NewMessages',
    u'messageType': u'MessageLogUpdated',
    u'chatUri': u'http: //localhost: 8080/api/v2/chats/0000Na9B26EF006E'
}
```

Failed

```
{
    u'notificationType': u'Error',
    u'messageType': u'ChatStateChangeMessage',
    u'errorMessage': u'Operationfailed',
    u'referenceId': 36,
    u'chat': {
        u'participants': [
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB110900F5'
            },
            {
                u'nickname': u'FirstL',
                u'type': u'Customer',
                u'participantId': u'009052CB10CC00F0'
            }
        ],
        u'state': u'Chatting',
        u'id': u'0000Na9B26EF006M',
        u'capabilities': [
            u'Transfer',
            u'Leave',
            u'Invite',
            u'Consult',
            u'SetInFocus',
            u'SetDisposition',
            u'AttachUserData',
            u'DeleteUserData',
            u'UpdateUserData',
            u'Complete',
            u'SendMessage',
            u'SendStartTypingNotification',
            u'SendStopTypingNotification'
        ],
```

```
        u'uri': u'http: //localhost: 8080/api/v2/chats/0000Na9B26EF006M'
    }
}
```

CancelConsult

This operation is part of the Chat API section of the Web Services API.

Overview

Use this operation to cancel a Consult request. If the agent has already accepted the invitation, Web Services can't cancel the consultation.

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

Parameters

Parameter	Value
operationName	CancelConsult

Sample

Request

```
POST api/v2/chats/0000Na9B26EF006E
{
  "operationName": "CancelConsult"
}
```

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 5
}
```

CometD notification

If a request is successful, Web Services doesn't publish a CometD notification. See below for examples of how Web Services handles errors:

Cancel interaction error

```
{
   "notificationType":"Error",
   "errorMessage":"Request failed",
   "referenceId":35
}
```

User data update error

```
{
   "notificationType":"Error",
   "errorMessage":"Unable to manage user data for interaction id",
   "referenceId":35
}
```

SendToAgents

This operation is part of the Chat API section of the Web Services API.

Overview

This sends a text message to agents who are in a conference or in a consult chat.

The customer will not see this communication.

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

Parameters

Parameter	Value
operationName	SendToAgents
text	The text to send to agents.
messageType	Defines the message type.
treatAs	Specifies how the message should be treated: Normal or System

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "SendToAgents",
  "text": "We need your help?"
}
```

Response

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

Notification

Here are the list of notifications received by agents after a SendToAgents request:

Notification with new message


```
{
   "messages": [
       {
           "index": 3,
           "from": {
               "nickname": "TestName",
               "type": "Agent",
               "participantId": "007352CE72D50290"
           },
           "text": "We need your help?",
           "visibility": "Agents",
           "timestamp": "2014-01-09 11:58:12.035+0200",
           "type": "Text",
           "timestampSeconds": 1389261492035L
       }
   ],
   "notificationType": "NewMessages",
   "messageType": "MessageLogUpdated",
   "chatUri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00FN"
}
```

SendStartTypingToAgentsNotification

This operation is part of the Chat API section of the Web Services API.

Overview

This request sends a notification to agents who are in a conference or consultation. Customers do not see this notification.

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

Parameters

Parameter	Value
operationName	SendStartTypingToAgentsNotification

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "SendStartTypingToAgentsNotification"
}
```

Response

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

Notification

```
{
   "messages": [
       {
           "index": 4,
           "from": {
```

```
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "007352CE764002A3"
            },
            "timestamp": "2014-01-09 12:13:15.009+0200",
            "visibility": "Agents",
            "type": "TypingStarted",
            "timestampSeconds": 1389262395009L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "chatUri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00FY"
}
```

SendStopTypingToAgentsNotification

This operation is part of the Chat API section of the Web Services API.

Overview

This request sends a notification to all agents who are in a conference or consultation. Customers do not see this communication.

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

Parameters

Parameter	Value
operationName	SendStopTypingToAgentNotification

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "SendStopTypingToAgentNotification"
}
```

Response

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

Notification

```
{
   "messages": [
       {
           "index": 5,
           "from": {
```

```
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "007352CE764002A3"
            },
            "timestamp": "2014-01-09 12:13:15.031+0200",
            "visibility": "Agents",
            "type": "TypingStopped",
            "timestampSeconds": 1389262395031L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "chatUri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00FY"
}
```

RemoveParticipantFromConference

This operation is part of the Chat API section of the Web Services API.

Overview

This allows an agent to remove another agent from a conference or consultation. Only agents who are visible to all can do this.

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

Parameters

Parameter	Value
operationName	RemoveParticipantFromConference
targetUri	User URI to remove. Mandatory, if **targetPath** is not specified.
targetPath	User path to remove. Mandatory, if **targetUri** is not specified.
text	Optional. Text to send to customer.
messageType	Optional. Must be provided together with **text** parameter. Defines the message type. Default value: **Text**
treatAs	Optional. Must be provided together with **text** parameter. Specifies how message should be treated: **Normal** or **System**. Default value: **Normal**

Sample

Request

```
POST api/v2/me/chats/00010a9FSGFP001F
{
  "operationName": "RemoveParticipantFromConference",
  "targetUri": "http://10.10.15.212:9090/api/v2/users/c30d06daa1ea43b8be79f9b071f30d70"
}
```

Response


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


Notification

Successful

Agent1 First Notification


```
  {
      'chat': {
          'userData': {
              'IdentifyCreateContact': '3',
              'FirstName': 'test_consult_client',
              'LastName': 'Lastname',
              'RTargetObjectSelected': 'Chatdistributionforprocessing',
              'RVQID': '',
              'ChatServerAppName': 'ChatServer',
              'PegAGChatdistributionforprocessing': 1,
              'ChatServerHost': 'htcc-gf81',
              'RTargetObjSelDBID': '157',
              'CBR-IT-path_DBIDs': '',
              'ChatServerPort': '7030',
              'CBR-Interaction_cost': '',
              'CBR-contract_DBIDs': '',
              'ContactId': '00010a9FSGFP000M',
              'RTargetAgentSelected': 'htcc1',
              'RTargetTypeSelected': '2',
              'RTargetAgentGroup': 'Chatdistributionforprocessing',
              'RTargetRuleSelected': '',
              'RTargetPlaceSelected': 'htcc1',
              'CBR-actual_volume': '',
              'RTenant': 'Environment',
              'ChatServerDBID': '175',
              'RRequestedSkills': None,
              'ChatServerModeHA': 'true',
              'RRequestedSkillCombination': '',
              'RVQDBID': '',
              'RStrategyDBID': '894',
              'CustomerSegment': 'default',
              'ServiceType': 'default',
              'ServiceObjective': 0,
              'RTargetRequested': 'Chatdistributionforprocessing',
              'EmailAddress': 'Email@abc.com',
              'RStrategyName': 'Chatinboundstrategy',
              'Subject': 'Customersupport'
          },
          'state': 'Chatting',
          'capabilities': [
              'Transfer',
              'Leave',
              'Invite',
              'Consult',
              'SetInFocus',
              'SetDisposition',
              'AttachUserData',
              'DeleteUserData',
```

```
            'UpdateUserData',
            'Complete',
            'SendMessage',
            'SendStartTypingNotification',
            'SendStopTypingNotification'
        ],
        'uri': 'http: //10.10.15.212:9090/api/v2/chats/00010a9FSGFP001F',
        'participants': [
            {
                'nickname': 'test_consult',
                'type': 'Agent',
                'uri': 'http: //10.10.15.212:9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
                'visibility': 'All',
                'participantId': '00AF52FCF0C0002F'
            },
            {
                'nickname': 'test_consult_clientL',
                'type': 'Customer',
                'participantId': '00AF52FCF09E002D',
                'visibility': 'All'
            }
        ],
        'id': '00010a9FSGFP001F'
    },
    'notificationType': 'ParticipantsUpdated',
    'messageType': 'ChatStateChangeMessage'
}
```

Agent1 Second Notification

```
{
    'messages': [
        {
            'index': 7,
            'from': {
                'nickname': 'chat_consult',
                'type': 'Agent',
                'uri': 'http://10.10.15.212:9090/api/v2/users/
c30d06daa1ea43b8be79f9b071f30d70',
                'visibility': 'All',
                'participantId': '00AF52FCF0C10030'
            },
            'timestamp': '2014-02-1308: 20: 59.000-0800',
            'visibility': 'All',
            'type': 'ParticipantLeft',
            'timestampSeconds': 1392308459000L
        }
    ],
    'notificationType': 'NewMessages',
    'messageType': 'MessageLogUpdated',
    'chatUri': 'http://10.10.15.212:9090/api/v2/chats/00010a9FSGFP001F'
}
```

Agent2 First Notification

```
{
    'chat': {
        'userData': {
            'IdentifyCreateContact': '3',
            'FirstName': 'test_consult_client',
            'LastName': 'Lastname',
```

```
            'RTargetObjectSelected': 'Chatdistributionforprocessing',
            'RVQID': '',
            'ChatServerAppName': 'ChatServer',
            'PegAGChatdistributionforprocessing': 1,
            'ChatServerHost': 'htcc-gf81',
            'RTargetObjSelDBID': '157',
            'CBR-IT-path_DBIDs': '',
            'ChatServerPort': '7030',
            'CBR-Interaction_cost': '',
            'CBR-contract_DBIDs': '',
            'ContactId': '00010a9FSGFP000M',
            'RTargetAgentSelected': 'htcc1',
            'RTargetTypeSelected': '2',
            'RTargetAgentGroup': 'Chatdistributionforprocessing',
            'RTargetRuleSelected': '',
            'RTargetPlaceSelected': 'htcc1',
            'CBR-actual_volume': '',
            'RTenant': 'Environment',
            'ChatServerDBID': '175',
            'RRequestedSkills': None,
            'ChatServerModeHA': 'true',
            'RRequestedSkillCombination': '',
            'RVQDBID': '',
            'RStrategyDBID': '894',
            'CustomerSegment': 'default',
            'ServiceType': 'default',
            'ServiceObjective': 0,
            'RTargetRequested': 'Chatdistributionforprocessing',
            'EmailAddress': 'Email@abc.com',
            'RStrategyName': 'Chatinboundstrategy',
            'Subject': 'Customersupport'
        },
        'state': 'LeftChat',
        'capabilities': [
            'SetInFocus',
            'Complete',
            'SetDisposition',
            'AttachUserData',
            'DeleteUserData',
            'UpdateUserData'
        ],
        'uri': 'http: //10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F',
        'participants': [
            {
                'nickname': 'test_consult',
                'type': 'Agent',
                'uri': 'http: //10.10.15.212: 9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
                'visibility': 'All',
                'participantId': '00AF52FCF0C0002F'
            },
            {
                'nickname': 'test_consult_clientL',
                'type': 'Customer',
                'participantId': '00AF52FCF09E002D',
                'visibility': 'All'
            }
        ],
        'id': '00010a9FSGFP001F'
    },
    'notificationType': 'ParticipantsUpdated',
    'messageType': 'ChatStateChangeMessage'
}
```

Agent2 Second Notification

```
  {
      'messages': [
          {
              'index': 7,
              'from': {
                  'nickname': 'chat_consult',
                  'type': 'Agent',
                  'uri': 'http: //10.10.15.212: 9090/api/v2/users/
c30d06daa1ea43b8be79f9b071f30d70',
                  'visibility': 'All',
                  'participantId': '00AF52FCF0C10030'
              },
              'timestamp': '2014-02-1308: 20: 59.000-0800',
              'visibility': 'All',
              'type': 'ParticipantLeft',
              'timestampSeconds': 1392308459000L
          }
      ],
      'notificationType': 'NewMessages',
      'messageType': 'MessageLogUpdated',
      'chatUri': 'http: //10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F'
  }
```

Agent2 Third Notification

```
  {
      'chat': {
          'userData': {
              'IdentifyCreateContact': '3',
              'FirstName': 'test_consult_client',
              'LastName': 'Lastname',
              'RTargetObjectSelected': 'Chatdistributionforprocessing',
              'RVQID': '',
              'ChatServerAppName': 'ChatServer',
              'PegAGChatdistributionforprocessing': 1,
              'ChatServerHost': 'htcc-gf81',
              'RTargetObjSelDBID': '157',
              'CBR-IT-path_DBIDs': '',
              'ChatServerPort': '7030',
              'CBR-Interaction_cost': '',
              'CBR-contract_DBIDs': '',
              'ContactId': '00010a9FSGFP000M',
              'RTargetAgentSelected': 'htcc1',
              'RTargetTypeSelected': '2',
              'RTargetAgentGroup': 'Chatdistributionforprocessing',
              'RTargetRuleSelected': '',
              'RTargetPlaceSelected': 'htcc1',
              'CBR-actual_volume': '',
              'RTenant': 'Environment',
              'ChatServerDBID': '175',
              'RRequestedSkills': None,
              'ChatServerModeHA': 'true',
              'RRequestedSkillCombination': '',
              'RVQDBID': '',
              'RStrategyDBID': '894',
              'CustomerSegment': 'default',
              'ServiceType': 'default',
              'ServiceObjective': 0,
              'RTargetRequested': 'Chatdistributionforprocessing',
              'EmailAddress': 'Email@abc.com',
              'RStrategyName': 'Chatinboundstrategy',
```

```
            'Subject': 'Customersupport'
        },
        'state': 'LeftChat',
        'capabilities': [
            'SetInFocus',
            'Complete',
            'SetDisposition',
            'AttachUserData',
            'DeleteUserData',
            'UpdateUserData'
        ],
        'uri': 'http: //10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F',
        'participants': [
            {
                'nickname': 'test_consult',
                'type': 'Agent',
                'uri': 'http: //10.10.15.212: 9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
                'visibility': 'All',
                'participantId': '00AF52FCF0C0002F'
            },
            {
                'nickname': 'test_consult_clientL',
                'type': 'Customer',
                'participantId': '00AF52FCF09E002D',
                'visibility': 'All'
            }
        ],
        'id': '00010a9FSGFP001F'
    },
    'notificationType': 'StatusChange',
    'messageType': 'ChatStateChangeMessage'
}
```

Agent2 Fourth Notification

```
{
    'referenceId': 20,
    'chat': {
        'userData': {
            'IdentifyCreateContact': '3',
            'FirstName': 'test_consult_client',
            'LastName': 'Lastname',
            'RTargetObjectSelected': 'Chatdistributionforprocessing',
            'RVQID': '',
            'ChatServerAppName': 'ChatServer',
            'PegAGChatdistributionforprocessing': 1,
            'ChatServerHost': 'htcc-gf81',
            'RTargetObjSelDBID': '157',
            'CBR-IT-path_DBIDs': '',
            'ChatServerPort': '7030',
            'CBR-Interaction_cost': '',
            'CBR-contract_DBIDs': '',
            'ContactId': '00010a9FSGFP000M',
            'RTargetAgentSelected': 'htcc1',
            'RTargetTypeSelected': '2',
            'RTargetAgentGroup': 'Chatdistributionforprocessing',
            'RTargetRuleSelected': '',
            'RTargetPlaceSelected': 'htcc1',
            'CBR-actual_volume': '',
            'RTenant': 'Environment',
            'ChatServerDBID': '175',
            'RRequestedSkills': None,
```

```
            'ChatServerModeHA': 'true',
            'RRequestedSkillCombination': '',
            'RVQDBID': '',
            'RStrategyDBID': '894',
            'CustomerSegment': 'default',
            'ServiceType': 'default',
            'ServiceObjective': 0,
            'RTargetRequested': 'Chatdistributionforprocessing',
            'EmailAddress': 'Email@abc.com',
            'RStrategyName': 'Chatinboundstrategy',
            'Subject': 'Customersupport'
        },
        'state': 'Completed',
        'capabilities': [

        ],
        'uri': 'http: //10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F',
        'participants': [
            {
                'nickname': 'test_consult',
                'type': 'Agent',
                'uri': 'http: //10.10.15.212: 9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
                'visibility': 'All',
                'participantId': '00AF52FCF0C0002F'
            },
            {
                'nickname': 'test_consult_clientL',
                'type': 'Customer',
                'participantId': '00AF52FCF09E002D',
                'visibility': 'All'
            }
        ],
        'id': '00010a9FSGFP001F'
    },
    'notificationType': 'StatusChange',
    'messageType': 'ChatStateChangeMessage'
}
```

SendCustomNoticeToAgents

This operation is part of the Chat API section of the Web Services API.

Overview

This request sends a custom notice only to agents who are in a conference or consultation.

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

Parameters

Parameter	Value
operationName	SendCustomNoticeToAgents
noticeText	The notice text to send to agents in a conference or consultation.

Sample

Request

```
POST api/v2/me/chats/0000RaB4Q006001K
{
  "operationName": "SendCustomNoticeToAgents",
  "noticeText": "This is a custom notice to Agents"
}
```

Response

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

Notification

```
{
    "chatPath": "/chats/0000RaB4Q006001K",
```

```
    "messages": [
        {
            "index": 5,
            "noticeText": "This is a custom notice to Agents",
            "from": {
                "participantId": "0093564DAC510041",
                "type": "Agent",
                "uri": "http://localhost:8090/api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257",
                "visibility": "All",
                "path": "/users/4ff5b43c856d4cb2a3d6c20a88740257",
                "nickname": "TestName",
                "id": "0093564DAC510041"
            },
            "timestamp": "2015-11-19 13:02:43.000+0200",
            "visibility": "Agents",
            "type": "CustomNotice",
            "timestampSeconds": 1447930963000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "chatUri": "http://localhost:8090/api/v2/chats/0000RaB4Q006001K"
}
```

Supervisor Monitoring

This operation is part of the Chat API section of the Web Services API.

Overview

Web Services API provides supervisor functions for chat. Supervisors can subscribe to one or all target agent's chats and join the next chat session with a specified visibility mode.

One supervisor can monitor multiple agents simultaneously and handle several chat sessions at the same time.

Monitoring can be cancelled by the supervisor or is ended on logout. If an agent being monitored is in a conference or consultation and leaves the session, the supervisor should leave chat manually.

Supervisor function configuration

The `htcc` option should be present in options to enable supervisor role.

```
[htcc]
roles=supervisor
```

Supervisor capabilities

A supervisor's capabilities to control chat sessions depends on the supervisor's current monitoring mode.

Monitor Mode	Coach Mode	BargeIn Mode
• Leave • SwitchToCoach • SwitchToBargeIn	• Leave • SetInFocus • SetDisposition • AttachUserData • DeleteUserData • UpdateUserData • AddComment • Transfer	• Leave • SetInFocus • SetDisposition • AttachUserData • DeleteUserData • UpdateUserData • AddComment • Transfer

Monitor Mode	Coach Mode	BargeIn Mode
	• Invite • Consult • SendToAgents • SendStartTypingToAgentsNotification • SendStopTypingToAgentsNotification • SwitchToMonitor • SwitchToBargeIn	• Invite • Consult • SendToAgents • SendStartTypingToAgentsNotification • SendStopTypingToAgentsNotification • SendMessage • SendStartTypingNotification • SendStopTypingNotification • SwitchToMonitor • SwitchToCoach

Notifications

Chat is started

When an agent being monitored accepts a chat, the supervisor will immediately be added to the chat and receive `ParticipantsUpdated`, `StatusChange` and `MessageLogUpdated` notifications (see Accept).


```
{
    "chat": {
        "receivedDate": "2014-05-0511:08:45.000-0700",
        "chatType": "Inbound",
        "capabilities": [
            "Leave",
            "SetInFocus",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "Transfer",
            "Invite",
            "Consult",
            "SendToAgents",
            "SendStartTypingToAgentsNotification",
            "SendStopTypingToAgentsNotification",
            "SwitchToMonitor",
            "SwitchBargeIn"
        ],
        "uri": "http://10.10.15.212:9090/api/v2/chats/0001Da9PFC93000S",
        "state": "Chatting",
        "participants": [
            {
                "nickname": "test_agent",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
```

```
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF5367D3D0000A"
            },
            {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "Agents",
                "participantId": "00AF5367D3D0000B"
            },
            {
                "nickname": "test_clientL",
                "type": "Customer",
                "participantId": "00AF5367D3AD0008",
                "visibility": "All"
            }
        ],
        "id": "0001Da9PFC93000S"
    },
    "notificationType": "ParticipantsUpdated",
    "messageType": "ChatStateChangeMessage"
}

{
    "chat": {
        "receivedDate": "2014-05-0511:08:45.000-0700",
        "chatType": "Inbound",
        "capabilities": [
            "Leave",
            "SetInFocus",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "Transfer",
            "Invite",
            "Consult",
            "SendToAgents",
            "SendStartTypingToAgentsNotification",
            "SendStopTypingToAgentsNotification",
            "SwitchToMonitor",
            "SwitchBargeIn"
        ],
        "uri": "http://10.10.15.212:9090/api/v2/chats/0001Da9PFC93000S",
        "state": "Chatting",
        "participants": [
            {
                "nickname": "test_agent",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF5367D3D0000A"
            },
            {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "Agents",
                "participantId": "00AF5367D3D0000B"
```

```
            },
            {
                "nickname": "test_clientL",
                "type": "Customer",
                "participantId": "00AF5367D3AD0008",
                "visibility": "All"
            }
        ],
        "id": "0001Da9PFC93000S"
    },
    "notificationType": "StatusChange",
    "messageType": "ChatStateChangeMessage"
}

{
    "messages": [
        {
            "index": 1,
            "from": {
                "nickname": "test_clientL",
                "type": "Customer",
                "participantId": "00AF5367D3AD0008",
                "visibility": "All"
            },
            "timestamp": "2014-05-0511: 08: 46.000-0700",
            "visibility": "All",
            "type": "ParticipantJoined",
            "timestampSeconds": 1399313326000L
        },
        {
            "index": 2,
            "from": {
                "nickname": "test_agent",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF5367D3D0000A"
            },
            "timestamp": "2014-05-0511: 09: 20.000-0700",
            "visibility": "All",
            "type": "ParticipantJoined",
            "timestampSeconds": 1399313360000L
        },
        {
            "index": 3,
            "from": {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "Agents",
                "participantId": "00AF5367D3D0000B"
            },
            "timestamp": "2014-05-0511: 09: 20.000-0700",
            "visibility": "Agents",
            "type": "ParticipantJoined",
            "timestampSeconds": 1399313360000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "chatUri": "http://10.10.15.212:9090/api/v2/chats/0001Da9PFC93000S"
```

```
}
```

Chat is completed

When no agents remain in a chat and the chat is completed or placed in a queue, the supervisor will receive `StateChanged` notification with chat state `Revoked`.

```
{
    "chat": {
        "receivedDate": "2014-05-0511:09:45.000-0700",
        "participants": [

        ],
        "capabilities": [

        ],
        "uri": "http://10.10.15.212:9090/api/v2/chats/0001Da9PFC93000S",
        "state": "Revoked",
        "id": "0001Da9PFC93000S"
    },
    "notificationType": "StatusChange",
    "messageType": "ChatStateChangeMessage"
}
```

Monitor

This operation is part of the Chat API section of the Web Services API.

Overview

This allows a supervisor to silently monitor targeted agent chats.

When an agent being monitored accepts a chat, the supervisor will also have the chat delivered, as well as all chat notifications. If the agent is currently in a chat, the supervisor will be added to the agent's next chat.

The supervisor cannot send messages in this mode and only another supervisor will see that the supervisor has joined the session.

When the chat is completed or placed in a queue, the supervisor will receive chat state Revoked.

If an agent being monitored leaves the chat but another agent is still present, the supervisor will continue monitoring this chat until it is completed or placed in a queue.

The supervisor can leave a chat at any time.

Request URL	/api/v2/users/{userId}/channels/chat
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Monitor
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: **NextChat** - Monitor only the next chat the agent receives, then stop monitoring. **AllChats** - Monitoring all agent chats until monitoring is cancelled. If not specified AllChats is the default.
nickname	Supervisor's nickname as will be seen by agent and customer (optional). If not specified, username will be used.

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/chat
{
  "operationName": "Monitor",
  "supervisorMonitoringMode": "NextChat"
}
```

Response

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

Coach

This operation is part of the Chat API section of the Web Services API.

Overview

This allows a supervisor to coach targeted agent chats.

When coaching is configured and the agent accepts a chat, the supervisor is also delivered the chat, but only the agent can see the supervisor's messages. The customer cannot see any of the supervisor's chat messages.

If the agent is currently in a chat, the supervisor will be added to the agent's next chat.

When the chat is completed or placed in a queue, the supervisor will receive chat state Revoked.

If the agent being monitored leaves the chat but another agent remains, the supervisor will continue monitoring this chat until it is complete or placed in a queue.

The supervisor can leave a chat at any time.

Request URL	/api/v2/users/{userId}/channels/chat
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Coach
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: **NextChat** - Monitor only the next chat the agent receives, then stop monitoring. **AllChats** - Monitoring all agent chats until monitoring is cancelled. If not specified AllChats is the default.
nickname	Supervisor's nickname as will be seen by agent and customer (optional). If not specified username will be used.

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/chat
{
  "operationName": "Coach",
  "supervisorMonitoringMode": "NextChat"
}
```

Response

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

BargeIn

This operation is part of the Chat API section of the Web Services API.

Overview

This allows a supervisor to barge in on targeted agent chats.

The supervisor enters the chat when the agent accepts a new chat. Both the agent and the customer will be able to see supervisor's messages.

When the chat is completed or placed in a queue, the supervisor will receive chat state Revoked.

If the agent being monitored leaves the chat but another agent remains, the supervisor will continue monitoring this chat until it is is completed or placed in a queue.

The supervisor can leave a chat at any time.

Request URL	/api/v2/users/{userId}/channels/chat
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	BargeIn
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: **NextChat** - Monitor only the next chat the agent receives, then stop monitoring. **AllChats** - Monitoring all agent chats until monitoring is cancelled. If not specified **AllChats** is the default.
nickname	Supervisor's nickname as will be seen by agent and customer (optional). If not specified username will be used.

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/chat
{
  "operationName": "BargeIn",
  "supervisorMonitoringMode": "NextChat"
}
```

Response

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

CancelSupervisorMonitoring

This operation is part of the Chat API section of the Web Services API.

Overview

This operation is part of the Web Services REST API, specifically the Chat API, and allows a supervisor to cancel supervisor monitoring.

This request should only be sent when supervisor monitoring is *active*.

If the supervisor is currently in a chat, the chat will not be aborted. The supervisor should end it normally by using the Leave operation.

Request URL	/api/v2/users/{userId}/channels/chat
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	CancelSupervisorMonitoring

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/chat
{
  "operationName": "CancelSupervisorMonitoring"
}
```

Response

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

Intrude

This operation is part of the Chat API section of the Web Services API.

Overview

This request allows the supervisor to intrude in an active chat interaction that an agent is currently handling (if this agent is monitored by the supervisor).

Request URL	/api/v2/users/*{userId}*/chats/*{chatId}*
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Intrude
supervisorVisibilityMode	This optional parameter specifies the visibility mode of the Supervisor in the chat interaction. Possible values are Monitor, Coach, and BargeIn. If the parameter is not specified and the Supervisor is monitoring an agent, then the visibility mode of the agent monitoring is used, otherwise an error occurs.

Sample

Request

```
POST api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257/chats/0000UaB58WAR003N
{
  "operationName": "Intrude",
  "supervisorVisibilityMode": "Monitor"
}
```

Response

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

Notification

After intruding in a chat, you should receive a notification that the status changed to **Invited**.


```
{
   "chat":{
      "userData":{
         "IdentifyCreateContact":"3",
         "RTargetTypeSelected":"2",
         "RTargetObjectSelected":"?:2>1",
         "RVQID":"",
         "ChatServerAppName":"esv_chat_srv",
         "ChatServerHost":"dev-ip9-152.gws.genesys.com",
         "TimeZone":"60",
         "RTargetObjSelDBID":"",
         "ChatServerPort":"7160",
         "CBR-Interaction_cost":"",
         "CBR-contract_DBIDs":"",
         "RTargetAgentSelected":"a1",
         "CBR-IT-path_DBIDs":"",
         "RTargetRuleSelected":"",
         "RTargetPlaceSelected":"a1",
         "CBR-actual_volume":"",
         "RTenant":"Environment",
         "ChatServerDBID":"147",
         "RRequestedSkills":None,
         "RRequestedSkillCombination":"",
         "RVQDBID":"",
         "RStrategyDBID":"472",
         "CustomerSegment":"default",
         "PegAG?:2>1":1,
         "_data_id":"155-a158a722-d1a9-47a1-9bd6-cf10b157e7fa",
         "ServiceType":"default",
         "OccuredAt":"2015-11-26T16:39:41Z",
         "ServiceObjective":0,
         "RTargetRequested":"?:2>1",
         "RTargetAgentGroup":"?:2>1",
         "RStrategyName":"CloudPoDSimpleChatInStrategy",
         "Subject":"GMS Chat"
      },
      "receivedDate":"2015-11-26 18:39:38.000+0200",
      "chatType":"Inbound",
      "participants":[

      ],
      "capabilities":[
         "Accept",
         "Reject"
      ],
      "uri":"http://localhost:8090/api/v2/chats/0000UaB58WAR003N",
      "state":"Invited",
      "supervisorMode":"Monitor",
      "id":"0000UaB58WAR003N"
   },
   "messageType":"ChatStateChangeMessage",
   "notificationType":"StatusChange"
}
```

SwitchToBargeIn

This operation is part of the Chat API section of the Web Services API.

Overview

This allows a supervisor to switch from monitoring or coaching to barge in on the current chat.

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

Parameters

Parameter	Value
operationName	SwitchToBargeIn

Sample

Request

```
POST api/v2/me/chats/007102385535e00e
{
  "operationName": "SwitchToBargeIn"
}
```

Response

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

Notification

After a supervisor barges in to a chat, the supervisor receives `ParticipantsUpdated` and `MessageLogUpdated` notifications with supervisor's actual visibility mode.

```
{
    "chat": {
        "receivedDate": "2014-05-0511:08:45.000-0700",
```

```
        "chatType": "Inbound",
        "capabilities": [
            "Leave",
            "SetInFocus",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "Transfer",
            "Invite",
            "Consult",
            "SendToAgents",
            "SendStartTypingToAgentsNotification",
            "SendStopTypingToAgentsNotification",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification",
            "SwitchToMonitor",
            "SwitchToCoach"
        ],
        "uri": "http://10.10.15.212:9090/api/v2/chats/0001Da9PFC93000S",
        "state": "Chatting",
        "participants": [
            {
                "nickname": "test_agent",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF5367D3D0000A"
            },
            {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "All",
                "participantId": "00AF5367D3D0000B"
            },
            {
                "nickname": "test_clientL",
                "type": "Customer",
                "participantId": "00AF5367D3AD0008",
                "visibility": "All"
            }
        ],
        "id": "0001Da9PFC93000S"
    },
    "notificationType": "ParticipantsUpdated",
    "messageType": "ChatStateChangeMessage"
}

{
    "messages": [
        {
            "index": 4,
            "from": {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "All",
                "participantId": "00AF5367D3D0000B"
```

```
            },
            "timestamp": "2014-05-0511:09:31.000-0700",
            "visibility": "All",
            "type": "ParticipantRejoined",
            "timestampSeconds": 1399313371000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "chatUri": "http://10.10.15.212:9090/api/v2/chats/0001Da9PFC93000S"
}
```

SwitchToMonitor

This operation is part of the Chat API section of the Web Services API.

Overview

This allows a supervisor to switch from Coach or BargeIn mode to monitoring the current chat.

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

Parameters

Parameter	Value
operationName	SwitchToMonitor

Sample

Request

```
POST api/v2/me/chats/007102385535e00e
{
  "operationName": "SwitchToMonitor"
}
```

Response

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

Notification

After switching to monitoring the chat supervisor receives ParticipantsUpdated and MessageLogUpdated notifications with supervisor's actual visibility mode.

```
{
    "chat": {
```

```
        "receivedDate": "2014-05-0511:08:45.000-0700",
        "chatType": "Inbound",
        "capabilities": [
            "Leave",
            "SetInFocus",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "Transfer",
            "Invite",
            "Consult",
            "SendToAgents",
            "SendStartTypingToAgentsNotification",
            "SendStopTypingToAgentsNotification",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification",
            "SwitchToCoach",
            "SwitchBargeIn"
        ],
        "uri": "http://10.10.15.212:9090/api/v2/chats/0001Da9PFC93000S",
        "state": "Chatting",
        "participants": [
            {
                "nickname": "test_agent",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF5367D3D0000A"
            },
            {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "Supervisors",
                "participantId": "00AF5367D3D0000B"
            },
            {
                "nickname": "test_clientL",
                "type": "Customer",
                "participantId": "00AF5367D3AD0008",
                "visibility": "All"
            }
        ],
        "id": "0001Da9PFC93000S"
    },
    "notificationType": "ParticipantsUpdated",
    "messageType": "ChatStateChangeMessage"
}

{
    "messages": [
        {
            "index": 4,
            "from": {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "Supervisors",
```

```
                "participantId": "00AF5367D3D0000B"
            },
            "timestamp": "2014-05-0511:09:31.000-0700",
            "visibility": "All",
            "type": "ParticipantRejoined",
            "timestampSeconds": 1399313371000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "chatUri": "http://10.10.15.212:9090/api/v2/chats/0001Da9PFC93000S"
}
```

SwitchToCoach

This operation is part of the Chat API section of the Web Services API.

Overview

This allows a supervisor to switch from Monitor or BargeIn mode to coaching the current chat.

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

Parameters

Parameter	Value
operationName	SwitchToCoach

Sample

Request

```
POST api/v2/me/chats/007102385535e00e
{
  "operationName": "SwitchToCoach"
}
```

Response

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

Notification

After switching to coaching supervisor receives ParticipantsUpdated and MessageLogUpdated notifications with supervisor's actual visibility mode.

```
{
    "chat": {
```

```
        "receivedDate": "2014-05-0511:08:45.000-0700",
        "chatType": "Inbound",
        "capabilities": [
            "Leave",
            "SetInFocus",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "Transfer",
            "Invite",
            "Consult",
            "SendToAgents",
            "SendStartTypingToAgentsNotification",
            "SendStopTypingToAgentsNotification",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification",
            "SwitchToMonitor",
            "SwitchBargeIn"
        ],
        "uri": "http://10.10.15.212:9090/api/v2/chats/0001Da9PFC93000S",
        "state": "Chatting",
        "participants": [
            {
                "nickname": "test_agent",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF5367D3D0000A"
            },
            {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "Agents",
                "participantId": "00AF5367D3D0000B"
            },
            {
                "nickname": "test_clientL",
                "type": "Customer",
                "participantId": "00AF5367D3AD0008",
                "visibility": "All"
            }
        ],
        "id": "0001Da9PFC93000S"
    },
    "notificationType": "ParticipantsUpdated",
    "messageType": "ChatStateChangeMessage"
}

{
    "messages": [
        {
            "index": 4,
            "from": {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "Agents",
```

```
                "participantId": "00AF5367D3D0000B"
            },
            "timestamp": "2014-05-0511:09:31.000-0700",
            "visibility": "All",
            "type": "ParticipantRejoined",
            "timestampSeconds": 1399313371000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "chatUri": "http://10.10.15.212:9090/api/v2/chats/0001Da9PFC93000S"
}
```

GetAgentInteractions

This operation is part of the Chat API section of the Web Services API.

Overview

This request gets available information about the active chat interactions of an agent that the supervisor can monitor.

Request URL	/api/v2/users/*{userId}*?subresources=chats
HTTP Method	GET
Required Features	api-multimedia

Sample

Request

```
GET /api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257?subresources=chats
```

Response

```
{
   "statusCode":0,
   "user":{
      "id":"4ff5b43c856d4cb2a3d6c20a88740257",
      "userName":"a1",
      "firstName":"a1",
      "lastName":"a1",
      "roles":[
         "ROLE_ADMIN",
         "ROLE_AGENT"
      ],
      "enabled":true,
      "chats":[
         {
            "userData":{
               "ContactId":"0000PaB3QTCG000P"
            },
            "id":"0000PaB3QTCG001U",
            "receivedDate":"2015-11-09 15:20:04.000+0200",
            "capabilities":[

            ]
         }
      ],
      "changePasswordOnFirstLogin":false,
```

```
      "uri":"http://localhost:8090/api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257",
      "path":"/users/4ff5b43c856d4cb2a3d6c20a88740257"
   }
}
```

SendNicknameUpdatedNotice

This operation is part of the Chat API section of the Web Services API.

Overview

With this request, an agent can notify other chat participants that he changed his chat nickname.

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

Parameters

Parameter	Value
operationName	SendNicknameUpdatedNotice
noticeText	new nickname

Sample

Request

```
POST api/v2/me/chats/0000RaB4Q006001A
{
  "operationName": "SendNicknameUpdatedNotice",
  "noticeText": "NewNickname"
}
```

Response

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

Notification

```
{
    "chatPath": "/chats/0000RaB4Q006001A",
    "messages": [
```

```
        {
            "index": 5,
            "noticeText": "NewNickname",
            "from": {
                "participantId": "0093564DA4BB0039",
                "type": "Agent",
                "uri": "http://localhost:8090/api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257",
                "visibility": "All",
                "path": "/users/4ff5b43c856d4cb2a3d6c20a88740257",
                "nickname": "NewNickname",
                "id": "0093564DA4BB0039"
            },
            "timestamp": "2017-03-27 12:47:05.000+0300",
            "visibility": "All",
            "type": "NicknameUpdated",
            "timestampSeconds": 1490608025000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "chatUri": "http://localhost:8090/api/v2/chats/0000RaB4Q006001A"
}
```

Customer Chat API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

This section describes general concepts employed to allow a client application to provide users the ability to initiate a chat session with an agent in the contact center.

General Topics

General Topics

Resources

Chat Resource

Chat Messages

Basic Operations

Request Chat

SendMessage

Complete

SendStartTypingNotification

SendStopTypingNotification

Polling

Get Chat

Get Messages

General

This is part of the Customer Chat API section of the Web Services API.

Overview

This API allows client applications to provide its users the ability to initiate a chat session with an agent in the contact center.

Authentication

Unlike the majority of APIs exposed by Web Services API, this API is intended to be used by customers to submit chat requests to agents, which is different than being used by users known to Web Services (for example: agents, supervisors).

Since the identity of a customer requesting a chat is unknown, there should not be an `Authorization` header included on any customer chat API related requests. Without the `Authorization` header, the client can only use APIs that are not secured. Attempts to access any of the secure APIs will result in an appropriate error response.

While the identity of the customer is not required for this API, Web Services does need to know which contact center should service the chat request. This is determined using a customer HTTP header that specifies the id of the contact center that should service the request. See the Required HTTP Header section for details.

Required HTTP Header

As noted in the Authentication section, the Customer Chat API does not require authentication of the identity of the customer and does not include account credentials.

However, Web Services still needs to determine which contact center should service the incoming chat request.

To determine this, each request to the Customer Chat API must include a custom HTTP header `ContactCenterId`, and this value is the id of contact center that will service the request.

The id of the contact center is not generally known to developers and should be obtained from the system administrator and kept as a constant.

There are several approaches to include a custom HTTP header when sending a request. Refer to your toolkit documentation for details. The following example shows one potential approach using jQuery/beforeSend.

Example

```
post = function (params) {

            var data = JSON.stringify(params.json, undefined, 2);

            var request = {
                url: util.createUri(params.uri),
                type: 'POST',
                data: data,
                headers: {
                    'Content-Type': 'application/json'
                },
                crossDomain: true,
                xhrFields: {
                    withCredentials: true
                },
                success: function (result) {
                    console.log(result);

                    if (params.callback) {
                        params.callback(result);
                    }
                },
                error: function (result) {
                    console.log(result);
                    if (params.error) {
                        params.error(result);
                    }
                }
            };

            if (config.username && config.password) {
                request.beforeSend = function (xhr) {
                    xhr.setRequestHeader('Authorization', util.encodeCredentials());
                };
            } else if (config.contactCenterId) {
                request.beforeSend = function (xhr) {
                    xhr.setRequestHeader('ContactCenterId', config.contactCenterId);
                };
            }

            console.log('Sending POST ' + params.uri + ' ' + data);
            $.ajax(request);
        };
```

Requesting updated state and messages

The customer chat API does not currently employ CometD for delivery of unsolicited notifications. Clients will need to send HTTP **GET** requests to **/api/v2/me/chat/{id}** and **/api/v2/me/chat/{id}/messages** to get updates to the chat state and to receive new messages.

Customer Chat Resource

This is part of the Customer Chat API section of the Web Services API.

Overview

The chat resource can be retrieved by periodically sending a **GET** request to **/api/v2/chats/{id}** as described in the GetChat operation.

Chat States

The state property of the chat resource can have one of the following values:

- WaitingForAgent
- Chatting
- Idle

Capabilities

The `capabilities` property of the chat resource provides an array of operation names that are valid for the current state of the chat.

Participants

The `participants` property will include details of all known chat participants.

Examples

Sample 1

```
{ "chat" : { "capabilities" : [ "SendMessage",
          "SendStartTypingNotification",
          "SendStopTypingNotification",
          "Complete"
        ],
      "id" : "652492d9-c2d9-44c9-b9ad-0ab7984114bb",
```

```
      "participants" : [ { "nickname" : "Chris",
            "participantId" : "1",
            "type" : "Customer"
          } ],
      "state" : "WaitingForAgent"
    },
  "statusCode" : 0
}
```

Sample 2

```
{ "chat" : { "capabilities" : [ "SendMessage",
          "SendStartTypingNotification",
          "SendStopTypingNotification",
          "Complete"
        ],
      "id" : "652492d9-c2d9-44c9-b9ad-0ab7984114bb",
      "participants" : [ { "nickname" : "Kristi Sippola",
            "participantId" : "2",
            "type" : "Agent"
          },
          { "nickname" : "Chris",
            "participantId" : "1",
            "type" : "Customer"
          }
        ],
      "state" : "Chatting"
    },
  "statusCode" : 0
}
```

Customer Chat Messages

This is part of the Customer Chat API section of the Web Services API.

Overview

Chat messages are retrieved by periodically sending a **GET** request to **/api/v2/chats/{id}/messages**, as described in the Get Chat Messages operation.

The Examples section below provide more detail about the expected values and additional samples.

Message Types

The type property can contain any of the following values:

- Text
- ParticipantJoined
- ParticipantLeft
- TypingStarted
- TypingStopped

Examples

Initial response with join messages

```
{ "messages" : [ { "from" : { "nickname" : "Chris",
            "participantId" : "1",
            "type" : "Customer"
          },
        "index" : 1,
        "type" : "ParticipantJoined"
      },
      { "from" : { "nickname" : "Chris",
            "participantId" : "1",
            "type" : "Customer"
          },
        "index" : 2,
        "text" : "Hello?",
        "type" : "Text"
      },
      { "from" : { "nickname" : "Kristi Sippola",
            "participantId" : "2",
```

```
            "type" : "Agent"
          },
        "index" : 3,
        "type" : "ParticipantJoined"
      }
    ],
  "statusCode" : 0
}
```

Second result with typing notifications and text

```
{ "messages" : [ { "from" : { "nickname" : "Chris",
            "participantId" : "1",
            "type" : "Customer"
          },
        "index" : 4,
        "type" : "TypingStarted"
      },
      { "from" : { "nickname" : "Chris",
            "participantId" : "1",
            "type" : "Customer"
          },
        "index" : 5,
        "type" : "TypingStopped"
      },
      { "from" : { "nickname" : "Kristi Sippola",
            "participantId" : "2",
            "type" : "Agent"
          },
        "index" : 6,
        "text" : "user is typing",
        "type" : "TypingStarted"
      },
      { "from" : { "nickname" : "Kristi Sippola",
            "participantId" : "2",
            "type" : "Agent"
          },
        "index" : 7,
        "text" : "How can I help you?",
        "type" : "Text"
      }
    ],
  "statusCode" : 0
}
```

RequestChat

This operation is part of the Customer Chat API section of the Web Services API.

Overview

Submits a new chat request for the website visitor / customer.

After successfully sending this request to start the chat, you should begin checking for updated state and new messages periodically as described in the Requesting updated state and messages section of the Customer Chat General page.

> **Important**
> As with all customer chat API requests, no Authorization header should be included. Instead, the `ContactCenterId` custom HTTP header should be included.

Request URL	/api/v2/chats/
HTTP Method	POST
Required Features	-
Required HTTP Headers	ContactCenterId

Parameters

Parameter	Value
operationName	RequestChat
nickname	The nickname of the customer requesting the chat.
subject	The subject of the chat request. (For example: 'Question about billing')
endpoint	The endpoint (queue) to start the chat in (optional).
userData	The attached data to pass with the chat (optional).

Example

Request

```
POST .../api/v2/chats
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
{
    "operationName": "RequestChat",
    "nickname": "Chris",
    "subject": "Question..."
    "userData": {"key":"value", "key1":"value1"}
}
```

Response

```
{ "id" : "652492d9-c2d9-44c9-b9ad-0ab7984114bb",
  "statusCode" : 0,
  "path" : "/api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb"
}
```

SendMessage

This operation is part of the Customer Chat API portion of the Web Services API.

Overview

Sends a new text message to the chat.

As with all customer chat API requests, no Authorization header should be included. Instead, the ContactCenterId custom HTTP header should be included.

Request URL	/api/v2/chats/{id}
HTTP Method	POST
Required Features	-
Required HTTP Headers	ContactCenterId

Parameter

Parameter	Value
operationName	SendMessage
text	The text to be sent.

Example

Request

```
POST .../api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
{
    "operationName": "SendMessage",
    "text": "Hello?"
}
```

Response

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

SendStartTypingNotification

This operation is part of the Customer Chat API portion of the Web Services API.

Overview

Notifies the chat that the customer has started typing.

> **Important**
> As with all customer chat API requests, no Authorization header should be included. Instead, the `ContactCenterId` custom HTTP header should be included.

Request URL	/api/v2/chats/{id}
HTTP Method	POST
Required Features	-
Required HTTP Headers	ContactCenterId

Parameters

Parameter	Value
operationName	SendStartTypingNotification

Example

Request

```
POST .../api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
{
    "operationName": "SendStartTypingNotification"
}
```

Response

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

SendStopTypingNotification

This operation is part of the Customer Chat API portion of the Web Services API.

Overview

Notifies the chat that the customer has started typing.

> **Important**
> As with all customer chat API requests, no Authorization header should be included. Instead, the `ContactCenterId` custom HTTP header should be included.

Request URL	/api/v2/chats/{id}
HTTP Method	POST
Required Features	-
Required HTTP Headers	ContactCenterId

Parameters

Parameter	Value
operationName	SendStopTypingNotification

Example

Request

```
POST .../api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
{
    "operationName": "SendStopTypingNotification"
}
```

Response

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

Complete

This operation is part of the Customer Chat API portion of the Web Services API.

Overview

Completes the chat.

After sending this request, no further requests should be sent for the chat.

> **Important**
> As with all customer chat API requests, no Authorization header should be included. Instead, the `ContactCenterId` custom HTTP header should be included.

Request URL	/api/v2/chats/{id}
HTTP Method	POST
Required Features	-
Required HTTP Headers	ContactCenterId

Parameters

Parameter	Value
operationName	Complete

Example

Request

```
POST api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
{
    "operationName": "Complete"
}
```

Response

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

GetChat

This operation is part of the Customer Chat API portion of the Web Services API.

Overview

Returns the specified chat resource. Send this request periodically to keep state up to date.

> **Important**
> As with all Customer Chat API requests, no Authorization header should be included. Instead, the `ContactCenterId` custom HTTP header should be included.

Request URL	/api/v2/chats/{id}
HTTP Method	POST
Required Features	-
Required HTTP Headers	ContactCenterId

Parameters

Parameter	Value
-	-

Example

Request

```
GET .../api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
```

Response

```
{ "chat" : { "capabilities" : [ "SendMessage",
          "SendStartTypingNotification",
```

```
          "SendStopTypingNotification",
          "Complete"
        ],
      "id" : "652492d9-c2d9-44c9-b9ad-0ab7984114bb",
      "participants" : [ { "nickname" : "Chris",
            "participantId" : "1",
            "type" : "Customer"
          } ],
      "state" : "WaitingForAgent"
    },
  "statusCode" : 0
}
```

GetMessages

This operation is part of the Customer Chat API portion of the Web Services API.

Overview

Send this request periodically to retrieve new chat messages.

By specifying the index parameter, previous messages can be recovered (for example: index=0 will return all messages).

> **Important**
> As with all customer chat API requests, no Authorization header should be included. Instead, the `ContactCenterId` custom HTTP header should be included.

Request URL	/api/v2/chats/{id}
HTTP Method	POST
Required Features	-
Required HTTP Headers	ContactCenterId

Parameters

Parameter	Value
index	An optional URL parameter used to specify the index of the first entry to return. If not specified, Web Services returns messages that the client has not received yet.

Example

Request

```
GET .../api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb/messages
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
```

Response


```
{
  "messages":[
     {
        "from":{
           "nickname":"Chris",
           "participantId":"1",
           "type":"Customer"
        },
        "index":1,
        "type":"ParticipantJoined"
     },
     {
        "from":{
           "nickname":"Chris",
           "participantId":"1",
           "type":"Customer"
        },
        "index":2,
        "text":"Hello?",
        "type":"Text"
     },
     {
        "from":{
           "nickname":"Kristi Sippola",
           "participantId":"2",
           "type":"Agent"
        },
        "index":3,
        "type":"ParticipantJoined"
     }
  ],
  "statusCode":0
}
```

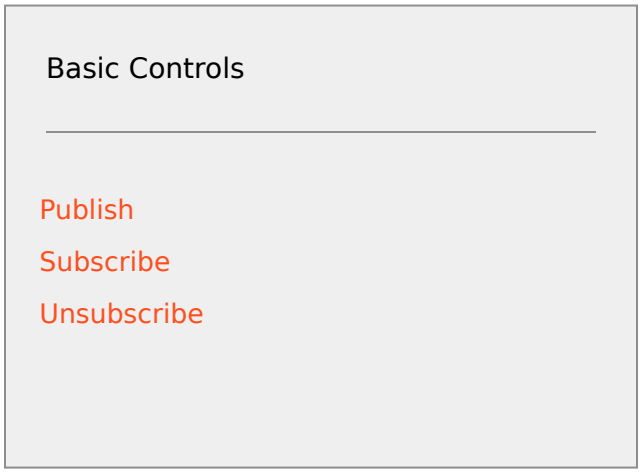

Parameter	Description
from	An element contain data about a chat participant.
index	Denotes the order of the chat activity, with 1 being the first message.
text	The chat participant's message.
type	The type of chat notification. Current possible values are: • Text • ParticipantJoined • ParticipantLeft • ParticipantRejoined • TypingStarted • TypingStopped • TranscriptSaveDone • Notice

Digital User Events API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

This Digital User Events API provides the ability to publish and subscribe to Interaction Server user events. It represents a simple publisher-subscriber mechanism with the ability to publish and listen to specific topic(s). The topic is a user defined string.



Publish

This operation is part of the Digital User Events API section of the Web Services API.

Overview

This request publishes Interaction Server user events.

Request URL	/api/v2/me/multimediaevents
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Publish
topic	String. Name of the topic to be published.
sendToSelf	Valid values are true or false. The default value is false. If true, the publisher receives a copy of published data when subscribed to the topic.
content	Key-value data to publish.

This request involves sending a JSON body as well as adhering to the URL path listed above.

```
POST api/v2/me/multimediaevents
```

The following is a possible valid JSON for the request:

```
{
   "operationName": "Publish",
   "topic": "topic_0",
   "sendToSelf": "true",
   "content": {
       "key":"value"
   }
}
```

Response

The response consists of an HTTP response. All subscribers will receive CometD responses.

HTTP response

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

CometD response

```
{
   "topic": "topic_0",
   "content": {
       "key": "value"
   },
   "actorType": "Agent",
   "actorId": "a1",
   "messageType": "MultimediaEventNotificationMessage"
}
```

> **Important**
>
> Interaction Server returns `Actor` related information starting from version 8.5.104.xx.

Subscribe

This operation is part of the Digital User Events API section of the Web Services API.

Overview

This request subscribes to Interaction Server user events.

Request URL	/api/v2/me/multimediaevents
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Subscribe
topics	List of user defined topics to which to subscribe.

This request involves sending a JSON body as well as adhering to the URL path listed above.

```
POST api/v2/me/multimediaevents
```

The following is a possible valid JSON for the request:

```
{
   "operationName": "Subscribe",
   "topics": [
       "topic_0",
       "topic_1"
   ]
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
```

```
   "statusCode": 0,
   "referenceId": 7,
}
```

CometD response

```
{
   "stateResource": "Subscribed",
   "referenceId": 7,
   "topics": [
       "topic_0",
       "topic_1"
   ],
   "messageType": "MultimediaEventSubscriptionStateChangeMessage"
}
```

Unsubscribe

This operation is part of the Digital User Events API section of the Web Services API.

Overview

This request unsubscribes to Interaction Server user events.

Request URL	/api/v2/me/multimediaevents
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Unsubscribe
topics	List of user defined topics to which to unsubscribe.

This request involves sending a JSON body as well as adhering to the URL path listed above.

```
POST api/v2/me/multimediaevents
```

The following is a possible valid JSON for the request:

```
{
   "operationName": "Unsubscribe",
   "topics": [
       "topic_0",
       "topic_1"
   ]
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
   "statusCode": 0,
```

```
   "referenceId": 8,
}
```

CometD response

```
{
   "stateResource": "Unsubscribed",
   "referenceId": 8,
   "topics": [
       "topic_0",
       "topic_1"
   ],
   "messageType": "MultimediaEventSubscriptionStateChangeMessage"
}
```

Email API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

This section describes general concepts employed by the email portion of the Web Services API and provides guidance for developers building client applications that utilize email-related features.

Basic Email Operations

- Email Resource
- Accept
- Reject
- Create
- Save
- Cancel

Basic Email Operations, continued

- Reply
- ReplyAll
- Send
- Complete

UserData Operations

- AttachUserData
- UpdateUserData
- DeleteUserData

Attachment Operations

- AddAttachment
- GetAttachment
- RemoveAttachment

Special Operations

SetDisposition

AddComment

SetInFocus

Conference and Transfer Operations

Transfer

CometD notifications

You can subscribe to the **/v2/me/emails** topic to receive CometD notifications for the Email API. This topic provides messages related to emails, including changes to email state and updates to email data. It supports the following message types:

- EmailStateChangeMessage

EmailStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case EmailStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the email has changed. • PropertiesUpdated — The email data has changed. • EmailSaved — The email has been saved. • AttachmentAdded — The attachment has been added to the email. • AttachmentRemoved — The attachment has been removed from the email. • Error — This is sent when an operation on the email resource fails.
data.email	An email resource with the updated state and capabilities.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
   "data":{
      "referenceId":2,
      "notificationType":"StatusChange",
      "messageType":"EmailStateChangeMessage",
```

```
"email":{
   "userData":{
      "Header_Content-Type":"multipart/mixed;boundary="===============1990376455==="",
      "RTargetTypeSelected":"2",
      "RTargetObjectSelected":"E-maildistributionforprocessing",
      "_ContainsAttachment":"false",
      "CBR-actual_volume":"",
      "RVQID":"",
      "To":"htcc@gplus-w2k3-gf80",
      "Header_Date":"Tue,11Mar201412: 22: 18+0200",
      "_AttachmentsSize":"0",
      "_AutoReplyCount":0,
      "RTargetObjSelDBID":"114",
      "Header_MIME-Version":"1.0",
      "Mailbox":"htcc@gplus-w2k3-gf80.emea.int.genesyslab.com",
      "CBR-Interaction_cost":"",
      "CBR-contract_DBIDs":"",
      "ContactId":"0000Wa9CAM6W018X",
      "RTargetAgentSelected":"12345",
      "CBR-IT-path_DBIDs":"",
      "RTargetAgentGroup":"E-maildistributionforprocessing",
      "RTargetRuleSelected":"",
      "FromPersonal":"",
      "RTargetPlaceSelected":"a1",
      "_AttachmentFileNames":"",
      "RTenant":"Environment",
      "RRequestedSkills":None,
      "Origination_Source":"Email",
      "RRequestedSkillCombination":"",
      "RVQDBID":"",
      "RStrategyDBID":"785",
      "CustomerSegment":"default",
      "ServiceType":"default",
      "FromAddress":"qwerty@hpe-voicevm-34-23.genesyslab.com",
      "ServiceObjective":0,
      "Header_Message-ID":"<jrjbxh4xazm2xo3.110320141222@192.168.67.43>",
      "PegAGE-maildistributionforprocessing":1,
      "RTargetRequested":"E-maildistributionforprocessing",
      "EmailAddress":"qwerty@hpe-voicevm-34-23.genesyslab.com",
      "RStrategyName":"SimpleEmailInStrategy",
      "Subject":"Test_V2"
   },
   "from":"qwerty@hpe-voicevm-34-23.genesyslab.com",
   "contactId":"0000Wa9CAM6W018X",
   "capabilities":[
      "Reply",
      "ReplyAll",
      "Transfer",
      "AddComment",
      "AttachUserData",
      "UpdateUserData",
      "DeleteUserData",
      "SetDisposition",
      "SetInFocus",
      "Complete"
   ],
   "uri":"http: //localhost: 8080/api/v2/email/00012a9HEEG0325N",
   "to":[
      "htcc@gplus-w2k3-gf80"
   ],
   "state":"Processing",
   "revelantResponseTemplateGroups":[
```

```
         ],
         "id":"00012a9HEEG0325N",
         "subject":"Test_V2"
      }
   }
}
```

Email Resource

The email resource contains information about the email interaction, including its state, from and to fields, subject and so on. Email interactions are returned from GET requests to **/api/v2/me/emails?fields=***.

Sample Data

```
{
   "id": "FEWOIFWJ3243224",
   "state": "Processing",
   "uri": "/api/v2/me/emails/FEWOIFWJ3243224",
   "contactId": "HIFEW879",
   "from": "customerservice@genesys.com",
   "to": [
       "bruce.wayne@wayneenterprises.com",
       "damian.wayne@wayneenterprises.com"
   ],
   "cc": [
       "selena.kyle@cats.com",
       "harley.quinn@arkhamasylum.gov"
   ],
   "bcc": [
       "edward.nigma@questions.com",
       "harvey.dent@gotham.gov"
   ],
   "subject": "Customer Service"
   "body": "",
   "mime": "",
   "bodyAsPlainText" : ""
   "attachments": [
       {
           "id": "",
           "name": "",
           "size": "",
           "uri": "/emails/FEWOIFWJ3243224/attachments/JIFOJWEF342423",
           "mime": ""
       },
       {
           "id": "",
           "name": "",
           "size": "",
           "uri": "/emails/FEWOIFWJ3243224/attachments/JIFOJWEF342423",
           "mime": ""
       }
   ],
   "capabilities": [
       "Reply", "ReplyAll", "Save", "Complete", "Transfer", "Send"
   ],
   "userData": [
       "key": "value",
       "key": "value"
   ]
}
```

Resource Details

Field	Description
id	An email interaction's unique identification.
state	The email's current state. Possible values are: • Invited (Inbound) • Processing (Inbound) • Composing (Outbound) • Completed
contactId	A unique identifier for a contact record within Universal Contact Server (UCS).
from	The address where the email originated from.
to	An array of recipient email address.
cc	An array of recipient carbon copy addresses.
bcc	An array of recipient blind carbon copy addresses (hidden cc).
subject	A summary or title of the email.
bodyAsPlainText	A plain text body.
body	This element contains data related to the email's content.
mime	The mime type of body. Web Services doesn't support the **text/plain** type.
attachments	An array of attachment elements containing the email's attachment data.
capabilities	This shows operations that are possible given the last successful completed API action. For example, after a successful Accept operation, the possible actions are: • Create • Reply • ReplyAll • Complete The possible valid values are all email-related API actions.
userData	This is a map of custom values that do not always belong within the email element itself.

Accept

This operation is part of the Email API section of the Web Services API.

Overview

Accepts the email.

The agent can perform this operation after a new email invitation arrives. Accepting an email allows the agent to start working on it.

An agent (User) can either accept or reject a new email invitation.

Accepting the invitation associates the email with the agent. This association or "ownership" continues until that agent performs a Complete, Transfer, or "Re-direct" action on the interaction.

A successful request results in an empty `HTTP 200` response. In most cases, the true response arrives on the CometD topic (channel) **/v2/me/interactions/**.

Notifies the service of the agent's acceptance of an interaction invitation.

Request URL	/api/v2/me/emails/{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

HTTP POST /api/v2/me/emails/JFWEIOF421

```
{
"operationName":"Accept"
}
```

Response

Success

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

CometD Response


```
{
   "referenceId": 2,
   "notificationType": "StatusChange",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "userData": {
           "Header_Content-Type": "multipart/mixed;boundary="===============1990376455==="",
           "RTargetTypeSelected": "2",
           "RTargetObjectSelected": "E-maildistributionforprocessing",
           "_ContainsAttachment": "false",
           "CBR-actual_volume": "",
           "RVQID": "",
           "To": "htcc@gplus-w2k3-gf80",
           "Header_Date": "Tue,
           11Mar201412: 22: 18+0200",
           "_AttachmentsSize": "0",
           "_AutoReplyCount": 0,
           "RTargetObjSelDBID": "114",
           "Header_MIME-Version": "1.0",
           "Mailbox": "htcc@gplus-w2k3-gf80.emea.int.genesyslab.com",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0000Wa9CAM6W018X",
           "RTargetAgentSelected": "12345",
           "CBR-IT-path_DBIDs": "",
           "RTargetAgentGroup": "E-maildistributionforprocessing",
           "RTargetRuleSelected": "",
           "FromPersonal": "",
           "RTargetPlaceSelected": "a1",
           "_AttachmentFileNames": "",
           "RTenant": "Environment",
           "RRequestedSkills": None,
           "Origination_Source": "Email",
           "RRequestedSkillCombination": "",
           "RVQDBID": "",
           "RStrategyDBID": "785",
           "CustomerSegment": "default",
           "ServiceType": "default",
           "FromAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
           "ServiceObjective": 0,
           "Header_Message-ID": "<jrjbxh4xazm2xo3.110320141222@192.168.67.43>",
           "PegAGE-maildistributionforprocessing": 1,
           "RTargetRequested": "E-maildistributionforprocessing",
           "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
```

```
            "RStrategyName": "SimpleEmailInStrategy",
            "Subject": "Test_V2"
        },
        "from": "qwerty@hpe-voicevm-34-23.genesyslab.com",
        "contactId": "0000Wa9CAM6W018X",
        "capabilities": [
            "Reply",
            "ReplyAll",
            "Transfer",
            "AddComment",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetDisposition",
            "SetInFocus",
            "Complete"
        ],
        "uri": "http: //localhost: 8080/api/v2/email/00012a9HEEG0325N",
        "to": [
            "htcc@gplus-w2k3-gf80"
        ],
        "state": "Processing",
        "revelantResponseTemplateGroups": [

        ],
        "id": "00012a9HEEG0325N",
        "subject": "Test_V2"
    }
}
```


Item	Description
data	The element containing all key data.
messageType	Denotes the category of message.
notificationType	Denotes the purpose of the notification.
uri	Denotes the location of the resource.
email	The element containing all email specific data.

Reject

This operation is part of the Email API section of the Web Services API.

Overview

Rejects the interaction.

The agent can perform this operation after a new interaction invitation arrives. Rejecting an interaction allows an agent to work on a different interaction.

An agent (User) can either accept or reject a new email invitation.

A successful request results in an empty `HTTP 200` response and the email will be presented to another agent.

Overview

Notifies the service of the agent's acceptance of an interaction invitation.

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

Parameters

Parameter	Value
operationName	Reject

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
{
"operationName":"Reject"
}
```

Response


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


CometD Response


```
{
   "referenceId": 5,
   "notificationType": "StatusChange",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "userData": {
           "Header_Content-Type": "multipart/mixed;boundary="===============2061846951==="",
           "RTargetTypeSelected": "2",
           "RTargetObjectSelected": "E-maildistributionforprocessing",
           "_ContainsAttachment": "false",
           "CBR-actual_volume": "",
           "RVQID": "",
           "To": "htcc@gplus-w2k3-gf80",
           "Header_Date": "Tue,
           11Mar201414: 05: 09+0200",
           "_AttachmentsSize": "0",
           "_AutoReplyCount": 0,
           "RTargetObjSelDBID": "114",
           "Header_MIME-Version": "1.0",
           "Mailbox": "htcc@gplus-w2k3-gf80.emea.int.genesyslab.com",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0000Wa9CAM6W018X",
           "RTargetAgentSelected": "12345",
           "CBR-IT-path_DBIDs": "",
           "RTargetAgentGroup": "E-maildistributionforprocessing",
           "RTargetRuleSelected": "",
           "FromPersonal": "",
           "RTargetPlaceSelected": "a1",
           "_AttachmentFileNames": "",
           "RTenant": "Environment",
           "RRequestedSkills": None,
           "Origination_Source": "Email",
           "RRequestedSkillCombination": "",
           "RVQDBID": "",
           "RStrategyDBID": "785",
           "CustomerSegment": "default",
           "ServiceType": "default",
           "FromAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
           "ServiceObjective": 0,
           "Header_Message-ID": "<zelb2cv3w25cwdh.110320141405@192.168.67.43>",
           "PegAGE-maildistributionforprocessing": 1,
           "RTargetRequested": "E-maildistributionforprocessing",
           "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
           "RStrategyName": "SimpleEmailInStrategy",
           "Subject": "Test_V2"
       },
       "state": "Completed",
       "id": "00012a9HEEG033EC",
       "capabilities": [

       ],
       "uri": "http: //localhost: 8080/api/v2/email/00012a9HEEG033EC"
```

```
    }
}
```

Item	Description
data	The element containing all key data.
messageType	Denotes the category of message.
notificationType	Denotes the purpose of the notification.
uri	Denotes the location of the resource.
email	The element containing all email specific data.

Create

This operation is part of the Email API section of the Web Services API.

Overview

Create a new empty email interaction.

Request URL	/api/v2/me/emails
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Create
parentId	The ID of an interaction that's the parent of this email. (optional)
queueUri	The queue URI for the specified email.
userData	The key value data to attach. (optional)

Sample

Request

```
HTTP POST /api/v2/me/emails
{
  "operationName": "Create",
  "queueUri": "http://localhost:8080/api/v2/queues/995655ec-81a5-46b0-82d0-3f2c5eca263d"
}
```

Response

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

Notification

```
{
   "referenceId": 22,
   "notificationType": "StatusChange",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "state": "Composing",
       "id": "01QG9WAK37H38024",
       "capabilities": [
           "Cancel",
           "Send",
           "AddComment",
           "AttachUserData",
           "UpdateUserData",
           "DeleteUserData",
           "SetDisposition",
           "SetInFocus",
           "Transfer"
       ],
       "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H38024"
   }
}
```

Item	Description
messageType	Denotes the category of message.
notificationType	Denotes the purpose of the notification.
email	The element containing all email specific data.

Save

This operation is part of the Email API section of the Web Services API.

Overview

Saves an email.

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

Parameters

Parameter	Value
operationName	Save
email	Specified data with email parameters. (required)

Parameters

Parameter	Description
subject	A summary of the text.
bodyAsPlainText	The actual message to send. Plain text body
body	The actual message to send. Html body
mime	Multipurpose internet mail extensions. (optional)
to	One or more target email addresses. (required)
from	The email’s displayed address or origin. (required)
cc	Address to send a copy of the email. When there are multiple addresses, they must be comma delimited. (optional)
bcc	Address to send a blind copy of the email. When there are multiple addresses, they must be comma delimited. (optional)

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
 {
    "operationName": "Save",
    "email": {
        "body": "Feelslikegood.",
        "to": [
            "qwerty@gplus-w2k3-gf80",
            "bruce.one@witcher.xyz"
        ],
        "from": "htcc@gplus-w2k3-gf80",
        "subject": "HelloEmail"
    }
 }
```

Response

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

Notification

Here are the list of notifications received after save message

Notification with new message

```
{
   "referenceId": 38,
   "notificationType": "EmailSaved",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "body": "HelloSave",
       "from": "htcc@gplus-w2k3-gf80",
       "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H38027",
       "capabilities": [
           "Cancel",
           "Send",
           "AddComment",
           "AttachUserData",
           "UpdateUserData",
           "DeleteUserData",
           "SetDisposition",
           "SetInFocus",
           "Transfer"
       ],
       "to": [
           "qwerty@gplus-w2k3-gf80"
       ],
       "state": "Composing",
       "id": "01QG9WAK37H38027",
       "subject": "Thisisatest"
   }
```

Cancel

This operation is part of the Email API section of the Web Services API.

Overview

Cancels an outbound reply email.

An agent can perform this operation while creating a new outbound reply email.

This operation can be performed after an agent successfully creates a Reply or ReplyAll operation.

This is typically called when the agent no longer wishes to continue work on an incomplete email.

Request URL	/api/v2/me/emails/{emailId}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Cancel

Sample

Request

```
POST on '''/me/emails/{id}'''
{
  "operationName":"Cancel"
}
```

Response

```
{
  "status": 0
}
```

COMETD Response


```
{
   "referenceId": 31,
   "notificationType": "StatusChange",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "state": "Canceled",
       "id": "01QG9WAK37H38025",
       "capabilities": [

       ],
       "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H38025"
   }
}
```

Reply

This operation is part of the Email API section of the Web Services API.

Overview

Creates an outbound email reply.

The agent can perform this operation after accepting a new inbound email interaction.

This creates an email in the Interaction Server and the Universal Contact Server (UCS).

The operation is asynchronous, meaning that a CometD notification will be sent upon successful completion of the operation.

The newly-created email will have the following parameters:

- `ToAddress` equal to `ReplyToAddress-from-original-email`
- `FromnAddress` equal to `ToAddress-from-original-Email`
- `Subject` equal to `subjectPrefix+original-email-subject`
- The body will be empty unless `quoteOriginal` is set to `true` and will be pre-pended by `replyToStartLine` and modified with `indentCharacter`, if present

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

Parameters

Parameter	Value
operationName	Reply
queueUri	queue uri for specified email
bodyAsPlainText	The message to send. Plain text body
body	The message to send. Html body
mime	Multipurpose internet mail extensions. (optional)
userData	The key value data to attach. (optional)
subjectPrefix	The prefix to add before the subject value (optional).
replyToStartLine	The value to add before quoting original text

Parameter	Value
	(optional).
quoteOriginal	If true, includes original email text; false otherwise (optional).
indentCharacter	The indent character value to denote each line of the original text (optional), if it's included (see quoteOriginal).

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
{
    "operationName": "Reply",
    "queueUri": "http://localhost:8080/api/v2/queues/995655ec-81a5-46b0-82d0-3f2c5eca263d"
}
```

Response

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

Notification

Here are the list of notifications received after create reply message:

```
{
   "referenceId": 3,
   "notificationType": "StatusChange",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "userData": {
           "ContactId": "0000Wa9CAM6W018X"
       },
       "from": "htcc@gplus-w2k3-gf80",
       "contactId": "0000Wa9CAM6W018X",
       "capabilities": [
           "Cancel",
           "Send",
           "AddComment",
           "AttachUserData",
           "UpdateUserData",
           "DeleteUserData",
           "SetDisposition",
           "SetInFocus",
           "Transfer"
       ],
       "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H3802A",
```

```
        "to": [
            "qwerty@hpe-voicevm-34-23.genesyslab.com"
        ],
        "state": "Composing",
        "parentId": "00012a9HEEG032YW",
        "id": "01QG9WAK37H3802A",
        "subject": "RE: Test_V2"
    }
}
```

ReplyAll

This operation is part of the Email API section of the Web Services API.

Overview

Creates an outbound email reply to all senders.

The agent can perform this operation after accepting a new inbound email interaction.

This operation can be performed after an agent has accepted an email interaction.

This operation creates an email in the Interaction Server and the Universal Contact Server (UCS).

The operation is asynchronous, meaning that a CometD notification will be sent upon successful completion of the operation.

The newly-created email interaction will have the following parameters:

- `ToAddress` equal to `ReplyToAddress-from-original-email`
- `CCAddresses` equal to `CCAddresses-from-original-email`
- `FromAddress` equal to `ToAddress-from-original-Email`
- Subject equal to `subjectPrefix+original-email-subject`
- The body will be empty unless `quoteOriginal` is set to true and will be pre-pended by `replyToStartLine` and modified with `indentCharacter`, if present

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

Parameters

Parameter	Value
operationName	ReplyAll
queueUri	queue uri for specified email
bodyAsPlainText	The message to send. Plain text body
body	The message to send. Html body
mime	Multipurpose internet mail extensions. (optional)
userData	The key value data to attach. (optional)

Parameter	Value
subjectPrefix	The prefix to add before the subject value (optional).
replyToStartLine	The value to add before quoting original text (optional).
quoteOriginal	If true, includes original email text; false otherwise (optional).
indentCharacter	The indent character value to denote each line of the original text (optional), if it's included (see quoteOriginal).

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
{
    "operationName": "Reply",
    "queueName": "Forwarde-mails"
}
```

Response

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

Notification

```
Here are the list of notifications received after create reply message:
{
   "referenceId": 3,
   "notificationType": "StatusChange",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "userData": {
           "ContactId": "0000Wa9CAM6W018X"
       },
       "from": "htcc@gplus-w2k3-gf80",
       "contactId": "0000Wa9CAM6W018X",
       "capabilities": [
           "Cancel",
           "Send",
           "AddComment",
           "AttachUserData",
           "UpdateUserData",
           "DeleteUserData",
           "SetDisposition",
           "SetInFocus",
           "Transfer"
       ],
```

```
        "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H3802A",
        "to": [
            "qwerty@hpe-voicevm-34-23.genesyslab.com"
        ],
        "state": "Composing",
        "parentId": "00012a9HEEG032YW",
        "id": "01QG9WAK37H3802A",
        "subject": "RE: Test_V2"
    }
}
```

Send

This operation is part of the Email API section of the Web Services API.

Overview

Sends an outbound email.

The agent can perform this operation after creating a new outbound reply email.

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

Parameters

Parameter	Value
operationName	Send
queueName	The job queue for handling the send operation. (required)
email	Specified data with email parameters. (required)
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)

Email Parameters

Parameter	Value
subject	A summary of the text.
bodyAsPlainText	The actual message to send. Plain text body
body	The actual message to send. Html body
mime	Multipurpose internet mail extensions. (optional)
to	One or more target email addressses. (requered)
from	The email’s displayed address or origin. (requered)
cc	The address you would like “copied” to the email. When there are multiple addresses, they must be comma delimited. (optional)

Parameter	Value
bcc	The address you would like “blind copied” to the email. When there are multiple addresses, they must be comma delimited. (optional)

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
 {
    "operationName": "Send",
    "queueName": "Forwarde-mails",
    "email": {
        "body": "Feelslikegood.",
        "to": [
            "qwerty@gplus-w2k3-gf80",
            "bruce.one@witcher.xyz"
        ],
        "from": "htcc@gplus-w2k3-gf80",
        "subject": "HelloEmail"
    }
 }
```

or

```
POST api/v2/me/emails/0071023821aec011
 {
    "operationName": "Send",
    "queueName": "Forwarde-mails",
    "email": {
        "body": "Feelslikegood.",
        "to": [
            "qwerty@gplus-w2k3-gf80",
            "bruce.one@witcher.xyz"
        ],
        "cc": [
            "alan.key@bestbuy.com"
        ],
        "bcc": [
            "brad.johnson@bestbuy.com"
        ],
        "from": "htcc@gplus-w2k3-gf80",
        "subject": "HelloEmail"
    }
 }
```

Response

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

Notification

Here are the list of notifications received after send new message

Notification with new message


```
{
   "referenceId": 26,
   "notificationType": "StatusChange",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "body": "Feelslikegood.",
       "userData": {
           "DISP_KEY": "resolved",
           "UserData2": 123456789,
           "UserData1": "DATA1"
       },
       "from": "htcc@gplus-w2k3-gf80",
       "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H38024",
       "capabilities": [
       ],
       "to": [
           "qwerty@gplus-w2k3-gf80",
           "bruce.one@witcher.xyz"
       ],
       "state": "Sent",
       "mime": "text/html",
       "id": "01QG9WAK37H38024",
       "subject": "HelloEmail"
   }
}
```

SetDisposition

This operation is part of the Email API section of the Web Services API.

Overview

Sets the disposition for the specified email using the provided parameters.

It is processed by updating the key in the user data.

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

Parameters

Parameter	Value
operationName	SetDisposition
disposition	A string value to be used for the email disposition.
dispositionKey	An optional string value to be used for the userdata key to denote chat disposition. If not specified, the disposition key configured for the server will be used.

Sample

Request

```
POST api/v2/me/emails/0000Na9B26EF003M
{
 'operationName': 'SetDisposition',
 'dispositionKey': 'DispositionCode',
 'disposition': 'IssueResolved'
}
```

Response

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

```
}
```

Notification

Message for Processing (Invited) email


```
{
   "referenceId": 10,
   "notificationType": "PropertiesUpdated",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "userData": {
           "Header_Content-Type": "multipart/mixed;boundary="===============0439449828==="",
           "RTargetTypeSelected": "2",
           "RTargetObjectSelected": "E-maildistributionforprocessing",
           "_ContainsAttachment": "false",
           "CBR-actual_volume": "",
           "RVQID": "",
           "To": "htcc@gplus-w2k3-gf80",
           "Header_Date": "Tue,
           11Mar201410: 21: 56+0200",
           "_AttachmentsSize": "0",
           "_AutoReplyCount": 0,
           "RTargetObjSelDBID": "114",
           "DISP_KEY": "resolved",
           "Header_MIME-Version": "1.0",
           "Mailbox": "htcc@gplus-w2k3-gf80.emea.int.genesyslab.com",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0000Wa9CAM6W018X",
           "RTargetAgentSelected": "12345",
           "CBR-IT-path_DBIDs": "",
           "RTargetAgentGroup": "E-maildistributionforprocessing",
           "RTargetRuleSelected": "",
           "FromPersonal": "",
           "RTargetPlaceSelected": "a1",
           "_AttachmentFileNames": "",
           "RTenant": "Environment",
           "RRequestedSkills": None,
           "Origination_Source": "Email",
           "RRequestedSkillCombination": "",
           "RVQDBID": "",
           "RStrategyDBID": "785",
           "CustomerSegment": "default",
           "ServiceType": "default",
           "FromAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
           "ServiceObjective": 0,
           "Header_Message-ID": "<ui4ywz6iz7enolp.110320141021@192.168.67.43>",
           "PegAGE-maildistributionforprocessing": 1,
           "RTargetRequested": "E-maildistributionforprocessing",
           "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
           "RStrategyName": "SimpleEmailInStrategy",
           "Subject": "Test_V2"
       },
       "from": "qwerty@hpe-voicevm-34-23.genesyslab.com",
       "contactId": "0000Wa9CAM6W018X",
       "capabilities": [
           "Reply",
           "ReplyAll",
           "Transfer",
           "AddComment",
```

```
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetDisposition",
            "SetInFocus",
            "Complete"
        ],
        "uri": "http: //localhost: 8080/api/v2/email/00012a9HEEG030Q6",
        "to": [
            "htcc@gplus-w2k3-gf80"
        ],
        "state": "Processing",
        "revelantResponseTemplateGroups": [

        ],
        "id": "00012a9HEEG030Q6",
        "subject": "Test_V2"
    }
}
```

Message for Composing (Created) email

```
{
    "referenceId": 38,
    "notificationType": "PropertiesUpdated",
    "messageType": "EmailStateChangeMessage",
    "email": {
        "userData": {
            "DISP_KEY": "resolved"
        },
        "state": "Composing",
        "id": "01QG9WAK37H38024",
        "capabilities": [
            "Cancel",
            "Send",
            "AddComment",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetDisposition",
            "SetInFocus",
            "Transfer"
        ],
        "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H38024"
    }
}
```

Complete

This operation is part of the Email API section of the Web Services API.

Overview

The agent performs this operation once finished working on the email.

This operation ends the agent's ownership of the interaction.

This operation can be performed after an agent has finished working on an email.

The agent can perform this operation after accepting the email invitation.

If queueName is specified, the email will be placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queueName	The name of the queue where where Web Services should place this email interaction. (optional)
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/emails/0071023821aec011
{
  "operationName": "Complete"
}
```

or

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "Complete",
  "queueName": "PostProcessingQueue"
}
```

Response

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

Notification


```
{
   "referenceId": 27,
   "notificationType": "StatusChange",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "userData": {
           "Header_Content-Type": "multipart/mixed;boundary="===============0439449828==="",
           "RTargetTypeSelected": "2",
           "RTargetObjectSelected": "E-maildistributionforprocessing",
           "_ContainsAttachment": "false",
           "CBR-actual_volume": "",
           "RVQID": "",
           "To": "htcc@gplus-w2k3-gf80",
           "Header_Date": "Tue,
           11Mar201410: 21: 56+0200",
           "_AttachmentsSize": "0",
           "_AutoReplyCount": 0,
           "RTargetObjSelDBID": "114",
           "DISP_KEY": "resolved",
           "Header_MIME-Version": "1.0",
           "Mailbox": "htcc@gplus-w2k3-gf80.emea.int.genesyslab.com",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0000Wa9CAM6W018X",
           "RTargetAgentSelected": "12345",
           "CBR-IT-path_DBIDs": "",
           "RTargetAgentGroup": "E-maildistributionforprocessing",
           "RTargetRuleSelected": "",
           "FromPersonal": "",
           "UserData2": "DATAUPDATE-@123",
           "RTargetPlaceSelected": "a1",
           "_AttachmentFileNames": "",
           "RTenant": "Environment",
           "RRequestedSkills": None,
           "Origination_Source": "Email",
           "RRequestedSkillCombination": "",
           "RVQDBID": "",
           "RStrategyDBID": "785",
           "CustomerSegment": "default",
           "ServiceType": "default",
           "FromAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
           "ServiceObjective": 0,
           "Header_Message-ID": "<ui4ywz6iz7enolp.110320141021@192.168.67.43>",
           "PegAGE-maildistributionforprocessing": 1,
```

```
            "RTargetRequested": "E-maildistributionforprocessing",
            "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
            "RStrategyName": "SimpleEmailInStrategy",
            "Subject": "Test_V2"
        },
        "from": "qwerty@hpe-voicevm-34-23.genesyslab.com",
        "contactId": "0000Wa9CAM6W018X",
        "capabilities": [

        ],
        "uri": "http: //localhost: 8080/api/v2/email/00012a9HEEG030Q6",
        "to": [
            "htcc@gplus-w2k3-gf80"
        ],
        "state": "Completed",
        "revelantResponseTemplateGroups": [

        ],
        "id": "00012a9HEEG030Q6",
        "subject": "Test_V2"
    }
}
```

AttachUserData

This operation is part of the Email API section of the Web Services API.

Overview

Adds the specified user data to the email interaction.

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

Parameters

Parameter	Value
operationName	AttachUserData
userData	The key value data to attach.

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "AttachUserData",
  "userData": {
      "UserData1":"DATA1",
      "UserData2":123456789
   }
}
```

Response

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

Notification

Message for Processing email


```
{
   "referenceId": 11,
   "notificationType": "PropertiesUpdated",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "userData": {
           "Header_Content-Type": "multipart/mixed;boundary="===============0439449828==="",
           "RTargetTypeSelected": "2",
           "RTargetObjectSelected": "E-maildistributionforprocessing",
           "_ContainsAttachment": "false",
           "CBR-actual_volume": "",
           "RVQID": "",
           "To": "htcc@gplus-w2k3-gf80",
           "Header_Date": "Tue,
           11Mar201410: 21: 56+0200",
           "_AttachmentsSize": "0",
           "_AutoReplyCount": 0,
           "RTargetObjSelDBID": "114",
           "DISP_KEY": "resolved",
           "Header_MIME-Version": "1.0",
           "Mailbox": "htcc@gplus-w2k3-gf80.emea.int.genesyslab.com",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0000Wa9CAM6W018X",
           "RTargetAgentSelected": "12345",
           "CBR-IT-path_DBIDs": "",
           "RTargetAgentGroup": "E-maildistributionforprocessing",
           "RTargetRuleSelected": "",
           "FromPersonal": "",
           "UserData2": 123456789,
           "RTargetPlaceSelected": "a1",
           "_AttachmentFileNames": "",
           "UserData1": "DATA1",
           "RTenant": "Environment",
           "RRequestedSkills": None,
           "Origination_Source": "Email",
           "RRequestedSkillCombination": "",
           "RVQDBID": "",
           "RStrategyDBID": "785",
           "CustomerSegment": "default",
           "ServiceType": "default",
           "FromAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
           "ServiceObjective": 0,
           "Header_Message-ID": "<ui4ywz6iz7enolp.110320141021@192.168.67.43>",
           "PegAGE-maildistributionforprocessing": 1,
           "RTargetRequested": "E-maildistributionforprocessing",
           "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
           "RStrategyName": "SimpleEmailInStrategy",
           "Subject": "Test_V2"
       },
       "from": "qwerty@hpe-voicevm-34-23.genesyslab.com",
       "contactId": "0000Wa9CAM6W018X",
       "capabilities": [
           "Reply",
           "ReplyAll",
           "Transfer",
           "AddComment",
           "AttachUserData",
```

```
            "UpdateUserData",
            "DeleteUserData",
            "SetDisposition",
            "SetInFocus",
            "Complete"
        ],
        "uri": "http: //localhost: 8080/api/v2/email/00012a9HEEG030Q6",
        "to": [
            "htcc@gplus-w2k3-gf80"
        ],
        "state": "Processing",
        "revelantResponseTemplateGroups": [

        ],
        "id": "00012a9HEEG030Q6",
        "subject": "Test_V2"
    }
}
```


Message for Composing email


```
{
    "referenceId": 39,
    "notificationType": "PropertiesUpdated",
    "messageType": "EmailStateChangeMessage",
    "email": {
        "userData": {
            "DISP_KEY": "resolved",
            "UserData2": 123456789,
            "UserData1": "DATA1"
        },
        "state": "Composing",
        "id": "01QG9WAK37H38024",
        "capabilities": [
            "Cancel",
            "Send",
            "AddComment",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetDisposition",
            "SetInFocus",
            "Transfer"
        ],
        "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H38024"
    }
}
```

UpdateUserData

This operation is part of the Email API section of the Web Services API.

Overview

Updates the specified user data keys with the specified values in existing data.

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

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The key value data to update.

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "UpdateUserData",
  "userData": {
      "UserData1":987654321,
      "UserData2":"DATAUPDATE-@123"
   }
}
```

Response

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

Notification


```
{
   "referenceId": 13,
   "notificationType": "PropertiesUpdated",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "userData": {
           "Header_Content-Type": "multipart/mixed;boundary="===============0439449828==="",
           "RTargetTypeSelected": "2",
           "RTargetObjectSelected": "E-maildistributionforprocessing",
           "_ContainsAttachment": "false",
           "CBR-actual_volume": "",
           "RVQID": "",
           "To": "htcc@gplus-w2k3-gf80",
           "Header_Date": "Tue,
           11Mar201410: 21: 56+0200",
           "_AttachmentsSize": "0",
           "_AutoReplyCount": 0,
           "RTargetObjSelDBID": "114",
           "DISP_KEY": "resolved",
           "Header_MIME-Version": "1.0",
           "Mailbox": "htcc@gplus-w2k3-gf80.emea.int.genesyslab.com",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0000Wa9CAM6W018X",
           "RTargetAgentSelected": "12345",
           "CBR-IT-path_DBIDs": "",
           "RTargetAgentGroup": "E-maildistributionforprocessing",
           "RTargetRuleSelected": "",
           "FromPersonal": "",
           "UserData2": "DATAUPDATE-@123",
           "RTargetPlaceSelected": "a1",
           "_AttachmentFileNames": "",
           "UserData1": 987654321,
           "RTenant": "Environment",
           "RRequestedSkills": None,
           "Origination_Source": "Email",
           "RRequestedSkillCombination": "",
           "RVQDBID": "",
           "RStrategyDBID": "785",
           "CustomerSegment": "default",
           "ServiceType": "default",
           "FromAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
           "ServiceObjective": 0,
           "Header_Message-ID": "<ui4ywz6iz7enolp.110320141021@192.168.67.43>",
           "PegAGE-maildistributionforprocessing": 1,
           "RTargetRequested": "E-maildistributionforprocessing",
           "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
           "RStrategyName": "SimpleEmailInStrategy",
           "Subject": "Test_V2"
       },
       "from": "qwerty@hpe-voicevm-34-23.genesyslab.com",
       "contactId": "0000Wa9CAM6W018X",
       "capabilities": [
           "Reply",
           "ReplyAll",
           "Transfer",
           "AddComment",
           "AttachUserData",
           "UpdateUserData",
           "DeleteUserData",
```

```
            "SetDisposition",
            "SetInFocus",
            "Complete"
        ],
        "uri": "http: //localhost: 8080/api/v2/email/00012a9HEEG030Q6",
        "to": [
            "htcc@gplus-w2k3-gf80"
        ],
        "state": "Processing",
        "revelantResponseTemplateGroups": [

        ],
        "id": "00012a9HEEG030Q6",
        "subject": "Test_V2"
    }
}
```

DeleteUserData

This operation is part of the Email API section of the Web Services API.

Overview

Deletes the specified user data key value data from an email interaction.

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

Parameters

Parameter	Value
operationName	DeleteUserData
userData	The key value data to deletee.

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "DeleteUserData",
  "keys": ["UserData1"]
}
```

Response

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

Notification

```
{
   "referenceId": 15,
   "notificationType": "PropertiesUpdated",
```

```
"messageType": "EmailStateChangeMessage",
"email": {
    "userData": {
        "Header_Content-Type": "multipart/mixed;boundary="===============0439449828==="",
        "RTargetTypeSelected": "2",
        "RTargetObjectSelected": "E-maildistributionforprocessing",
        "_ContainsAttachment": "false",
        "CBR-actual_volume": "",
        "RVQID": "",
        "To": "htcc@gplus-w2k3-gf80",
        "Header_Date": "Tue,
        11Mar201410: 21: 56+0200",
        "_AttachmentsSize": "0",
        "_AutoReplyCount": 0,
        "RTargetObjSelDBID": "114",
        "DISP_KEY": "resolved",
        "Header_MIME-Version": "1.0",
        "Mailbox": "htcc@gplus-w2k3-gf80.emea.int.genesyslab.com",
        "CBR-Interaction_cost": "",
        "CBR-contract_DBIDs": "",
        "ContactId": "0000Wa9CAM6W018X",
        "RTargetAgentSelected": "12345",
        "CBR-IT-path_DBIDs": "",
        "RTargetAgentGroup": "E-maildistributionforprocessing",
        "RTargetRuleSelected": "",
        "FromPersonal": "",
        "UserData2": 123456789,
        "RTargetPlaceSelected": "a1",
        "_AttachmentFileNames": "",
        "RTenant": "Environment",
        "RRequestedSkills": None,
        "Origination_Source": "Email",
        "RRequestedSkillCombination": "",
        "RVQDBID": "",
        "RStrategyDBID": "785",
        "CustomerSegment": "default",
        "ServiceType": "default",
        "FromAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
        "ServiceObjective": 0,
        "Header_Message-ID": "<ui4ywz6iz7enolp.110320141021@192.168.67.43>",
        "PegAGE-maildistributionforprocessing": 1,
        "RTargetRequested": "E-maildistributionforprocessing",
        "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
        "RStrategyName": "SimpleEmailInStrategy",
        "Subject": "Test_V2"
    },
    "from": "qwerty@hpe-voicevm-34-23.genesyslab.com",
    "contactId": "0000Wa9CAM6W018X",
    "capabilities": [
        "Reply",
        "ReplyAll",
        "Transfer",
        "AddComment",
        "AttachUserData",
        "UpdateUserData",
        "DeleteUserData",
        "SetDisposition",
        "SetInFocus",
        "Complete"
    ],
    "uri": "http: //localhost: 8080/api/v2/email/00012a9HEEG030Q6",
    "to": [
        "htcc@gplus-w2k3-gf80"
```

```
        ],
        "state": "Processing",
        "revelantResponseTemplateGroups": [

        ],
        "id": "00012a9HEEG030Q6",
        "subject": "Test_V2"
    }
}
```

AddComment

This operation is part of the Email API section of the Web Services API.

Overview

Adds a comment to the specified email.

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

Parameters

Parameter	Value
operationName	AddComment
comment	A string value to be used for the email comment.

Sample

Request

```
POST api/v2/me/emails/0000Na9B26EF003M

{
 "operationName": "AddComment",
 "comment": "I am crazy about my test"
}
```

Response

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

Notification

```
{
   "referenceId": 6,
```

```
   "notificationType": "StatusChange",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "comment": "I am crazy about my test",
       "userData": {
           "ContactId": "0000Wa9CAM6W018X"
       },
       "from": "htcc@gplus-w2k3-gf80",
       "contactId": "0000Wa9CAM6W018X",
       "capabilities": [

       ],
       "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H3802F",
       "to": [
           "qwerty@hpe-voicevm-34-23.genesyslab.com"
       ],
       "state": "Canceled",
       "parentId": "00012a9HEEG0335Q",
       "id": "01QG9WAK37H3802F",
       "subject": "RE: Test_V2"
   }
}
```

SetInFocus

This operation is part of the Email API section of the Web Services API.

Overview

Sets the focus parameter for an email interaction.

This is useful if agent is handling more than one interaction and will assist in correctly reporting time spent on each interaction.

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

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter `true` or `false`

Sample

Request

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

Response

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

AddAttachment

This operation is part of the Email API section of the Web Services API.

Overview

Adds an attachment to the specified email.

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

Parameters

Parameter	Value
operationName	AddAttachment
documentId	documents identity (required)
size	document size
name	document name
mime	document mime type

Sample

Request

```
POST api/v2/me/emails/0000Na9B26EF003M

{
 "operationName": "AddAttachment",
 "documentId": "0000Fa92G5HY0J6E"
}
```

Response

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

Notification


```
{
   "referenceId": 40,
   "notificationType": "AttachmentAdded",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "body": "HelloSave",
       "from": "htcc@gplus-w2k3-gf80",
       "attachments": [
           {
               "size": 46,
               "mime": "application/octet-stream",
               "id": "0000Fa92G5HY0J6E",
               "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H38027/attachments/
0000Fa92G5HY0J6E",
               "name": "testfile.dat"
           }
       ],
       "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H38027",
       "capabilities": [
           "Cancel",
           "Send",
           "AddComment",
           "AttachUserData",
           "UpdateUserData",
           "DeleteUserData",
           "SetDisposition",
           "SetInFocus",
           "Transfer"
       ],
       "to": [
           "qwerty@gplus-w2k3-gf80"
       ],
       "state": "Composing",
       "id": "01QG9WAK37H38027",
       "subject": "Thisisatest"
   }
}
```

GetAttachment

This operation is part of the Email API section of the Web Services API.

Overview

This operation retrieves the specified attached document for the specified email interaction.

Request URL	/api/v2/emails/{emailId}/attachments/{attachmentId}
HTTP Method	GET
Required Features	api-multimedia

Meta Data

You can find meta data for attachments on the email interaction resource:

```
{
  "id": "FEWOIFWJ3243224",
  "state": "Processing",
  "uri": "/api/v2/me/emails/FEWOIFWJ3243224",
  "contactId": "HIFEW879",
  "from": "customerservice@genesys.com",
  "to": [
      "bruce.wayne@wayneenterprises.com",
      "damian.wayne@wayneenterprises.com"
  ]
  "subject": "Customer Service",
  "bodyAsPlainText" : ""
  "attachments": [
      {
          "id": "JIFOJWEF342423",
          "name": "Random Document",
          "size": "12",
          "uri": "/emails/FEWOIFWJ3243224/attachments/JIFOJWEF342423",
          "mime": "text/plain"
      },
      {
          "id": "FUEO234EF342JQ",
          "name": "aPicture.jpg",
          "size": "235",
          "uri": "/emails/FEWOIFWJ3243224/attachments/JIFOJWEF342423",
          "mime": "image/jpeg"
      }
  ],
  "capabilities": [
      "Reply", "ReplyAll", "Save", "Complete", "Transfer", "Send"
  ]
}
```

For information about how to retrieve email interactions, refer to operations such as Accept.

> **Important**
> The maximum size of attachments depends on the hardware running your Genesys environment.

Sample

Request

```
GET /api/v2/emails/0000Na9B26EF003M/attachments/3333Na9B26EF003F
```

Response

The raw data for the attachment on the specified email interaction.

RemoveAttachment

This operation is part of the Email API section of the Web Services API.

Overview

Removes an attachment from the specified email.

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

Parameters

Parameter	Value
operationName	RemoveAttachment
documentId	The identity of the document. (required)

Sample

Request

```
POST api/v2/me/emails/0000Na9B26EF003M

{
 "operationName": "RemoveAttachment",
 "documentId": "0000Fa92G5HY0J6E"
}
```

Response

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

Notification

```
{
   "referenceId": 40,
```

```
   "notificationType": "AttachmentRemoved",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "body": "HelloSave",
       "from": "htcc@gplus-w2k3-gf80",
       "attachments": [
       ],
       "uri": "http: //localhost: 8080/api/v2/email/01QG9WAK37H38027",
       "capabilities": [
           "Cancel",
           "Send",
           "AddComment",
           "AttachUserData",
           "UpdateUserData",
           "DeleteUserData",
           "SetDisposition",
           "SetInFocus",
           "Transfer"
       ],
       "to": [
           "qwerty@gplus-w2k3-gf80"
       ],
       "state": "Composing",
       "id": "01QG9WAK37H38027",
       "subject": "Thisisatest"
   }
}
```

Transfer

This operation is part of the Email API section of the Web Services API.

Overview

Transfers an outbound email interaction.

The agent can perform this operation while working on an email interaction.

The email is transferred to another agent or to a group of agents associated with a skill.

This operation transfers email ownership from one agent to another agent.

Overview

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

Parameters

Parameter	Value
operationName	Transfer
userUri or queueName	user or queue to transfer to

Sample

Transfer to Agent

Request

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "Transfer",
  "userUri": "http://[host]/api/v2/users/e62d21e405a04274bd6bbcaf78bd8c38"
}
```

Transfer to Queue

Request

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "Transfer",
  "queueName": "test-queue"
}
```

Response

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

COMETD Notification

Message after transfer to agent or queue

```
{
   "referenceId": 5,
   "notificationType": "StatusChange",
   "messageType": "EmailStateChangeMessage",
   "email": {
       "userData": {
           "Header_Content-Type": "multipart/mixed;boundary="===============1676090965==="",
           "RTargetTypeSelected": "2",
           "RTargetObjectSelected": "E-maildistributionforprocessing",
           "_ContainsAttachment": "false",
           "CBR-actual_volume": "",
           "RVQID": "",
           "To": "htcc@gplus-w2k3-gf80",
           "Header_Date": "Tue,
           11Mar201415: 54: 13+0200",
           "_AttachmentsSize": "0",
           "_AutoReplyCount": 0,
           "RTargetObjSelDBID": "114",
           "Header_MIME-Version": "1.0",
           "Mailbox": "htcc@gplus-w2k3-gf80.emea.int.genesyslab.com",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0000Wa9CAM6W018X",
           "RTargetAgentSelected": "12345",
           "CBR-IT-path_DBIDs": "",
           "RTargetAgentGroup": "E-maildistributionforprocessing",
           "RTargetRuleSelected": "",
           "FromPersonal": "",
           "RTargetPlaceSelected": "a1",
           "_AttachmentFileNames": "",
           "RTenant": "Environment",
           "RRequestedSkills": None,
           "Origination_Source": "Email",
           "RRequestedSkillCombination": "",
           "RVQDBID": "",
           "RStrategyDBID": "785",
```

```
            "CustomerSegment": "default",
            "ServiceType": "default",
            "FromAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
            "ServiceObjective": 0,
            "Header_Message-ID": "<f0v4kdpv8cxt14a.110320141554@192.168.67.43>",
            "PegAGE-maildistributionforprocessing": 1,
            "RTargetRequested": "E-maildistributionforprocessing",
            "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
            "RStrategyName": "SimpleEmailInStrategy",
            "Subject": "Test_V2"
        },
        "from": "qwerty@hpe-voicevm-34-23.genesyslab.com",
        "contactId": "0000Wa9CAM6W018X",
        "capabilities": [
            "Reply",
            "ReplyAll",
            "Transfer",
            "AddComment",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetDisposition",
            "SetInFocus",
            "Complete"
        ],
        "uri": "http: //localhost: 8080/api/v2/email/00012a9HEEG034QM",
        "to": [
            "htcc@gplus-w2k3-gf80"
        ],
        "state": "Processing",
        "revelantResponseTemplateGroups": [

        ],
        "id": "00012a9HEEG034QM",
        "subject": "Test_V2"
    }
}
```

Facebook API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

This section describes general concepts employed by the Facebook portion of the Web Services API and provides guidance for developers building client applications that use Facebook-related features.

Basic Facebook Controls

Facebook Resource
Accept
Reject
Create
Save

Basic Facebook Controls

Cancel
Reply
Send
SetDisposition
Complete

Basic Facebook Controls

AddComment
SetInFocus

Facebook UserData

AttachUserData
UpdateUserData
DeleteUserData

Conferences and Transfers

Transfer

CometD notifications

You can subscribe to the **/v2/me/facebook** topic to receive CometD notifications for the Facebook API. This topic provides messages related to Facebook interactions, including changes to Facebook interaction state and updates to Facebook interaction data. It supports the following message types:

- FacebookStateChangeMessage

FacebookStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case FacebookStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the facebook interaction has changed. • PropertiesUpdated — The facebook data has changed. • FacebookSaved — The facebook interaction has been saved. • Error — This is sent when an operation on the facebook resource fails.
data.facebook	A facebook resource with the updated state and capabilities.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
   "data":{
      "facebook":{
         "accounts":{},
         "capabilities":[
            "Reply",
            "Transfer",
            "AddComment",
            "AttachUserData",
            "UpdateUserData",
```

```
            "DeleteUserData",
            "SetDisposition",
            "SetInFocus",
            "Complete"
         ],
         "contactId":"0000Ga95CENS017Y",
         "facebookType":"Inbound",
         "fqlObject":{},
         "from":"Labuprofen",
         "id":"01QN0QJNKK73603J",
         "receivedDate":"2015-07-16 10:22:05.000+0300",
         "revelantResponseTemplateGroups":[],
         "state":"Processing",
         "subject":"On 12:15:1 11/5/2013, P created a fac...",
         "suggestedQueueUris":[
            "http://192.168.83.25:8090/api/v2/queues/20488dbc-6206-4150-8321-83b077e5a29e"
         ],
         "uri":"http://192.168.83.25:8090/api/v2/facebooks/01QN0QJNKK73603J",
         "userData":{
            "_facebookActorId":"152879074923372",
            "_facebookActorIdType":1,
            "_facebookActorName":"Labuprofen",
            "_facebookCanComment":1,
            "_facebookComments":None,
            "_facebookContentCreatedOnlyByAdmin":1,
            "_facebookCreatedTime":"1383646506"
         }
      },
      "messageType":"FacebookStateChangeMessage",
      "notificationType":"StatusChange",
      "referenceId":107
   }
}
```

Facebook Resource

The Facebook resource contains information about the Facebook post, including content, origin, and users. It also has properties that describe the current state of the Facebook interaction and the available operations, given the current state. Facebook interactions are returned from GET requests to `/api/v2/me/facebook?fields=*`.

Sample Data


```
{
"facebook": {"capabilities": ["Reply",
                              "Transfer",
                              "AddComment",
                              "AttachUserData",
                              "UpdateUserData",
                              "DeleteUserData",
                              "SetDisposition",
                              "SetInFocus",
                              "Complete"],
               "contactId": "0000Ga95CENS017Y",
               "facebookType": "Inbound",
               "from": "Labuprofen",
               "id": "01QG4HAN88NP400N",
               "message": "On 12:15:1 11/5/2013, P created a facebook post saying hello
world!.",
               "receivedDate": "2015-05-07 13:06:33.000+0300",
               "revelantResponseTemplateGroups": [],
               "state": "Processing",
               "subject": "On 12:15:1 11/5/2013, P created a fac...",
               "suggestedQueueUris": ["http://192.168.83.25:8090/api/v2/queues/
73f46876-e0b1-4e49-8365-c7c04924b694"],
               "uri": "http://192.168.83.25:8090/api/v2/social-medias/01QG4HAN88NP400N",
               "userData": {"CBR-IT-path_DBIDs": "",
                            "CBR-Interaction_cost": "",
                            "CBR-actual_volume": "",
                            "CBR-contract_DBIDs": "",
                            "Classify_Actionability_CtgId": "",
                            "Classify_Actionability_CtgName": "",
                            "Classify_Actionability_CtgRelevancy": "",
                            "Classify_Sentiment_CtgId": "",
                            "Classify_Sentiment_CtgName": "",
                            "Classify_Sentiment_CtgRelevancy": "",
                            "ContactId": "0000Ga95CENS017Y",
                            "CustomerSegment": "default",
                            "FromAddress": "Labuprofen",
                            "IxnAlreadyCreatedInUCS": "1",
                            "PegAGSocial Media Agent Group": 1,
                            "RRequestedSkillCombination": "",
                            "RRequestedSkills": None,
                            "RStrategyDBID": "1225",
                            "RStrategyName": "Facebook Agent Delivery Strategy",
                            "RTargetAgentGroup": "Social Media Agent Group",
                            "RTargetAgentSelected": "a1",
                            "RTargetObjSelDBID": "117",
                            "RTargetObjectSelected": "Social Media Agent Group",
```

```
                              "RTargetPlaceSelected": "a1",
                              "RTargetRequested": "Social Media Agent Group",
                              "RTargetRuleSelected": "",
                              "RTargetTypeSelected": "2",
                              "RTenant": "Environment",
                              "RVQDBID": "",
                              "RVQID": "",
                              "Screen_Actionability_CtgName": "",
                              "Screen_Actionability_CtgRelevancy": "",
                              "Screen_Actionability_ScreenRuleName": "",
                              "Screen_Sentiment_CtgName": "",
                              "Screen_Sentiment_CtgRelevancy": "",
                              "Screen_Sentiment_ScreenRuleName": "",
                              "ServiceObjective": 0,
                              "ServiceType": "default",
                              "Subject": "On 12:15:1 11/5/2013, P created a fac...",
                              "_facebookActorId": "152879074923372",
                              "_facebookActorIdType": 1,
                              "_facebookActorName": "Labuprofen",
                              "_facebookCanComment": 1,
                              "_facebookComments": "[]",
                              "_facebookContentCreatedOnlyByAdmin": 1,
                              "_facebookCreatedTime": "1383646506",
                              "_facebookDriverVersion": "8.5.101.04",
                              "_facebookInBufferBeforeTarget": "0",
                              "_facebookInQueueAtTarget": "0",
                              "_facebookItxType": 2,
                              "_facebookMediaAttachmentsCount": 0,
                              "_facebookMessageText": "On 12:15:1 11/5/2013, P created a
facebook post saying hello world!.",
                              "_facebookMonitorRefreshStartTime": "1383646502768",
                              "_facebookNComments": "0",
                              "_facebookNLikes": "0",
                              "_facebookPostCanBeDeleted": "true",
                              "_facebookPostId": "152879074923372_158210041056942",
                              "_facebookShareCount": "0",
                              "_facebookSourceId": "152879074923372",
                              "_facebookSourceIdType": 1,
                              "_facebookUpdatedTime": "1383646506",
                              "_facebookUserCreatedAt": "2013-11-05T06:56:43Z",
                              "_facebookUserFollowersCount": "0",
                              "_facebookUserFriendsCount": "0",
                              "_facebookUserImageURL": "http://abs.twimg.com/sticky/
default_profile_images/default_profile_1_normal.png",
                              "_facebookUserLanguage": "r",
                              "_facebookUserStatusesCount": "2",
                              "_facebookUserUtcOffset": "-1",
                              "_twitterFromAddr": "",
                              "desktop_actionable": "1",
                              "desktop_expand": "1",
                              "desktop_sentiment": "Neutral"}},
 "messageType": "FacebookStateChangeMessage",
 "notificationType": "StatusChange",
 "referenceId": 68
}
```

Resource Details

Field	Description
id	A Facebook interaction's unique identifier.
state	The Facebook interaction's current state. Possible values are: **Invited (Inbound)**, **Processing (Inbound)**, **Composing (Outbound)**, and **Completed**.
contactId	The unique identifier for a contact record within Universal Contact Server (UCS).
subject	The summary or title of the Facebook post.
capabilities	Operations that are possible given the last successful completed API action. For example, after a successful **Accept** operation, possible actions are **Create**, **Reply**, **ReplyAll**, and **Complete**. Possible valid values are all Facebook-related API actions.
userData	A map of custom values that do not always belong within the Facebook element itself.

Accept

This operation is part of the Facebook API section of the Web Services API.

Overview

Notifies the service that the agent has accepted an interaction invitation.

Request URL	/api/v2/me/facebook/{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)

Samples

Request

```
HTTP POST /api/v2/me/facebook/01QG4HAN88NP400N
{
  "operationName": "Accept"
}
```

HTTP Response

```
{
 "statusCode": 0,
 "referenceId": 11
}
```

CometD Response


```
{
"facebook": {"capabilities": ["Reply",
                                "Transfer",
                                "AddComment",
                                "AttachUserData",
                                "UpdateUserData",
                                "DeleteUserData",
                                "SetDisposition",
                                "SetInFocus",
                                "Complete"],
               "contactId": "0000Ga95CENS017Y",
               "facebookType": "Inbound",
               "from": "Labuprofen",
               "id": "01QG4HAN88NP400N",
               "message": "On 12:15:1 11/5/2013, P created a facebook post saying hello
world!.",
               "receivedDate": "2015-05-07 13:06:33.000+0300",
               "revelantResponseTemplateGroups": [],
               "state": "Processing",
               "subject": "On 12:15:1 11/5/2013, P created a fac...",
               "suggestedQueueUris": ["http://192.168.83.25:8090/api/v2/queues/
73f46876-e0b1-4e49-8365-c7c04924b694"],
               "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QG4HAN88NP400N",
               "userData": {"CBR-IT-path_DBIDs": "",
                            "CBR-Interaction_cost": "",
                            "CBR-actual_volume": "",
                            "CBR-contract_DBIDs": "",
                            "Classify_Actionability_CtgId": "",
                            "Classify_Actionability_CtgName": "",
                            "Classify_Actionability_CtgRelevancy": "",
                            "Classify_Sentiment_CtgId": "",
                            "Classify_Sentiment_CtgName": "",
                            "Classify_Sentiment_CtgRelevancy": "",
                            "ContactId": "0000Ga95CENS017Y",
                            "CustomerSegment": "default",
                            "FromAddress": "Labuprofen",
                            "IxnAlreadyCreatedInUCS": "1",
                            "PegAGSocial Media Agent Group": 1,
                            "RRequestedSkillCombination": "",
                            "RRequestedSkills": None,
                            "RStrategyDBID": "1225",
                            "RStrategyName": "Facebook Agent Delivery Strategy",
                            "RTargetAgentGroup": "Social Media Agent Group",
                            "RTargetAgentSelected": "a1",
                            "RTargetObjSelDBID": "117",
                            "RTargetObjectSelected": "Social Media Agent Group",
                            "RTargetPlaceSelected": "a1",
                            "RTargetRequested": "Social Media Agent Group",
                            "RTargetRuleSelected": "",
                            "RTargetTypeSelected": "2",
                            "RTenant": "Environment",
                            "RVQDBID": "",
                            "RVQID": "",
                            "Screen_Actionability_CtgName": "",
                            "Screen_Actionability_CtgRelevancy": "",
                            "Screen_Actionability_ScreenRuleName": "",
                            "Screen_Sentiment_CtgName": "",
                            "Screen_Sentiment_CtgRelevancy": "",
                            "Screen_Sentiment_ScreenRuleName": "",
                            "ServiceObjective": 0,
```

```
                                "ServiceType": "default",
                                "Subject": "On 12:15:1 11/5/2013, P created a fac...",
                                "_facebookActorId": "152879074923372",
                                "_facebookActorIdType": 1,
                                "_facebookActorName": "Labuprofen",
                                "_facebookCanComment": 1,
                                "_facebookComments": "[]",
                                "_facebookContentCreatedOnlyByAdmin": 1,
                                "_facebookCreatedTime": "1383646506",
                                "_facebookDriverVersion": "8.5.101.04",
                                "_facebookInBufferBeforeTarget": "0",
                                "_facebookInQueueAtTarget": "0",
                                "_facebookItxType": 2,
                                "_facebookMediaAttachmentsCount": 0,
                                "_facebookMessageText": "On 12:15:1 11/5/2013, P created a
facebook post saying hello world!.",
                                "_facebookMonitorRefreshStartTime": "1383646502768",
                                "_facebookNComments": "0",
                                "_facebookNLikes": "0",
                                "_facebookPostCanBeDeleted": "true",
                                "_facebookPostId": "152879074923372_158210041056942",
                                "_facebookShareCount": "0",
                                "_facebookSourceId": "152879074923372",
                                "_facebookSourceIdType": 1,
                                "_facebookUpdatedTime": "1383646506",
                                "_facebookUserCreatedAt": "2013-11-05T06:56:43Z",
                                "_facebookUserFollowersCount": "0",
                                "_facebookUserFriendsCount": "0",
                                "_facebookUserImageURL": "http://abs.twimg.com/sticky/
default_profile_images/default_profile_1_normal.png",
                                "_facebookUserLanguage": "r",
                                "_facebookUserStatusesCount": "2",
                                "_facebookUserUtcOffset": "-1",
                                "_twitterFromAddr": "",
                                "desktop_actionable": "1",
                                "desktop_expand": "1",
                                "desktop_sentiment": "Neutral"}},
  "messageType": "FacebookStateChangeMessage",
  "notificationType": "StatusChange",
  "referenceId": 68
}
```


Field	Description
messageType	The category of message.
notificationType	The purpose of the notification.
uri	The location of the resource.
facebook	The element containing all Facebook-specific data.

Reject

This operation is part of the Facebook API section of the Web Services API.

Overview

Rejects an incoming Facebook invitation.

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

Parameters

Parameter	Value
operationName	Reject

Samples

Request

```
POST api/v2/me/facebook/01QQQG2MU214P05K
{
  "operationName": "Reject"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 44
}
```

CometD Response

```
{
 "facebook": {"capabilities": [],
              "comment": "I am crazy about my test",
              "contactId": "00025aA4V4DR005N",
              "facebookType": "Inbound",
```

```
               "from": "Labuprofen",
               "id": "01QG4HAN88NP400N",
               "message": "On 12:15:1 11/5/2013, P created a facebook post saying hello
world!.",
               "receivedDate": "2015-05-07 13:06:33.000+0300",
               "revelantResponseTemplateGroups": [],
               "state": "Completed",
               "subject": "On 12:15:1 11/5/2013, P created a fac...",
               "suggestedQueueUris": ["http://192.168.83.25:8090/api/v2/queues/
73f46876-e0b1-4e49-8365-c7c04924b694"],
               "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QG4HAN88NP400N",
               "userData": {"CBR-IT-path_DBIDs": "",
                            "CBR-Interaction_cost": "",
                            "CBR-actual_volume": "",
                            "CBR-contract_DBIDs": "",
                            "Classify_Actionability_CtgId": "",
                            "Classify_Actionability_CtgName": "",
                            "Classify_Actionability_CtgRelevancy": "",
                            "Classify_Sentiment_CtgId": "",
                            "Classify_Sentiment_CtgName": "",
                            "Classify_Sentiment_CtgRelevancy": "",
                            "ContactId": "00025aA4V4DR005N",
                            "CustomerSegment": "default",
                            "DISP_KEY": "resolved",
                            "FromAddress": "Labuprofen",
                            "IxnAlreadyCreatedInUCS": "1",
                            "PegAGSocial Media Agent Group": 1,
                            "RRequestedSkillCombination": "",
                            "RRequestedSkills": None,
                            "RStrategyDBID": "1225",
                            "RStrategyName": "Facebook Agent Delivery Strategy",
                            "RTargetAgentGroup": "Social Media Agent Group",
                            "RTargetAgentSelected": "a1",
                            "RTargetObjSelDBID": "117",
                            "RTargetObjectSelected": "Social Media Agent Group",
                            "RTargetPlaceSelected": "a1",
                            "RTargetRequested": "Social Media Agent Group",
                            "RTargetRuleSelected": "",
                            "RTargetTypeSelected": "2",
                            "RTenant": "Environment",
                            "RVQDBID": "",
                            "RVQID": "",
                            "Screen_Actionability_CtgName": "",
                            "Screen_Actionability_CtgRelevancy": "",
                            "Screen_Actionability_ScreenRuleName": "",
                            "Screen_Sentiment_CtgName": "",
                            "Screen_Sentiment_CtgRelevancy": "",
                            "Screen_Sentiment_ScreenRuleName": "",
                            "ServiceObjective": 0,
                            "ServiceType": "default",
                            "Subject": "On 12:15:1 11/5/2013, P created a fac...",
                            "UserData2": "DATAUPDATE-@123",
                            "_facebookActorId": "152879074923372",
                            "_facebookActorIdType": 1,
                            "_facebookActorName": "Labuprofen",
                            "_facebookCanComment": 1,
                            "_facebookComments": "[]",
                            "_facebookContentCreatedOnlyByAdmin": 1,
                            "_facebookCreatedTime": "1383646506",
                            "_facebookDriverVersion": "8.5.101.04",
                            "_facebookInBufferBeforeTarget": "0",
                            "_facebookInQueueAtTarget": "0",
                            "_facebookItxType": 2,
```

```
                              "_facebookMediaAttachmentsCount": 0,
                              "_facebookMessageText": "On 12:15:1 11/5/2013, P created a
facebook post saying hello world!.",
                              "_facebookMonitorRefreshStartTime": "1383646502768",
                              "_facebookNComments": "0",
                              "_facebookNLikes": "0",
                              "_facebookPostCanBeDeleted": "true",
                              "_facebookPostId": "152879074923372_158210041056942",
                              "_facebookShareCount": "0",
                              "_facebookSourceId": "152879074923372",
                              "_facebookSourceIdType": 1,
                              "_facebookUpdatedTime": "1383646506",
                              "_facebookUserCreatedAt": "2013-11-05T06:56:43Z",
                              "_facebookUserFollowersCount": "0",
                              "_facebookUserFriendsCount": "0",
                              "_facebookUserImageURL": "http://abs.twimg.com/sticky/
default_profile_images/default_profile_1_normal.png",
                              "_facebookUserLanguage": "r",
                              "_facebookUserStatusesCount": "2",
                              "_facebookUserUtcOffset": "-1",
                              "_twitterFromAddr": "",
                              "desktop_actionable": "1",
                              "desktop_expand": "1",
                              "desktop_sentiment": "Neutral"}},
 "messageType": "FacebookStateChangeMessage",
 "notificationType": "StatusChange",
 "referenceId": 44
}
```


Field	Description
messageType	The category of message.
notificationType	The purpose of the notification.
uri	The location of the resource.
facebook	The element containing all Facebook-specific data.

Create

This operation is part of the Facebook API section of the Web Services API.

Overview

Creates a new empty Facebook interaction.

Request URL	/api/v2/me/facebook
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Create
queuePath	The queue URI for the specified Facebook interaction.
userData	The key value data to attach to the Facebook interaction. (optional)

Samples

Request

```
HTTP POST /api/v2/me/facebook
{
  “operationName”: “Create”,
  "queuePath": "/queues/995655ec-81a5-46b0-82d0-3f2c5eca263d"
}
```

HTTP Response

```
{
 "statusCode": 0,
 "referenceId": 10
}
```

CometD Response


```
{
"facebook": {"capabilities": ["Cancel",
                                "Send",
                                "AddComment",
                                "AttachUserData",
                                "UpdateUserData",
                                "DeleteUserData",
                                "SetDisposition",
                                "SetInFocus",
                                "Transfer"],
               "facebookType": "Outbound",
               "id": "01QG4HAN88NP400J",
               "state": "Composing",
               "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QG4HAN88NP400J"},
  "messageType": "FacebookStateChangeMessage",
  "notificationType": "StatusChange",
  "referenceId": 9
}
```


Field	Description
messageType	The category of message.
notificationType	The purpose of the notification.
facebook	The element containing all Facebook-specific data.

Save

This operation is part of the Facebook API section of the Web Services API.

Overview

Saves a Facebook interaction.

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

Parameters

Parameter	Value
operationName	Save
facebook	Specified data that includes the Facebook parameters. (mandatory)

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/01QJV4TN9HUF4002
 {
    "operationName": "Save",
    "facebook" :
        {
         "from": "vitaliy_onv",
         "message": "Hello saved facebook!"
        }
 }
```

HTTP Response


```
{
  "statusCode": 0,
  "referenceId": 16
}
```


CometD Response


```
{
"facebook": {"capabilities": ["Cancel",
                                "Send",
                                "AddComment",
                                "AttachUserData",
                                "UpdateUserData",
                                "DeleteUserData",
                                "SetDisposition",
                                "SetInFocus",
                                "Transfer"],
               "facebookType": "Outbound",
               "from": "vitaliy_onv",
               "id": "01QJV4TN9HUF4002",
               "message": "Hi saved facebook!",
               "state": "Composing",
               "subject": "Hi saved facebook!",
               "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QJV4TN9HUF4002",
               "userData": {"FromAddress": "vitaliy_onv",
                            "UserData2": "DATAUPDATE-@123"}},
  "messageType": "FacebookStateChangeMessage",
  "notificationType": "FacebookSaved",
  "referenceId": 19
}
```

Cancel

This operation is part of the Facebook API section of the Web Services API.

Overview

Cancels a Facebook interaction.

Request URL	/api/v2/me/facebook/{Id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Cancel

Samples

Request

```
HTTP POST /api/v2/me/facebook/01QG4HAN88NP400J
{
  "operationName": "Cancel"
}
```

HTTP Response

```
{
 "statusCode": 0,
 "referenceId": 12
}
```

CometD Response

```
{
"facebook": {"capabilities": [],
                "comment": "I am crazy about my test",
                "contactId": "00025aA4V4DR005N",
                "facebookType": "Outbound",
```

```
                "from": "vitaliy_onv",
                "id": "01QG4HAN88NP400J",
                "message": "Hi saved facebook!",
                "state": "Canceled",
                "subject": "Hi saved facebook!",
                "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QG4HAN88NP400J",
                "userData": {"ContactId": "00025aA4V4DR005N",
                             "DISP_KEY": "resolved",
                             "FromAddress": "vitaliy_onv",
                             "UserData2": "DATAUPDATE-@123"}},
  "messageType": "FacebookStateChangeMessage",
  "notificationType": "StatusChange",
  "referenceId": 29
}
```

Reply

This operation is part of the Facebook API section of the Web Services API.

Overview

Creates a reply to a Facebook message.

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

Parameters

Parameter	Value
operationName	Reply
queuePath	The job queue for handling the send operation. (mandatory)
commentId	The unique identifier for the comment.
userData	The key value data to attach. (optional)

Samples

Request

```
POST api/v2/me/facebook/01QQQG2MU214P05R,
{
    "operationName": "Reply",
    "queuePath": "/contacts/60ebbb94-3cef-4b14-95f8-5c49dbeb355d"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 42
}
```

CometD Response


```
{
   "facebook":{
      "capabilities":[
         "Cancel",
         "Send",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Transfer"
      ],
      "contactId":"0002CaAPEA440026",
      "facebookType":"Outbound",
      "fqlObject":{
         "applications":{

         },
         "columnList":"",
         "comments":{
            "830185537037269_830632010325955":{
               "attachment":None,
               "can_comment":True,
               "can_like":True,
               "can_remove":True,

"columnList":"id,post_id,parent_id,text,time,can_remove,can_comment,can_like,user_likes,is_private,fromid,likes
               "comment_count":0,
               "fromid":"1457374047909438",
               "id":"830185537037269_830632010325955",
               "is_private":False,
               "likes":0,
               "object_id":"830185537037269",
               "parent_id":"0",
               "post_id":"830180563704433_830185537037269",
               "text":"Can you help me?",
               "textTags":[

               ],
               "time":1433844857,
               "user_likes":False
            }
         },
         "events":{

         },
         "groups":{

         },
         "pages":{
            "830180563704433":{
               "can_post":True,
               "columnList":"page_id,name,pic_small,pic_big,page_url,type,can_post,username",
               "name":"Cloud App Community",
               "page_id":830180563704433              L,
               "page_url":"https://www.facebook.com/pages/Cloud-App-Community/
830180563704433",
               "pic_big":"https://fbcdn-profile-a.akamaihd.net/static-ak/rsrc.php/v2/y9/r/
zesEb_o5oyL.png",
```

```
               "pic_small":"https://fbcdn-profile-a.akamaihd.net/static-ak/rsrc.php/v2/yv/r/
zxpGQEKWB25.png",
               "type":"APP_PAGE",
               "username":""
            }
         },
         "stream":{
            "actor_id":"1457374047909438",
            "attachment":{
               "caption":None,

"columnList":"media,name,href,caption,description,icon,fb_object_type,fb_object_id",
               "description":"",
               "fb_object_id":None,
               "fb_object_type":None,
               "href":None,
               "icon":None,
               "media":[

               ],
               "name":None
            },
            "attribution":None,

"columnList":"post_id,source_id,actor_id,created_time,updated_time,message,like_info,comment_info,description,a
            "comment_info":{
               "can_comment":True,
               "columnList":"can_comment,comment_count,comment_order",
               "comment_count":4,
               "comment_order":"ranked"
            },
            "created_time":1433770544,
            "description":None,
            "like_info":{
               "can_like":True,
               "columnList":"can_like,like_count,user_likes",
               "like_count":0,
               "user_likes":False
            },
            "message":"Hi all! It is page for testing application.",
            "messageTags":{

            },
            "permalink":"https://www.facebook.com/
permalink.php?story_fbid=830185537037269&id=830180563704433",
            "post_id":"830180563704433_830185537037269",
            "share_count":0,
            "source_id":"830180563704433",
            "timeline_visibility":"normal",
            "type":56,
            "updated_time":1433844857,
            "viewer_id":"1050833618279767"
         },
         "users":{
            "1457374047909438":{
               "about_me":None,
               "birthday":None,
               "birthday_date":None,
               "can_post":True,

"columnList":"about_me,birthday,birthday_date,can_post,current_location,email,first_name,friend_count,hometown_
               "current_location":None,
               "email":None,
```

```
               "first_name":"Vitaliy",
               "friend_count":None,
               "hometown_location":None,
               "is_blocked":False,
               "languages":[

               ],
               "last_name":"Onv",
               "locale":None,
               "middle_name":"",
               "name":"Vitaliy Onv",
               "notes_count":None,
               "pic_big":"https://fbcdn-profile-a.akamaihd.net/hprofile-ak-xfp1/v/t1.0-1/
s200x200/
10354686_10150004552801856_220367501106153455_n.jpg?oh=3c163498cacd376bd5ce19b19c5e1150&oe=55FB1850&__gda__=144
               "pic_small":"https://fbcdn-profile-a.akamaihd.net/hprofile-ak-xfp1/v/t1.0-1/
s50x50/
10354686_10150004552801856_220367501106153455_n.jpg?oh=b6a22337e5d12144faebdd8e4ca8af42&oe=56051340&__gda__=144
               "political":None,
               "profile_blurb":None,
               "profile_update_time":1426665037,
               "profile_url":"https://www.facebook.com/app_scoped_user_id/1457374047909438/",
               "relationship_status":None,
               "religion":None,
               "sex":None,
               "status":None,
               "timezone":None,
               "uid":1457374047909438              L,
               "username":None,
               "verified":None,
               "wall_count":None
            }
         }
      },
      "id":"01QKD1JNETRE2003",
      "parentId":"01QQQG2MU214P05R",
      "state":"Composing",
      "uri":"http://192.168.83.25:8090/api/v2/facebooks/01QKD1JNETRE2003",
      "userData":{
         "Subject":"Reply: Hi all! It is page for testing applic...",
         "_facebookCommentId":"830185537037269_830624533660036",
         "_facebookPostId":"830180563704433_830185537037269",
         "_facebookSubmitType":"comment",
         "desktop_OutboundItxType":"SolicitedComment"
      }
   },
   "messageType":"FacebookStateChangeMessage",
   "notificationType":"StatusChange",
   "referenceId":11
}
```

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.

Request URL	/api/v2/me/facebook/{id}
HTTP Method	POST
Required Features	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
```

```
  {
    "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 HTCC",
                             "_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
}
```

SetDisposition

This operation is part of the Facebook API section of the Web Services API.

Overview

Sets the disposition for the specified Facebook interaction using the provided parameters. It is processed by updating the key in the UserData.

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

Parameters

Parameter	Value
operationName	SetDisposition
disposition	A string value to be used for the Facebook disposition.
dispositionKey	An optional string value to be used for the UserData key to denote the Facebook disposition. If not specified, the disposition key configured for the server is used.

Samples

Request

```
POST api/v2/me/facebook/01QG4HAN88NP400J

{
 "operationName": "SetDisposition",
 "dispositionKey": "DISP_KEY",
 "disposition": "resolved"
}
```

HTTP Response

```
{
  "statusCode": 0,
```

```
  "referenceId": 44
}
```


CometD Response


```
{
"facebook": {"capabilities": ["Cancel",
                              "Send",
                              "AddComment",
                              "AttachUserData",
                              "UpdateUserData",
                              "DeleteUserData",
                              "SetDisposition",
                              "SetInFocus",
                              "Transfer"],
               "facebookType": "Outbound",
               "from": "vitaliy_onv",
               "id": "01QG4HAN88NP400J",
               "message": "Hi saved facebook!",
               "state": "Composing",
               "subject": "Hi saved facebook!",
               "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QG4HAN88NP400J",
               "userData": {"DISP_KEY": "resolved",
                            "FromAddress": "vitaliy_onv",
                            "UserData2": "DATAUPDATE-@123"}},
 "messageType": "FacebookStateChangeMessage",
 "notificationType": "PropertiesUpdated",
 "referenceId": 21
}
```

Complete

This operation is part of the Facebook API section of the Web Services API.

Overview

Marks a Facebook interaction as completed. If the **queuePath** parameter is specified, then the Facebook interaction is placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queuePath	The URI of the queue where Web Services should place this Facebook interaction. (optional)
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)

Samples

Request

```
POST api/v2/me/facebook/01QG4HAN88NP400N
{
  "operationName": "Complete",
  "queuePath": "/contacts/60ebbb94-3cef-4b14-95f8-5c49dbeb355d"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 45
}
```

CometD Response


```
{
"facebook": {"capabilities": [],
                "comment": "I am crazy about my test",
                "contactId": "00025aA4V4DR005N",
                "facebookType": "Inbound",
                "from": "Labuprofen",
                "id": "01QG4HAN88NP400N",
                "message": "On 12:15:1 11/5/2013, P created a facebook post saying hello
world!.",
                "receivedDate": "2015-05-07 13:06:33.000+0300",
                "revelantResponseTemplateGroups": [],
                "state": "Completed",
                "subject": "On 12:15:1 11/5/2013, P created a fac...",
                "suggestedQueueUris": ["http://192.168.83.25:8090/api/v2/queues/
73f46876-e0b1-4e49-8365-c7c04924b694"],
                "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QG4HAN88NP400N",
                "userData": {"CBR-IT-path_DBIDs": "",
                             "CBR-Interaction_cost": "",
                             "CBR-actual_volume": "",
                             "CBR-contract_DBIDs": "",
                             "Classify_Actionability_CtgId": "",
                             "Classify_Actionability_CtgName": "",
                             "Classify_Actionability_CtgRelevancy": "",
                             "Classify_Sentiment_CtgId": "",
                             "Classify_Sentiment_CtgName": "",
                             "Classify_Sentiment_CtgRelevancy": "",
                             "ContactId": "00025aA4V4DR005N",
                             "CustomerSegment": "default",
                             "DISP_KEY": "resolved",
                             "FromAddress": "Labuprofen",
                             "IxnAlreadyCreatedInUCS": "1",
                             "PegAGSocial Media Agent Group": 1,
                             "RRequestedSkillCombination": "",
                             "RRequestedSkills": None,
                             "RStrategyDBID": "1225",
                             "RStrategyName": "Facebook Agent Delivery Strategy",
                             "RTargetAgentGroup": "Social Media Agent Group",
                             "RTargetAgentSelected": "a1",
                             "RTargetObjSelDBID": "117",
                             "RTargetObjectSelected": "Social Media Agent Group",
                             "RTargetPlaceSelected": "a1",
                             "RTargetRequested": "Social Media Agent Group",
                             "RTargetRuleSelected": "",
                             "RTargetTypeSelected": "2",
                             "RTenant": "Environment",
                             "RVQDBID": "",
                             "RVQID": "",
                             "Screen_Actionability_CtgName": "",
                             "Screen_Actionability_CtgRelevancy": "",
                             "Screen_Actionability_ScreenRuleName": "",
                             "Screen_Sentiment_CtgName": "",
                             "Screen_Sentiment_CtgRelevancy": "",
                             "Screen_Sentiment_ScreenRuleName": "",
                             "ServiceObjective": 0,
                             "ServiceType": "default",
                             "Subject": "On 12:15:1 11/5/2013, P created a fac...",
                             "UserData2": "DATAUPDATE-@123",
                             "_facebookActorId": "152879074923372",
                             "_facebookActorIdType": 1,
                             "_facebookActorName": "Labuprofen",
```

```
                                "_facebookCanComment": 1,
                                "_facebookComments": "[]",
                                "_facebookContentCreatedOnlyByAdmin": 1,
                                "_facebookCreatedTime": "1383646506",
                                "_facebookDriverVersion": "8.5.101.04",
                                "_facebookInBufferBeforeTarget": "0",
                                "_facebookInQueueAtTarget": "0",
                                "_facebookItxType": 2,
                                "_facebookMediaAttachmentsCount": 0,
                                "_facebookMessageText": "On 12:15:1 11/5/2013, P created a
facebook post saying hello world!.",
                                "_facebookMonitorRefreshStartTime": "1383646502768",
                                "_facebookNComments": "0",
                                "_facebookNLikes": "0",
                                "_facebookPostCanBeDeleted": "true",
                                "_facebookPostId": "152879074923372_158210041056942",
                                "_facebookShareCount": "0",
                                "_facebookSourceId": "152879074923372",
                                "_facebookSourceIdType": 1,
                                "_facebookUpdatedTime": "1383646506",
                                "_facebookUserCreatedAt": "2013-11-05T06:56:43Z",
                                "_facebookUserFollowersCount": "0",
                                "_facebookUserFriendsCount": "0",
                                "_facebookUserImageURL": "http://abs.twimg.com/sticky/
default_profile_images/default_profile_1_normal.png",
                                "_facebookUserLanguage": "r",
                                "_facebookUserStatusesCount": "2",
                                "_facebookUserUtcOffset": "-1",
                                "_twitterFromAddr": "",
                                "desktop_actionable": "1",
                                "desktop_expand": "1",
                                "desktop_sentiment": "Neutral"}},
  "messageType": "FacebookStateChangeMessage",
  "notificationType": "StatusChange",
  "referenceId": 84
}
```

AttachUserData

This operation is part of the Facebook API section of the Web Services API.

Overview

Adds the specified data to the interaction's UserData.

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

Parameters

Parameter	Value
operationName	AttachUserData
userData	The key value data to attach.

Samples

Request

```
POST api/v2/me/facebook/01QG4HAN88NP400J
{
  "operationName": "AttachUserData",
  "userData": {
      "UserData1":"DATA1",
      "UserData2":123456789
   }
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 27
}
```

CometD Response


```
{
   "referenceId": 11,
   "facebook": {
       "userData": {
           "UserData2": 123456789,
           "UserData1": "DATA1"
       },
       "uri": "http: //192.168.83.25: 8090/api/v2/facebooks/01QG4HAN88NP400J",
       "capabilities": [
           "Cancel",
           "Send",
           "AddComment",
           "AttachUserData",
           "UpdateUserData",
           "DeleteUserData",
           "SetDisposition",
           "SetInFocus",
           "Transfer"
       ],
       "state": "Composing",
       "facebookType": "Outbound",
       "id": "01QG4HAN88NP400J"
   },
   "notificationType": "PropertiesUpdated",
   "messageType": "FacebookStateChangeMessage"
}
```

UpdateUserData

This operation is part of the Facebook API section of the Web Services API.

Overview

Overwrites the specified keys in the UserData with the specified values in the existing data.

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

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The key value data to update.

Samples

Request

```
POST api/v2/me/facebook/01QG4HAN88NP400J
{
  "operationName": "UpdateUserData",
  "userData": {
      "UserData1":987654321,
      "UserData2":"DATAUPDATE-@123"
   }
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 29
}
```

CometD Response


```
{
   "referenceId": 13,
   "facebook": {
       "userData": {
           "UserData2": "DATAUPDATE-@123",
           "UserData1": 987654321
       },
       "uri": "http: //192.168.83.25: 8090/api/v2/facebooks/01QG4HAN88NP400J",
       "capabilities": [
           "Cancel",
           "Send",
           "AddComment",
           "AttachUserData",
           "UpdateUserData",
           "DeleteUserData",
           "SetDisposition",
           "SetInFocus",
           "Transfer"
       ],
       "state": "Composing",
       "facebookType": "Outbound",
       "id": "01QG4HAN88NP400J"
   },
   "notificationType": "PropertiesUpdated",
   "messageType": "FacebookStateChangeMessage"
}
```

DeleteUserData

This operation is part of the Facebook API section of the Web Services API.

Overview

Deletes the specified key value data from an interaction's UserData.

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

Parameters

Parameter	Value
operationName	DeleteUserData
keys	The user key value data to delete.

Samples

Request

```
POST api/v2/me/facebook/01QG4HAN88NP400J
{
  "operationName": "DeleteUserData",
  "keys": ["UserData1"]
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 31
}
```

CometD Response

```
{
   "referenceId": 15,
```

```
   "facebook": {
       "userData": {
           "UserData2": 123456789
       },
       "uri": "http: //192.168.83.25: 8090/api/v2/facebooks/01QG4HAN88NP400J",
       "capabilities": [
           "Cancel",
           "Send",
           "AddComment",
           "AttachUserData",
           "UpdateUserData",
           "DeleteUserData",
           "SetDisposition",
           "SetInFocus",
           "Transfer"
       ],
       "state": "Composing",
       "facebookType": "Outbound",
       "id": "01QG4HAN88NP400J"
   },
   "notificationType": "PropertiesUpdated",
   "messageType": "FacebookStateChangeMessage"
}
```

AddComment

This operation is part of the Facebook API section of the Web Services API.

Overview

Sets a comment on the specified Facebook interaction.

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

Parameters

Parameter	Value
operationName	AddComment
comment	A string value used for the Facebook comment.

Samples

Request

```
POST api/v2/me/facebook/01QG4HAN88NP400J

{
 "operationName": "AddComment",
 "comment": "I am crazy about my test"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 22
}
```

CometD Response

```
{
```

```
"facebook": {"capabilities": ["Cancel",
                              "Send",
                              "AddComment",
                              "AttachUserData",
                              "UpdateUserData",
                              "DeleteUserData",
                              "SetDisposition",
                              "SetInFocus",
                              "Transfer"],
              "comment": "I am crazy about my test",
              "facebookType": "Outbound",
              "from": "vitaliy_onv",
              "id": "01QG4HAN88NP400J",
              "message": "Hi saved facebook!",
              "state": "Composing",
              "subject": "Hi saved facebook!",
              "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QG4HAN88NP400J",
              "userData": {"DISP_KEY": "resolved",
                           "FromAddress": "vitaliy_onv",
                           "UserData2": "DATAUPDATE-@123"}},
 "messageType": "FacebookStateChangeMessage",
 "notificationType": "PropertiesUpdated",
 "referenceId": 12
}
```

SetInFocus

This operation is part of the Facebook API section of the Web Services API.

Overview

This request sets the focus parameter for the interaction. This parameter is useful when an agent handles more than one interaction because it helps to accurately report the amount of time the agent spent on each interaction.

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

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter. Set to `true` if the interaction is in focus; otherwise, set to `false`.

Samples

Request

```
POST api/v2/me/facebook/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

HTTP Response

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

Transfer

This operation is part of the Facebook API section of the Web Services API.

Overview

Transfers a Facebook interaction to another user or queue.

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

Parameters

Parameter	Value
operationName	Transfer
targetPath	The userPath or queuePath to transfer to.

Samples

Transfer to Agent

Request

```
POST api/v2/me/facebook/01QQQG2MU214P05W
{
  "operationName": "Transfer",
  "targetUri": "/users/10f8abb20c154fb28c82c68102625233"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 68
}
```

Transfer to Queue

Request

```
POST api/v2/me/facebook/01QQQG2MU214P05X
{
  "operationName": "Transfer",
  "targetPath": "/contacts/5c7c1112-2be4-4108-9fbe-341312585616"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 89
}
```

CometD Response


```
{
 "facebook": {"capabilities": [],
              "comment": "I am crazy about my test",
              "contactId": "00025aA4V4DR005N",
              "facebookType": "Inbound",
              "from": "Labuprofen",
              "id": "01QG4HAN88NP400N",
              "message": "On 12:15:1 11/5/2013, P created a facebook post saying hello
world!.",
              "receivedDate": "2015-05-07 13:06:33.000+0300",
              "revelantResponseTemplateGroups": [],
              "state": "Completed",
              "subject": "On 12:15:1 11/5/2013, P created a fac...",
              "suggestedQueueUris": ["http://192.168.83.25:8090/api/v2/queues/
73f46876-e0b1-4e49-8365-c7c04924b694"],
              "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QG4HAN88NP400N",
              "userData": {"CBR-IT-path_DBIDs": "",
                           "CBR-Interaction_cost": "",
                           "CBR-actual_volume": "",
                           "CBR-contract_DBIDs": "",
                           "Classify_Actionability_CtgId": "",
                           "Classify_Actionability_CtgName": "",
                           "Classify_Actionability_CtgRelevancy": "",
                           "Classify_Sentiment_CtgId": "",
                           "Classify_Sentiment_CtgName": "",
                           "Classify_Sentiment_CtgRelevancy": "",
                           "ContactId": "00025aA4V4DR005N",
                           "CustomerSegment": "default",
                           "DISP_KEY": "resolved",
                           "FromAddress": "Labuprofen",
                           "IxnAlreadyCreatedInUCS": "1",
                           "PegAGSocial Media Agent Group": 1,
                           "RRequestedSkillCombination": "",
                           "RRequestedSkills": None,
                           "RStrategyDBID": "1225",
                           "RStrategyName": "Facebook Agent Delivery Strategy",
                           "RTargetAgentGroup": "Social Media Agent Group",
                           "RTargetAgentSelected": "a1",
                           "RTargetObjSelDBID": "117",
                           "RTargetObjectSelected": "Social Media Agent Group",
                           "RTargetPlaceSelected": "a1",
```

```
                              "RTargetRequested": "Social Media Agent Group",
                              "RTargetRuleSelected": "",
                              "RTargetTypeSelected": "2",
                              "RTenant": "Environment",
                              "RVQDBID": "",
                              "RVQID": "",
                              "Screen_Actionability_CtgName": "",
                              "Screen_Actionability_CtgRelevancy": "",
                              "Screen_Actionability_ScreenRuleName": "",
                              "Screen_Sentiment_CtgName": "",
                              "Screen_Sentiment_CtgRelevancy": "",
                              "Screen_Sentiment_ScreenRuleName": "",
                              "ServiceObjective": 0,
                              "ServiceType": "default",
                              "Subject": "On 12:15:1 11/5/2013, P created a fac...",
                              "UserData2": "DATAUPDATE-@123",
                              "_facebookActorId": "152879074923372",
                              "_facebookActorIdType": 1,
                              "_facebookActorName": "Labuprofen",
                              "_facebookCanComment": 1,
                              "_facebookComments": "[]",
                              "_facebookContentCreatedOnlyByAdmin": 1,
                              "_facebookCreatedTime": "1383646506",
                              "_facebookDriverVersion": "8.5.101.04",
                              "_facebookInBufferBeforeTarget": "0",
                              "_facebookInQueueAtTarget": "0",
                              "_facebookItxType": 2,
                              "_facebookMediaAttachmentsCount": 0,
                              "_facebookMessageText": "On 12:15:1 11/5/2013, P created a
facebook post saying hello world!.",
                              "_facebookMonitorRefreshStartTime": "1383646502768",
                              "_facebookNComments": "0",
                              "_facebookNLikes": "0",
                              "_facebookPostCanBeDeleted": "true",
                              "_facebookPostId": "152879074923372_158210041056942",
                              "_facebookShareCount": "0",
                              "_facebookSourceId": "152879074923372",
                              "_facebookSourceIdType": 1,
                              "_facebookUpdatedTime": "1383646506",
                              "_facebookUserCreatedAt": "2013-11-05T06:56:43Z",
                              "_facebookUserFollowersCount": "0",
                              "_facebookUserFriendsCount": "0",
                              "_facebookUserImageURL": "http://abs.twimg.com/sticky/
default_profile_images/default_profile_1_normal.png",
                              "_facebookUserLanguage": "r",
                              "_facebookUserStatusesCount": "2",
                              "_facebookUserUtcOffset": "-1",
                              "_twitterFromAddr": "",
                              "desktop_actionable": "1",
                              "desktop_expand": "1",
                              "desktop_sentiment": "Neutral"}},
 "messageType": "FacebookStateChangeMessage",
 "notificationType": "StatusChange",
 "referenceId": 89
}
```

Facebook Private Messaging API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

This section describes general concepts employed by the Facebook Private Messaging portion of the Web Services API and provides guidance for developers building client applications that use features related to private messaging on Facebook.

Resources

FacebookSession Resource

Basic FacebookSession Controls

Accept

Reject

SendMessage

SendUrl

SetInFocus

Basic FacebookSession Controls

SetDisposition

Leave

Complete

AddComment

Facebook UserData

AttachUserData

UpdateUserData

DeleteUserData

Conferences and Transfers

Transfer

Consult

SendToAgents

RemoveParticipantFromConference

Reporting

ReportStandardResponseUsage
FacebookSession

CometD notifications

You can subscribe to the **/v2/me/facebooksession** topic to receive CometD notifications for the Facebook Private Messaging API. This topic provides messages related to private Facebook messages, including changes to agent state, do-not-disturb, call forwarding, and supervisor monitoring. It supports the following message types:

- FacebooksessionStateChangeMessage
- MessageLogUpdated

FacebooksessionStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case FacebooksessionStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the facebooksession interaction has changed. • ParticipantsUpdated — The facebooksession participants have changed. • PropertiesUpdated — The facebooksession data has changed. • Error — This is sent when an operation on the facebooksession resource fails.
data.facebooksession	A facebooksession resource with the updated state and capabilities.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
   "data":{
      "messageType":"FacebooksessionStateChangeMessage",
      "referenceId":17,
      "notificationType":"StatusChange",
      "facebooksession":{
         "state":"Chatting",
```

```
        "capabilities":[
           "Transfer",
           "Complete",
           "Leave",
           "InFocus",
           "SendMessage",
           "SendStartTypingNotification",
           "SendStopTypingNotification"
        ],
        "id":"0000Na9B26EF002X",
        "uri":"http://localhost:8080/api/v2/facebooksessions/0000Na9B26EF002X",
        "participants":[

        ]
     }
  }
}
```


MessageLogUpdated

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case MessageLogUpdated.
data.notificationType	This property further identifies the type of notification and has a value of NewMessages.
data.messages	A list of messages/notifications that were exchanged in private messages.
data.facebooksessionUri	The location of the facebooksession resource.

Example


```
{
   "data":{
      "messageType":"MessageLogUpdated",
      "notificationType":"NewMessages",
      "messages":[
         {
            "index":1,
            "type":"ParticipantJoined",
            "from":{
               "type":"Customer",
               "nickname":"PersonP",
               "participantId":"009052C5E6D6004A"
            },
            "visibility":"All",
            "timestamp":"2014-01-02T14:23:18.000-0800"
         },
         {
            "index":2,
            "type":"ParticipantJoined",
            "from":{
```

```
               "type":"Agent",
               "nickname":"Marat",
               "participantId":"009052C5E743004C"
            },
            "visibility":"All",
            "timestamp":"2014-01-02T14:23:18.109-0800"
         },
         {
            "index":3,
            "type":"ParticipantLeft",
            "from":{
               "type":"Agent",
               "nickname":"Marat",
               "participantId":"009052C5E743004C"
            },
            "visibility":"All",
            "timestamp":"2014-01-02T14:23:19.909-0800"
         },
         {
            "index":4,
            "type":"TypingStarted",
            "from":{
               "type":"Customer",
               "nickname":"PersonP",
               "participantId":"009052C5E6D6004A"
            },
            "visibility":"All",
            "timestamp":"2014-01-02T14:23:20.121-0800"
         },
         {
            "index":5,
            "type":"Text",
            "from":{
               "type":"Customer",
               "nickname":"PersonP",
               "participantId":"009052C5E6D6004A"
            },
            "text":"Hello World",
            "visibility":"All",
            "timestamp":"2014-01-02T14:23:20.126-0800"
         },
         {
            "index":6,
            "type":"ParticipantJoined",
            "from":{
               "type":"Agent",
               "nickname":"Marat",
               "participantId":"009052C5EF51004D"
            },
            "visibility":"All",
            "timestamp":"2014-01-02T14:23:20.171-0800"
         }
      ],
      "facebooksessionUri":"http://localhost:8080/api/v2/facebooksessions/0000Na9B26EF002X"
   }
}
```

FacebookSession Resource

The FacebookSession resource includes properties that describe the current state of the FacebookSession interaction and the available operations given the current state. FacebookSsession interactions are returned from GET requests to `/api/v2/me/facebooksessions?fields=*`.

Sample Data


```
{
   "referenceId": 11,
   "notificationType": "StatusChange",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
           "RTargetObjSelDBID": "117",
           "Classify_Actionability_CtgName": "",
           "_facebookTimezone": "",
           "Screen_Sentiment_CtgRelevancy": "",
           "desktop_sentiment": "Neutral",
           "ChatServerPort": "7160",
           "_facebookCurrentLocation": "",
           "Screen_Actionability_CtgName": "",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0002CaAPEA440026",
           "RTargetAgentSelected": "a1",
           "_facebookSourceXML":
"<com.genesyslab.mcr.facebook.fql.Page>...</com.genesyslab.mcr.facebook.fql.Page>",
           "_facebookCreatedTime": "1441197555607",
           "CBR-IT-path_DBIDs": "",
           "Classify_Actionability_CtgRelevancy": "",
           "RTargetAgentGroup": "SocialMediaAgentGroup",
           "Classify_Sentiment_CtgId": "",
           "RTargetRuleSelected": "",
           "ChatServerDBID": "115",
           "Screen_Sentiment_CtgName": "",
           "PegAGSocialMediaAgentGroup": 1,
           "Classify_Sentiment_CtgRelevancy": "",
```

```
            "RTargetPlaceSelected": "a1",
            "_facebookPMInboxUrl": "https://www.facebook.com/...&folder=inbox",
            "RTenant": "Environment",
            "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
            "RRequestedSkills": None,
            "Classify_Sentiment_CtgName": "",
            "IxnAlreadyCreatedInUCS": "1",
            "_facebookActorId": "1457374047909438",
            "_facebookPMMessageId": "m_mid.1441197555276: d391c5a244a6798f46",
            "Screen_Actionability_ScreenRuleName": "",
            "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
            "RRequestedSkillCombination": "",
            "LCA_TimeStamp_facebooksession": "2015-08-03T12: 31: 06Z",
            "MiddleName": "",
            "RVQDBID": "",
            "RStrategyDBID": "1225",
            "_facebookPMThreadId": "t_mid.1438339424642:bcde632512de3b8377",
            "CustomerSegment": "default",
            "Classify_Actionability_CtgId": "",
            "ServiceType": "default",
            "_facebookInQueueAtTarget": "0",
            "_facebookPMThreadNMessages": "101",
            "LastCalledAgent_TimeStamp": "2015-08-11T12: 11: 34Z",
            "Screen_Sentiment_ScreenRuleName": "",
            "FromAddress": "VitaliyOnv",
            "ServiceObjective": 0,
            "Screen_Actionability_CtgRelevancy": "",
            "LCA_EmplID_facebooksession": "a1",
            "_facebookLanguages": "",
            "_facebookMessageText": "Hellomyfriend!",
            "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
            "_facebookSourceId": "830180563704433",
            "RTargetRequested": "SocialMediaAgentGroup",
            "EmailAddress": "",
            "CBR-actual_volume": "",
            "_facebookActorName": "VitaliyOnv",
            "_facebookActorXML":
"<com.genesyslab.mcr.facebook.fql.User>...</com.genesyslab.mcr.facebook.fql.User>",
            "RStrategyName": "FacebookAgentDeliveryStrategy",
            "RTargetTypeSelected": "2",
            "_facebookPMActionId": "1441197555620000000",
            "Subject": "Hello my friend!"
        },
        "receivedDate": "2015-09-0215: 39: 22.000+0300",
        "facebooksessionType": "Inbound",
        "suggestedQueueUris": [
            "http: //192.168.83.25:8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "capabilities": [
            "Transfer",
            "Leave",
            "Invite",
            "Consult",
            "SetInFocus",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "Complete",
            "SendMessage",
            "SendUrl"
        ],
        "uri": "http: //192.168.83.25:8090/api/v2/facebooksessions/0002DaAVKJ0V0095",
```

```
       "state": "Chatting",
       "revelantResponseTemplateGroups": [

       ],
       "participants": [
           {
               "participantId": "007355E6EE0B0109",
               "type": "Agent",
               "uri": "http://192.168.83.25:8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
               "visibility": "All",
               "path": "/users/5e101708f14442c7ab79814bb4f799b2",
               "nickname": "TestName",
               "id": "007355E6EE0B0109"
           },
           {
               "nickname": "Vitaliy Onv",
               "type": "Customer",
               "id": "007355E6EDFA0107",
               "visibility": "All",
               "participantId": "007355E6EDFA0107"
           }
       ],
       "id": "0002DaAVKJ0V0095"
   }
}
```


Messages

To get a message for a particular FacebookSession, call the following URL:

Request URL	/api/v2/me/facebooksessions/{interactionId}/messages
HTTP Method	GET
Required Features	api-multimedia

You can also use the optional `startIndex` and `count` URL parameters.

Message Types

Type	Description
Text	Web Services places the message text in the **text** field.
ParticipantJoined	The participant joined the chat. Web Services places participant information in the **from** field.
ParticipantLeft	The participant left the session. Web Services places participant information in the **from** field.
ParticipantRejoined	The participant rejoined the session. Web Services places participant information in the **from** field.
TypingStarted	The participant started typing. If typing preview is enabled, Web Services places message text in the

Type	Description
	text field.
TypingStopped	The participant stopped typing.
PushUrl	The URL sent by the participant. Web Services places the URL in the **url** field.
Notice	Notice text that Web Services places in the **text** field. (optional)
TranscriptSaveDone	The service message type. The **index** field always equals -1.

Sample Data

```
GET /api/v2/me/facebooksessions/0002DaAVKJ0V0095/messages?startIndex=1&count=10
{
"messages": [
        {
            "index": 1,
            "type": "ParticipantJoined",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052BDEE39003C"
            },
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.000-0800"
        },
        {
            "index": 2,
            "type": "ParticipantJoined",
            "from": {
                "type": "Agent",
                "nickname": "Agent1",
                "participantId": "009052BDEE4A003E"
            },
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.018-0800"
        },
        {
            "index": 3,
            "type": "TypingStarted",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052BDEE39003C"
            },
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.186-0800"
        },
        {
            "index": 4,
            "type": "Text",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052BDEE39003C"
            },
            "text": "dddd",
```

```
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.187-0800"
        }
    ]
}
```

Accept

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

This request accepts an incoming Facebook private message.

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

Parameters

Parameter	Value
operationName	Accept
nickname	The agent's nickname.

Sample

Request

```
POST api/v2/me/facebooksessions/0071023821aec011
{
  "operationName": "Accept",
  "nickname": "John Doe"
}
```

Response

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

Notification

Here is the list of notifications received after accepting a facebooksessions:

Status changed to **Chatting**


```
{
    "messageType": "facebooksessionStateChangeMessage",
    "referenceId": 17,
    "notificationType": "StatusChange",
    "facebooksessions": {
        "state": "Chatting",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification"
        ],
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/facebooksessions/0000Na9B26EF002X",
        "participants": []
    }
}
```


Updated participant list


```
{
    "messageType": "facebooksessionStateChangeMessage",
    "notificationType": "ParticipantsUpdated",
    "facebooksessions": {
        "state": "Chatting",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification"
        ],
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/facebooksessions/0000Na9B26EF002X",
        "participants": [
            {
                "type": "Agent",
                "nickname": "Marat",
                "participantId": "009052C5E743004C"
            },
            {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052C5E6D6004A"
            }
        ]
    }
}
```


facebooksession history up to the point of joining


```
{
    "messageType": "MessageLogUpdated",
    "notificationType": "NewMessages",
```

```
"messages": [
    {
        "index": 1,
        "type": "ParticipantJoined",
        "from": {
            "type": "Customer",
            "nickname": "PersonP",
            "participantId": "009052C5E6D6004A"
        },
        "visibility": "All",
        "timestamp": "2014-01-02T14:23:18.000-0800"
    },
    {
        "index": 2,
        "type": "ParticipantJoined",
        "from": {
            "type": "Agent",
            "nickname": "Marat",
            "participantId": "009052C5E743004C"
        },
        "visibility": "All",
        "timestamp": "2014-01-02T14:23:18.109-0800"
    },
    {
        "index": 3,
        "type": "ParticipantLeft",
        "from": {
            "type": "Agent",
            "nickname": "Marat",
            "participantId": "009052C5E743004C"
        },
        "visibility": "All",
        "timestamp": "2014-01-02T14:23:19.909-0800"
    },
    {
        "index": 4,
        "type": "TypingStarted",
        "from": {
            "type": "Customer",
            "nickname": "PersonP",
            "participantId": "009052C5E6D6004A"
        },
        "visibility": "All",
        "timestamp": "2014-01-02T14:23:20.121-0800"
    },
    {
        "index": 5,
        "type": "Text",
        "from": {
            "type": "Customer",
            "nickname": "PersonP",
            "participantId": "009052C5E6D6004A"
        },
        "text": "Hello World",
        "visibility": "All",
        "timestamp": "2014-01-02T14:23:20.126-0800"
    },
    {
        "index": 6,
        "type": "ParticipantJoined",
        "from": {
            "type": "Agent",
            "nickname": "Marat",
```

```
                "participantId": "009052C5EF51004D"
            },
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:20.171-0800"
        }
    ],
    "facebooksessionUri": "http://localhost:8080/api/v2/facebooksessions/0000Na9B26EF002X"
}
```

Reject

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

This request rejects an incoming Facebook private message.

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

Parameters

Parameter	Value
operationName	Reject

Sample

Request

```
POST api/v2/me/facebooksessions/0071023821aec011
{
  "operationName": "Reject"
}
```

Response

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

Notification

Here is the list of notifications received after rejecting a FacebookSession interaction:

Status changed to Completed

```
{
```

```
   "referenceId": 5,
   "facebooksession": {
       "participants": [

       ],
       "state": "Completed",
       "id": "0000Wa9CAM6W00FF",
       "uri": "http: //localhost:8080/api/v2/facebooksessions/0000Wa9CAM6W00FF"
   },
   "notificationType": "StatusChange",
   "messageType": "FacebooksessionStateChangeMessage"
}
```

SendMessage

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

This request sends a text message to all Facebook session participants.

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

Parameters

Parameter	Value
operationName	SendMessage
text	The text to send to the customer.

Sample

Request

```
POST api/v2/me/facebooksessions/0071023821aec011
{
  "operationName": "SendMessage",
  "text": "How may I help you?"
}
```

Response

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

Notification

Here is the list of notifications received after sending a new message:

Notification with new message


```
{
   "messages": [
       {
           "index": 3,
           "from": {
               "nickname": "TestName",
               "type": "Agent",
               "participantId": "007352CE72D50290"
           },
           "text": "How may I help you?",
           "visibility": "All",
           "timestamp": "2014-01-09 11:58:12.035+0200",
           "type": "Text",
           "timestampSeconds": 1389261492035L
       }
   ],
   "notificationType": "NewMessages",
   "messageType": "MessageLogUpdated",
   "facebooksessionUri": "http://localhost:8080/api/v2/facebooksessions/0000Wa9CAM6W00FN"
}
```

SendUrl

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

This request sends a URL to all Facebook session participants.

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

Parameters

Parameter	Value
operationName	SendUrl
url	The URL to send to the customer.

Sample

Request

```
POST api/v2/me/facebooksessions/0001Ea9Q8UVY000T
{
  "operationName": "SendUrl",
  "url": "http://www.genesys.com"
}
```

Response

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

Notification

```
{
```

```
    "messages": [
        {
            "index": 3,
            "from": {
                "nickname": "TestName",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF537487AF0004"
            },
            "url": "http://google.com",
            "timestamp": "2014-05-1502:24:00.000-0700",
            "visibility": "All",
            "type": "PushUrl",
            "timestampSeconds": 1400145840000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "chatUri": "http://10.10.15.212:9090/api/v2/facebooksessions/0001Ea9Q8UVY000T"
}
```

SetInFocus

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

This request sets the focus parameter for the interaction. This parameter is useful when an agent handles more than one interaction because it helps to accurately report the amount of time the agent spent on each interaction.

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

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter. Set to `true` if the interaction is in focus; otherwise, set to `false`.

Sample

Request

```
POST api/v2/me/facebooksessions/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

Response

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

SetDisposition

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

This request sets the disposition for the specified Facebook session using the provided parameters. It is processed by updating the key in the UserData.

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

Parameters

Parameter	Value
operationName	SetDisposition
disposition	A string value to be used for the FacebookSession disposition.
dispositionKey	An optional string value to be used for the UserData key to denote the FacebookSession disposition. If not specified, the disposition key configured for the server is used.

Sample

Request

```
POST api/v2/me/facebooksessions/0000Na9B26EF003M

{
 'operationName': 'SetDisposition',
 'dispositionKey': 'DispositionCode',
 'disposition': 'IssueResolved'
}
```

Response

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

```
}
```

Notification

```
{
    'referenceId': 34,
    'facebooksession': {
        'participants': [
            {
                'nickname': 'TestName',
                'type': 'Agent',
                'participantId': '009052C73228006D'
            },
            {
                'nickname': 'FirstL',
                'type': 'Customer',
                'participantId': '009052C73223006B'
            }
        ],
        'state': 'Chatting',
        'id': '0000Na9B26EF003M',
        'capabilities': [
            'Transfer',
            'Complete',
            'Leave',
            'InFocus',
            'SendMessage',
            'SendStartTypingNotification',
            'SendStopTypingNotification'
        ],
        "userData": {
            "DispositionCode": "IssueResolved"
        },
        'uri': 'http: //localhost:8080/api/v2/facebooksessions/0000Na9B26EF003M'
    },
    'notificationType': 'PropertiesUpdated',
    'messageType': 'FacebooksessionStateChangeMessage'
}
```

Leave

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

This operation will cause an agent to leave a Facebook session.

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

Parameters

Parameter	Value
operationName	Leave

Sample

Request

```
POST api/v2/me/facebooksessions/0002DaAVKJ0V0095
{
  "operationName": "Leave"
}
```

Response

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

Notification

```
{
   "notificationType": "StatusChange",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "comment": "Iamcrazyaboutmytest",
       "userData": {
```

```
            "FirstName": "Vitaliy",
            "desktop_actionable": "1",
            "_facebookSex": "",
            "_facebookLocale": "",
            "LastName": "Onv",
            "RTargetObjectSelected": "SocialMediaAgentGroup",
            "_facebookItxType": "10",
            "_facebookHomeTownLocation": "",
            "RVQID": "",
            "ChatServerAppName": "es_chat",
            "_facebookDriverVersion": "8.5.101.04",
            "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
            "_facebookBirthdayDate": "",
            "_facebookSourceNickName": "CloudAppCommunity",
            "LastCalledAgent_EmployeeID": "a1",
            "LCA_EmplID_facebook": "a1",
            "desktop_expand": "1",
            "RTargetObjSelDBID": "117",
            "Classify_Actionability_CtgName": "",
            "_facebookTimezone": "",
            "Screen_Sentiment_CtgRelevancy": "",
            "desktop_sentiment": "Neutral",
            "ChatServerPort": "7160",
            "_facebookCurrentLocation": "",
            "Screen_Actionability_CtgName": "",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "ContactId": "00025aA4V4DR005N",
            "RTargetAgentSelected": "a1",
            "_facebookSourceXML":
"<com.genesyslab.mcr.facebook.fql.Page>...</com.genesyslab.mcr.facebook.fql.Page>",
            "_facebookCreatedTime": "1441197555607",
            "CBR-IT-path_DBIDs": "",
            "Classify_Actionability_CtgRelevancy": "",
            "RTargetAgentGroup": "SocialMediaAgentGroup",
            "Classify_Sentiment_CtgId": "",
            "RTargetRuleSelected": "",
            "ChatServerDBID": "115",
            "Screen_Sentiment_CtgName": "",
            "PegAGSocialMediaAgentGroup": 1,
            "Classify_Sentiment_CtgRelevancy": "",
            "UserData2": 123456789,
            "RTargetPlaceSelected": "a1",
            "_facebookPMInboxUrl": "https: //www.facebook.com/Cloud-App-Community-
...&folder=inbox",
            "RTenant": "Environment",
            "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
            "RRequestedSkills": None,
            "Classify_Sentiment_CtgName": "",
            "IxnAlreadyCreatedInUCS": "1",
            "_facebookActorId": "1457374047909438",
            "_facebookPMMessageId": "m_mid.1441197555276: d391c5a244a6798f46",
            "Screen_Actionability_ScreenRuleName": "",
            "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
            "RRequestedSkillCombination": "",
            "LCA_TimeStamp_facebooksession": "2015-08-03T12: 31: 06Z",
            "MiddleName": "",
            "RVQDBID": "",
            "RStrategyDBID": "1225",
            "_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
            "CustomerSegment": "default",
            "Classify_Actionability_CtgId": "",
            "ServiceType": "default",
```

```
            "_facebookInQueueAtTarget": "0",
            "_facebookPMThreadNMessages": "101",
            "LastCalledAgent_TimeStamp": "2015-08-11T12: 11: 34Z",
            "Screen_Sentiment_ScreenRuleName": "",
            "FromAddress": "VitaliyOnv",
            "ServiceObjective": 0,
            "Screen_Actionability_CtgRelevancy": "",
            "LCA_EmplID_facebooksession": "a1",
            "_facebookLanguages": "",
            "_facebookMessageText": "Hello my friend!",
            "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
            "DISP_KEY": "resolved",
            "_facebookSourceId": "830180563704433",
            "RTargetRequested": "SocialMediaAgentGroup",
            "EmailAddress": "",
            "CBR-actual_volume": "",
            "_facebookActorName": "VitaliyOnv",
            "_facebookActorXML":
"<com.genesyslab.mcr.facebook.fql.User>...</com.genesyslab.mcr.facebook.fql.User>",
            "RStrategyName": "FacebookAgentDeliveryStrategy",
            "RTargetTypeSelected": "2",
            "_facebookPMActionId": "1441197555620000000",
            "Subject": "Hellomyfriend!"
        },
        "receivedDate": "2015-09-0215:39:22.000+0300",
        "facebooksessionType": "Inbound",
        "uri": "http: //192.168.83.25:8090/api/v2/facebooksessions/0002DaAVKJ0V0095",
        "capabilities": [
            "SetInFocus",
            "Complete",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData"
        ],
        "suggestedQueueUris": [
            "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "state": "LeftChat",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007355E6EDFA0107",
                "visibility": "All",
                "participantId": "007355E6EDFA0107"
            }
        ],
        "id": "0002DaAVKJ0V0095"
    }
}
```

Complete

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

Marks a FacebookSession interaction as complete and ends the Facebook session for the customer if it hasn't been ended already. If the **queueName** parameter is specified, then the FacebookSession interaction is placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queueName (optional)	The name of the queue where Web Services should place this FacebookSession interaction.

Sample

Request

```
POST api/v2/me/facebooksessions/0002DaAVKJ0V0095
{
  "operationName": "Complete",
  "queueName": "PostProcessingQueue"
}
```

Response

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

Notification


```
{
    "referenceId": 23,
    "notificationType": "StatusChange",
    "messageType": "FacebooksessionStateChangeMessage",
    "facebooksession": {
        "comment": "Iamcrazyaboutmytest",
        "userData": {
            "FirstName": "Vitaliy",
            "desktop_actionable": "1",
            "_facebookSex": "",
            "_facebookLocale": "",
            "LastName": "Onv",
            "RTargetObjectSelected": "SocialMediaAgentGroup",
            "_facebookItxType": "10",
            "_facebookHomeTownLocation": "",
            "RVQID": "",
            "ChatServerAppName": "es_chat",
            "_facebookDriverVersion": "8.5.101.04",
            "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
            "_facebookBirthdayDate": "",
            "_facebookSourceNickName": "CloudAppCommunity",
            "LastCalledAgent_EmployeeID": "a1",
            "LCA_EmplID_facebook": "a1",
            "desktop_expand": "1",
            "RTargetObjSelDBID": "117",
            "Classify_Actionability_CtgName": "",
            "_facebookTimezone": "",
            "Screen_Sentiment_CtgRelevancy": "",
            "desktop_sentiment": "Neutral",
            "ChatServerPort": "7160",
            "_facebookCurrentLocation": "",
            "Screen_Actionability_CtgName": "",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "ContactId": "00025aA4V4DR005N",
            "RTargetAgentSelected": "a1",
            "_facebookSourceXML":
"<com.genesyslab.mcr.facebook.fql.Page>...</com.genesyslab.mcr.facebook.fql.Page>",
            "_facebookCreatedTime": "1441197555607",
            "CBR-IT-path_DBIDs": "",
            "Classify_Actionability_CtgRelevancy": "",
            "RTargetAgentGroup": "SocialMediaAgentGroup",
            "Classify_Sentiment_CtgId": "",
            "RTargetRuleSelected": "",
            "ChatServerDBID": "115",
            "Screen_Sentiment_CtgName": "",
            "PegAGSocialMediaAgentGroup": 1,
            "Classify_Sentiment_CtgRelevancy": "",
            "UserData2": 123456789,
            "RTargetPlaceSelected": "a1",
            "_facebookPMInboxUrl": "https: //www.facebook.com/Cloud-App-Community-
...&folder=inbox",
            "RTenant": "Environment",
            "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
            "RRequestedSkills": None,
            "Classify_Sentiment_CtgName": "",
            "IxnAlreadyCreatedInUCS": "1",
            "_facebookActorId": "1457374047909438",
            "_facebookPMMessageId": "m_mid.1441197555276: d391c5a244a6798f46",
            "Screen_Actionability_ScreenRuleName": "",
```

```
            "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
            "RRequestedSkillCombination": "",
            "LCA_TimeStamp_facebooksession": "2015-08-03T12: 31: 06Z",
            "MiddleName": "",
            "RVQDBID": "",
            "RStrategyDBID": "1225",
            "_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
            "CustomerSegment": "default",
            "Classify_Actionability_CtgId": "",
            "ServiceType": "default",
            "_facebookInQueueAtTarget": "0",
            "_facebookPMThreadNMessages": "101",
            "LastCalledAgent_TimeStamp": "2015-08-11T12: 11: 34Z",
            "Screen_Sentiment_ScreenRuleName": "",
            "FromAddress": "VitaliyOnv",
            "ServiceObjective": 0,
            "Screen_Actionability_CtgRelevancy": "",
            "LCA_EmplID_facebooksession": "a1",
            "_facebookLanguages": "",
            "_facebookMessageText": "Hellomyfriend!",
            "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
            "DISP_KEY": "resolved",
            "_facebookSourceId": "830180563704433",
            "RTargetRequested": "SocialMediaAgentGroup",
            "EmailAddress": "",
            "CBR-actual_volume": "",
            "_facebookActorName": "VitaliyOnv",
            "_facebookActorXML":
"<com.genesyslab.mcr.facebook.fql.User>...</com.genesyslab.mcr.facebook.fql.User>",
            "RStrategyName": "FacebookAgentDeliveryStrategy",
            "RTargetTypeSelected": "2",
            "_facebookPMActionId": "1441197555620000000",
            "Subject": "Hellomyfriend!"
        },
        "receivedDate": "2015-09-0215: 39: 22.000+0300",
        "facebooksessionType": "Inbound",
        "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002DaAVKJ0V0095",
        "capabilities": [

        ],
        "suggestedQueueUris": [
            "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "state": "Completed",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007355E6EDFA0107",
                "visibility": "All",
                "participantId": "007355E6EDFA0107"
            }
        ],
        "id": "0002DaAVKJ0V0095"
    }
}
```

AttachUserData

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

Adds the specified data to the interaction's UserData.

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

Parameters

Parameter	Value
operationName	AttachUserData
userData	The key value data to attach.

Sample

Request

```
POST api/v2/me/facebooksessions/0002DaAVKJ0V0095
{
  "operationName": "AttachUserData",
  "userData": {
      "UserData1":"DATA1",
      "UserData2":123456789
   }
}
```

Response

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

Notification


```
{
   "referenceId": 14,
   "notificationType": "PropertiesUpdated",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "comment": "Iamcrazyaboutmytest",
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
           "RTargetObjSelDBID": "117",
           "Classify_Actionability_CtgName": "",
           "_facebookTimezone": "",
           "Screen_Sentiment_CtgRelevancy": "",
           "desktop_sentiment": "Neutral",
           "ChatServerPort": "7160",
           "_facebookCurrentLocation": "",
           "Screen_Actionability_CtgName": "",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "00025aA4V4DR005N",
           "RTargetAgentSelected": "a1",
           "_facebookSourceXML":
"<com.genesyslab.mcr.facebook.fql.Page>...</com.genesyslab.mcr.facebook.fql.Page>",
           "_facebookCreatedTime": "1441197555607",
           "CBR-IT-path_DBIDs": "",
           "Classify_Actionability_CtgRelevancy": "",
           "RTargetAgentGroup": "SocialMediaAgentGroup",
           "Classify_Sentiment_CtgId": "",
           "RTargetRuleSelected": "",
           "ChatServerDBID": "115",
           "Screen_Sentiment_CtgName": "",
           "PegAGSocialMediaAgentGroup": 1,
           "Classify_Sentiment_CtgRelevancy": "",
           "UserData2": 123456789,
           "RTargetPlaceSelected": "a1",
           "_facebookPMInboxUrl": "https: //www.facebook.com/Cloud-App-Community-
...&folder=inbox",
           "UserData1": "DATA1",
           "RTenant": "Environment",
           "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
           "RRequestedSkills": None,
           "Classify_Sentiment_CtgName": "",
           "IxnAlreadyCreatedInUCS": "1",
           "_facebookActorId": "1457374047909438",
           "_facebookPMMessageId": "m_mid.1441197555276: d391c5a244a6798f46",
```

```
            "Screen_Actionability_ScreenRuleName": "",
            "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
            "RRequestedSkillCombination": "",
            "LCA_TimeStamp_facebooksession": "2015-08-03T12: 31: 06Z",
            "MiddleName": "",
            "RVQDBID": "",
            "RStrategyDBID": "1225",
            "_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
            "CustomerSegment": "default",
            "Classify_Actionability_CtgId": "",
            "ServiceType": "default",
            "_facebookInQueueAtTarget": "0",
            "_facebookPMThreadNMessages": "101",
            "LastCalledAgent_TimeStamp": "2015-08-11T12: 11: 34Z",
            "Screen_Sentiment_ScreenRuleName": "",
            "FromAddress": "VitaliyOnv",
            "ServiceObjective": 0,
            "Screen_Actionability_CtgRelevancy": "",
            "LCA_EmplID_facebooksession": "a1",
            "_facebookLanguages": "",
            "_facebookMessageText": "Hellomyfriend!",
            "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
            "DISP_KEY": "resolved",
            "_facebookSourceId": "830180563704433",
            "RTargetRequested": "SocialMediaAgentGroup",
            "EmailAddress": "",
            "CBR-actual_volume": "",
            "_facebookActorName": "VitaliyOnv",
            "_facebookActorXML":
"<com.genesyslab.mcr.facebook.fql.User>...</com.genesyslab.mcr.facebook.fql.User>",
            "RStrategyName": "FacebookAgentDeliveryStrategy",
            "RTargetTypeSelected": "2",
            "_facebookPMActionId": "1441197555620000000",
            "Subject": "Hellomyfriend!"
        },
        "receivedDate": "2015-09-0215: 39: 22.000+0300",
        "facebooksessionType": "Inbound",
        "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002DaAVKJ0V0095",
        "capabilities": [

        ],
        "suggestedQueueUris": [
            "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "state": "Processing",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "participantId": "007355E6EE0B0109",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007355E6EE0B0109"
            },
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007355E6EDFA0107",
```

```
                "visibility": "All",
                "participantId": "007355E6EDFA0107"
            }
        ],
        "id": "0002DaAVKJ0V0095"
    }
}
```

UpdateUserData

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

Overwrites the specified keys in the UserData with the specified values in the existing data.

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

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The key value data to update.

Sample

Request

```
POST api/v2/me/facebooksessions/0002DaAVKJ0V0095
{
  "operationName": "UpdateUserData",
  "userData": {
      "UserData1":987654321,
      "UserData2":"DATAUPDATE-@123"
   }
}
```

Response

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

Notification


```
{
   "referenceId": 16,
   "notificationType": "PropertiesUpdated",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "comment": "Iamcrazyaboutmytest",
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
           "RTargetObjSelDBID": "117",
           "Classify_Actionability_CtgName": "",
           "_facebookTimezone": "",
           "Screen_Sentiment_CtgRelevancy": "",
           "desktop_sentiment": "Neutral",
           "ChatServerPort": "7160",
           "_facebookCurrentLocation": "",
           "Screen_Actionability_CtgName": "",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "00025aA4V4DR005N",
           "RTargetAgentSelected": "a1",
           "_facebookSourceXML":
"<com.genesyslab.mcr.facebook.fql.Page>...</com.genesyslab.mcr.facebook.fql.Page>",
           "_facebookCreatedTime": "1441197555607",
           "CBR-IT-path_DBIDs": "",
           "Classify_Actionability_CtgRelevancy": "",
           "RTargetAgentGroup": "SocialMediaAgentGroup",
           "Classify_Sentiment_CtgId": "",
           "RTargetRuleSelected": "",
           "ChatServerDBID": "115",
           "Screen_Sentiment_CtgName": "",
           "PegAGSocialMediaAgentGroup": 1,
           "Classify_Sentiment_CtgRelevancy": "",
           "UserData2": "DATAUPDATE-@123",
           "RTargetPlaceSelected": "a1",
           "_facebookPMInboxUrl": "https: //www.facebook.com/Cloud-App-Community-
...&folder=inbox",
           "UserData1": 987654321,
           "RTenant": "Environment",
           "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
           "RRequestedSkills": None,
           "Classify_Sentiment_CtgName": "",
           "IxnAlreadyCreatedInUCS": "1",
           "_facebookActorId": "1457374047909438",
           "_facebookPMMessageId": "m_mid.1441197555276: d391c5a244a6798f46",
```

```
            "Screen_Actionability_ScreenRuleName": "",
            "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
            "RRequestedSkillCombination": "",
            "LCA_TimeStamp_facebooksession": "2015-08-03T12: 31: 06Z",
            "MiddleName": "",
            "RVQDBID": "",
            "RStrategyDBID": "1225",
            "_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
            "CustomerSegment": "default",
            "Classify_Actionability_CtgId": "",
            "ServiceType": "default",
            "_facebookInQueueAtTarget": "0",
            "_facebookPMThreadNMessages": "101",
            "LastCalledAgent_TimeStamp": "2015-08-11T12: 11: 34Z",
            "Screen_Sentiment_ScreenRuleName": "",
            "FromAddress": "VitaliyOnv",
            "ServiceObjective": 0,
            "Screen_Actionability_CtgRelevancy": "",
            "LCA_EmplID_facebooksession": "a1",
            "_facebookLanguages": "",
            "_facebookMessageText": "Hellomyfriend!",
            "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
            "DISP_KEY": "resolved",
            "_facebookSourceId": "830180563704433",
            "RTargetRequested": "SocialMediaAgentGroup",
            "EmailAddress": "",
            "CBR-actual_volume": "",
            "_facebookActorName": "VitaliyOnv",
            "_facebookActorXML":
"<com.genesyslab.mcr.facebook.fql.User>...</com.genesyslab.mcr.facebook.fql.User>",
            "RStrategyName": "FacebookAgentDeliveryStrategy",
            "RTargetTypeSelected": "2",
            "_facebookPMActionId": "1441197555620000000",
            "Subject": "Hellomyfriend!"
        },
        "receivedDate": "2015-09-0215: 39: 22.000+0300",
        "facebooksessionType": "Inbound",
        "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002DaAVKJ0V0095",
        "capabilities": [

        ],
        "suggestedQueueUris": [
            "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "state": "Processing",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "participantId": "007355E6EE0B0109",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007355E6EE0B0109"
            },
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007355E6EDFA0107",
```

```
                "visibility": "All",
                "participantId": "007355E6EDFA0107"
            }
        ],
        "id": "0002DaAVKJ0V0095"
    }
}
```

DeleteUserData

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

Deletes the specified key value data from an interaction's UserData.

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

Parameters

Parameter	Value
operationName	DeleteUserData
keys	The user key value data to delete.

Sample

Request

```
POST api/v2/me/facebooksessions/0002DaAVKJ0V0095
{
  "operationName": "DeleteUserData",
  "keys": ["UserData1"]
}
```

Response

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

Notification

```
{
   "referenceId": 18,
   "notificationType": "PropertiesUpdated",
```

```
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "comment": "Iamcrazyaboutmytest",
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
           "RTargetObjSelDBID": "117",
           "Classify_Actionability_CtgName": "",
           "_facebookTimezone": "",
           "Screen_Sentiment_CtgRelevancy": "",
           "desktop_sentiment": "Neutral",
           "ChatServerPort": "7160",
           "_facebookCurrentLocation": "",
           "Screen_Actionability_CtgName": "",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "00025aA4V4DR005N",
           "RTargetAgentSelected": "a1",
           "_facebookSourceXML":
"<com.genesyslab.mcr.facebook.fql.Page>...</com.genesyslab.mcr.facebook.fql.Page>",
           "_facebookCreatedTime": "1441197555607",
           "CBR-IT-path_DBIDs": "",
           "Classify_Actionability_CtgRelevancy": "",
           "RTargetAgentGroup": "SocialMediaAgentGroup",
           "Classify_Sentiment_CtgId": "",
           "RTargetRuleSelected": "",
           "ChatServerDBID": "115",
           "Screen_Sentiment_CtgName": "",
           "PegAGSocialMediaAgentGroup": 1,
           "Classify_Sentiment_CtgRelevancy": "",
           "UserData2": 123456789,
           "RTargetPlaceSelected": "a1",
           "_facebookPMInboxUrl": "https: //www.facebook.com/Cloud-App-Community-
...&folder=inbox",
           "RTenant": "Environment",
           "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
           "RRequestedSkills": None,
           "Classify_Sentiment_CtgName": "",
           "IxnAlreadyCreatedInUCS": "1",
           "_facebookActorId": "1457374047909438",
           "_facebookPMMessageId": "m_mid.1441197555276: d391c5a244a6798f46",
           "Screen_Actionability_ScreenRuleName": "",
           "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
           "RRequestedSkillCombination": "",
           "LCA_TimeStamp_facebooksession": "2015-08-03T12: 31: 06Z",
           "MiddleName": "",
           "RVQDBID": "",
           "RStrategyDBID": "1225",
```

```
            "_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
            "CustomerSegment": "default",
            "Classify_Actionability_CtgId": "",
            "ServiceType": "default",
            "_facebookInQueueAtTarget": "0",
            "_facebookPMThreadNMessages": "101",
            "LastCalledAgent_TimeStamp": "2015-08-11T12: 11: 34Z",
            "Screen_Sentiment_ScreenRuleName": "",
            "FromAddress": "VitaliyOnv",
            "ServiceObjective": 0,
            "Screen_Actionability_CtgRelevancy": "",
            "LCA_EmplID_facebooksession": "a1",
            "_facebookLanguages": "",
            "_facebookMessageText": "Hellomyfriend!",
            "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
            "DISP_KEY": "resolved",
            "_facebookSourceId": "830180563704433",
            "RTargetRequested": "SocialMediaAgentGroup",
            "EmailAddress": "",
            "CBR-actual_volume": "",
            "_facebookActorName": "VitaliyOnv",
            "_facebookActorXML":
"<com.genesyslab.mcr.facebook.fql.User>...</com.genesyslab.mcr.facebook.fql.User>",
            "RStrategyName": "FacebookAgentDeliveryStrategy",
            "RTargetTypeSelected": "2",
            "_facebookPMActionId": "1441197555620000000",
            "Subject": "Hellomyfriend!"
        },
        "receivedDate": "2015-09-0215: 39: 22.000+0300",
        "facebooksessionType": "Inbound",
        "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002DaAVKJ0V0095",
        "capabilities": [

        ],
        "suggestedQueueUris": [
            "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "state": "Processing",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "participantId": "007355E6EE0B0109",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007355E6EE0B0109"
            },
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007355E6EDFA0107",
                "visibility": "All",
                "participantId": "007355E6EDFA0107"
            }
        ],
        "id": "0002DaAVKJ0V0095"
    }
}
```

AddComment

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

Sets a comment on the specified FacebookSession interaction.

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

Parameters

Parameter	Value
operationName	AddComment
comment	A string value used for the FacebookSession comment.

Sample

Request

```
POST api/v2/me/facebooksessions/0000Na9B26EF003M

{
 "operationName": "AddComment",
 "comment": "Some facebook session comment text"
}
```

Response

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

Notification

```
{
```

```
    "referenceId": 34,
    "facebooksession": {
        "participants": [
            {
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "009052C73228006D"
            },
            {
                "nickname": "FirstL",
                "type": "Customer",
                "participantId": "009052C73223006B"
            }
        ],
        "state": "Chatting",
        "id": "0000Na9B26EF003M",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification"
        ],
        "comment": "Some chat comment text",
        "uri": "http: //localhost:8080/api/v2/facebooksessions/0000Na9B26EF003M"
    },
    "notificationType": "PropertiesUpdated",
    "messageType": "FacebooksessionStateChangeMessage"
}
```

Transfer

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

Transfers a Facebook session interaction to another user or queue.

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

Parameters

Parameter	Value
operationName	Transfer
targetPath	The userPath or queuePath to transfer to.

Sample

Transfer to Agent

Request

```
POST api/v2/me/facebooksessions/01QQQG2MU214P05W
{
  "operationName": "Transfer",
  "targetUri": "/users/10f8abb20c154fb28c82c68102625233"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 68
}
```

CometD Notification

Message after transfer to agent

```
{
   "referenceId": 40,
   "notificationType": "StatusChange",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
           "RTargetObjSelDBID": "117",
           "Classify_Actionability_CtgName": "",
           "_facebookTimezone": "",
           "Screen_Sentiment_CtgRelevancy": "",
           "desktop_sentiment": "Neutral",
           "ChatServerPort": "7160",
           "_facebookCurrentLocation": "",
           "Screen_Actionability_CtgName": "",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0002CaAPEA440026",
           "RTargetAgentSelected": "a1",
           "_facebookSourceXML": "..",
           "_facebookCreatedTime": "1445342318559",
           "CBR-IT-path_DBIDs": "",
           "Classify_Actionability_CtgRelevancy": "",
           "RTargetAgentGroup": "SocialMediaAgentGroup",
           "Classify_Sentiment_CtgId": "",
           "RTargetRuleSelected": "",
           "ChatServerDBID": "115",
           "Screen_Sentiment_CtgName": "",
           "PegAGSocialMediaAgentGroup": 1,
           "Classify_Sentiment_CtgRelevancy": "",
           "RTargetPlaceSelected": "a1",
           "_facebookPMInboxUrl": "...",
           "RTenant": "Environment",
           "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
           "RRequestedSkills": None,
           "Classify_Sentiment_CtgName": "",
           "IxnAlreadyCreatedInUCS": "1",
           "_facebookActorId": "1457374047909438",
           "_facebookPMMessageId": "m_mid.1445342318550: 4d31da72a7c57c8676",
           "Screen_Actionability_ScreenRuleName": "",
           "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
           "RRequestedSkillCombination": "",
           "LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
           "MiddleName": "",
           "RVQDBID": "",
           "RStrategyDBID": "1225",
           "_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
```

```
            "CustomerSegment": "default",
            "Classify_Actionability_CtgId": "",
            "ServiceType": "default",
            "_facebookInQueueAtTarget": "0",
            "_facebookPMThreadNMessages": "120",
            "LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
            "Screen_Sentiment_ScreenRuleName": "",
            "FromAddress": "VitaliyOnv",
            "ServiceObjective": 0,
            "Screen_Actionability_CtgRelevancy": "",
            "LCA_EmplID_facebooksession": "a1",
            "_facebookLanguages": "",
            "_facebookMessageText": "Howareyou?",
            "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
            "_facebookSourceId": "830180563704433",
            "RTargetRequested": "SocialMediaAgentGroup",
            "EmailAddress": "",
            "CBR-actual_volume": "",
            "_facebookActorName": "VitaliyOnv",
            "_facebookActorXML": "...",
            "RStrategyName": "FacebookAgentDeliveryStrategy",
            "RTargetTypeSelected": "2",
            "_facebookPMActionId": "1445342318584000000",
            "Subject": "Howareyou?"
        },
        "receivedDate": "2015-10-2014: 58: 41.000+0300",
        "facebooksessionType": "Inbound",
        "suggestedQueueUris": [
            "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "capabilities": [

        ],
        "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT0076",
        "state": "Completed",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "participantId": "007356262C81013A",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007356262C81013A"
            },
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007356262C710138",
                "visibility": "All",
                "participantId": "007356262C710138"
            }
        ],
        "id": "0002EaAY01MT0076"
    }
}
```

Transfer to Queue

Request

```
POST api/v2/me/facebooksessions/01QQQG2MU214P05X
{
  "operationName": "Transfer",
  "targetPath": "/contacts/5c7c1112-2be4-4108-9fbe-341312585616"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 89
}
```

CometD Notification

Message after transfer to queue

```
{
   "referenceId": 40,
   "notificationType": "StatusChange",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
           "RTargetObjSelDBID": "117",
           "Classify_Actionability_CtgName": "",
           "_facebookTimezone": "",
           "Screen_Sentiment_CtgRelevancy": "",
           "desktop_sentiment": "Neutral",
           "ChatServerPort": "7160",
           "_facebookCurrentLocation": "",
           "Screen_Actionability_CtgName": "",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0002CaAPEA440026",
           "RTargetAgentSelected": "a1",
           "_facebookSourceXML": "..",
           "_facebookCreatedTime": "1445342318559",
           "CBR-IT-path_DBIDs": "",
           "Classify_Actionability_CtgRelevancy": "",
```

```
        "RTargetAgentGroup": "SocialMediaAgentGroup",
        "Classify_Sentiment_CtgId": "",
        "RTargetRuleSelected": "",
        "ChatServerDBID": "115",
        "Screen_Sentiment_CtgName": "",
        "PegAGSocialMediaAgentGroup": 1,
        "Classify_Sentiment_CtgRelevancy": "",
        "RTargetPlaceSelected": "a1",
        "_facebookPMInboxUrl": "...",
        "RTenant": "Environment",
        "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
        "RRequestedSkills": None,
        "Classify_Sentiment_CtgName": "",
        "IxnAlreadyCreatedInUCS": "1",
        "_facebookActorId": "1457374047909438",
        "_facebookPMMessageId": "m_mid.1445342318550: 4d31da72a7c57c8676",
        "Screen_Actionability_ScreenRuleName": "",
        "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
        "RRequestedSkillCombination": "",
        "LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
        "MiddleName": "",
        "RVQDBID": "",
        "RStrategyDBID": "1225",
        "_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
        "CustomerSegment": "default",
        "Classify_Actionability_CtgId": "",
        "ServiceType": "default",
        "_facebookInQueueAtTarget": "0",
        "_facebookPMThreadNMessages": "120",
        "LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
        "Screen_Sentiment_ScreenRuleName": "",
        "FromAddress": "VitaliyOnv",
        "ServiceObjective": 0,
        "Screen_Actionability_CtgRelevancy": "",
        "LCA_EmplID_facebooksession": "a1",
        "_facebookLanguages": "",
        "_facebookMessageText": "Howareyou?",
        "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
        "_facebookSourceId": "830180563704433",
        "RTargetRequested": "SocialMediaAgentGroup",
        "EmailAddress": "",
        "CBR-actual_volume": "",
        "_facebookActorName": "VitaliyOnv",
        "_facebookActorXML": "...",
        "RStrategyName": "FacebookAgentDeliveryStrategy",
        "RTargetTypeSelected": "2",
        "_facebookPMActionId": "1445342318584000000",
        "Subject": "Howareyou?"
    },
    "receivedDate": "2015-10-2014: 58: 41.000+0300",
    "facebooksessionType": "Inbound",
    "suggestedQueueUris": [
        "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
    ],
    "capabilities": [

    ],
    "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT0076",
    "state": "Completed",
    "revelantResponseTemplateGroups": [

    ],
    "participants": [
```

```
            {
                "participantId": "007356262C81013A",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007356262C81013A"
            },
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007356262C710138",
                "visibility": "All",
                "participantId": "007356262C710138"
            }
        ],
        "id": "0002EaAY01MT0076"
    }
}
```

Consult

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

This request enables an agent to consult with another agent. A consultation happens in the same Facebook chat context, but the customer is not aware of the consulting agent. Messages and notifications from the consulting agent are be visible to other agents, not to the customer. After the consultation has started, the originator can Transfer to the consulting agent or the consulting agent can Leave the chat.

To enable the consult through queue feature, add the `InternalConferenceInvite` value to the `InteractionSubtype` business attribute.

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

Parameters

Parameter	Value
operationName	Consult
targetUri	The user URI to consult with or the queue URI to consult through. Mandatory, if '**targetPath** is not specified.
targetPath	The user path to consult with or the queue path to consult through. Mandatory, if **targetUri** is not specified.

Sample

Request

```
POST api/v2/facebooksession/0000Na9B26EF006E
{
  "operationName": "Consult",
  "targetUri": "http://localhost:8080/api/v2/contacts/429a55994ef64991a77acb77c1cf9041"
}
```

Response


```
{
  "statusCode": 0,
  "referenceId": 35
}
```


Notification

Successful

First Notification


```
{
   "notificationType": "ParticipantsUpdated",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
           "RTargetObjSelDBID": "117",
           "Classify_Actionability_CtgName": "",
           "_facebookTimezone": "",
           "Screen_Sentiment_CtgRelevancy": "",
           "desktop_sentiment": "Neutral",
           "ChatServerPort": "7160",
           "_facebookCurrentLocation": "",
           "Screen_Actionability_CtgName": "",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0002CaAPEA440026",
           "RTargetAgentSelected": "a1",
           "_facebookSourceXML": "...",
           "_facebookCreatedTime": "1445346831805",
           "CBR-IT-path_DBIDs": "",
           "Classify_Actionability_CtgRelevancy": "",
           "RTargetAgentGroup": "SocialMediaAgentGroup",
           "Classify_Sentiment_CtgId": "",
           "RTargetRuleSelected": "",
           "ChatServerDBID": "115",
           "Screen_Sentiment_CtgName": "",
           "PegAGSocialMediaAgentGroup": 1,
           "Classify_Sentiment_CtgRelevancy": "",
           "RTargetPlaceSelected": "a1",
           "_facebookPMInboxUrl": "...",
```

```
        "RTenant": "Environment",
        "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
        "RRequestedSkills": None,
        "Classify_Sentiment_CtgName": "",
        "IxnAlreadyCreatedInUCS": "1",
        "_facebookActorId": "1457374047909438",
        "_facebookPMMessageId": "m_mid.1445346831794: 4a4b9368f10c1b3991",
        "Screen_Actionability_ScreenRuleName": "",
        "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
        "RRequestedSkillCombination": "",
        "LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
        "MiddleName": "",
        "RVQDBID": "",
        "RStrategyDBID": "1225",
        "_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
        "CustomerSegment": "default",
        "Classify_Actionability_CtgId": "",
        "ServiceType": "default",
        "_facebookInQueueAtTarget": "0",
        "_facebookPMThreadNMessages": "125",
        "LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
        "Screen_Sentiment_ScreenRuleName": "",
        "FromAddress": "VitaliyOnv",
        "ServiceObjective": 0,
        "Screen_Actionability_CtgRelevancy": "",
        "LCA_EmplID_facebooksession": "a1",
        "_facebookLanguages": "",
        "_facebookMessageText": "NewTestaconsultoperation!!!",
        "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
        "_facebookSourceId": "830180563704433",
        "RTargetRequested": "SocialMediaAgentGroup",
        "EmailAddress": "",
        "CBR-actual_volume": "",
        "_facebookActorName": "VitaliyOnv",
        "_facebookActorXML": "...",
        "RStrategyName": "FacebookAgentDeliveryStrategy",
        "RTargetTypeSelected": "2",
        "_facebookPMActionId": "1445346831836000000",
        "Subject": "NewTestaconsultoperation!!!"
    },
    "receivedDate": "2015-10-2016: 13: 56.000+0300",
    "facebooksessionType": "Inbound",
    "suggestedQueueUris": [
        "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
    ],
    "capabilities": [
        "Transfer",
        "Leave",
        "Invite",
        "Consult",
        "SetInFocus",
        "SetDisposition",
        "AttachUserData",
        "DeleteUserData",
        "UpdateUserData",
        "SendToAgents",
        "SendStartTypingToAgentsNotification",
        "SendStopTypingToAgentsNotification",
        "Complete",
        "SendMessage",
        "SendUrl",
        "SendStartTypingNotification",
        "SendStopTypingNotification",
```

```
            "RemoveParticipantFromConference"
        ],
        "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT007C",
        "state": "Chatting",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007356263E140144",
                "visibility": "All",
                "participantId": "007356263E140144"
            },
            {
                "participantId": "007356263E410147",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
e2c90c960d3d40c79684818983ceb314",
                "visibility": "Agents",
                "path": "/users/e2c90c960d3d40c79684818983ceb314",
                "nickname": "Agent2",
                "id": "007356263E410147"
            },
            {
                "participantId": "007356263E230146",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007356263E230146"
            }
        ],
        "id": "0002EaAY01MT007C"
    }
}
```


Second Notification


```
{
   'facebooksessionUri': 'http: //192.168.83.25: 8090/api/v2/facebooksessions/
0002EaAY01MT007C',
   'messages': [
        {
            'index': 4,
            'from': {
                'participantId': '007356263E410147',
                'type': 'Agent',
                'uri': 'http: //192.168.83.25: 8090/api/v2/users/
e2c90c960d3d40c79684818983ceb314',
                'visibility': 'Agents',
                'path': '/users/e2c90c960d3d40c79684818983ceb314',
                'nickname': 'Agent2',
                'id': '007356263E410147'
            },
            'timestamp': '2015-10-2016: 14: 41.000+0300',
            'visibility': 'Agents',
            'type': 'ParticipantJoined',
            'timestampSeconds': 1445346881000L
```

```
        }
    ],
    'facebooksessionPath': '/facebooksessions/0002EaAY01MT007C',
    'messageType': 'MessageLogUpdated',
    'notificationType': 'NewMessages'
}
```

SendToAgents

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

This request sends a text message only to agents who are in a conference or in a consulting Facebook chat.

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

Parameters

Parameter	Value
operationName	SendToAgents
text	The text to send to agents

Sample

Request

```
POST api/v2/me/facebooksessions/0071023821aec011
{
  "operationName": "SendToAgents",
  "text": "We need your help?"
}
```

Response

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

Notification

Here is the list of notifications received after sending a new message only for agents:

Notification with new message


```
{
       "facebooksessionUri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/
0002EaAY01MT007J",
       "messages": [
           {
               "index": 5,
               "from": {
                   "participantId": "007356276D330155",
                   "type": "Agent",
                   "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                   "visibility": "All",
                   "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                   "nickname": "TestName",
                   "id": "007356276D330155"
               },
               "text": "Helloagentslave",
               "visibility": "Agents",
               "timestamp": "2015-10-2113: 48: 16.000+0300",
               "type": "Text",
               "timestampSeconds": 1445424496000L
           }
       ],
       "facebooksessionPath": "/facebooksessions/0002EaAY01MT007J",
       "messageType": "MessageLogUpdated",
       "notificationType": "NewMessages"
   },
   "channel": "/v2/me/facebooksession"
}
```

RemoveParticipantFromConference

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

This request enables an agent to remove another agent from a consultation. Only the agent who is visible to all (both the customer and the other agent) can do this.

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

Parameters

Parameter	Value
operationName	RemoveParticipantFromConference
targetUri	The user URI to remove.

Sample

Request

```
POST api/v2/me/facebooksessions/00010a9FSGFP001F
{
  "operationName": "RemoveParticipantFromConference",
  "targetUri": "http://10.10.15.212:9090/api/v2/users/c30d06daa1ea43b8be79f9b071f30d70"
}
```

Response

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

Notification

Successful

Agent1 First Notification


```
{
   "facebooksessionUri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/
0002EaAY01MT0082",
   "messages": [
       {
           "index": 5,
           "from": {
               "participantId": "007356278F310173",
               "type": "Agent",
               "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
               "visibility": "All",
               "path": "/users/5e101708f14442c7ab79814bb4f799b2",
               "nickname": "TestName",
               "id": "007356278F310173"
           },
           "text": "REMOVE_PARTICIPANT_FROM_CONFERENCEe2c90c960d3d40c79684818983ceb314",
           "visibility": "Agents",
           "timestamp": "2015-10-2116: 13: 19.000+0300",
           "type": "Notice",
           "timestampSeconds": 1445433199000L
       }
   ],
   "facebooksessionPath": "/facebooksessions/0002EaAY01MT0082",
   "messageType": "MessageLogUpdated",
   "notificationType": "NewMessages"
}
```


Agent1 Second Notification


```
{
   "referenceId": 63,
   "notificationType": "ParticipantsUpdated",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
```

```
"RTargetObjSelDBID": "117",
"Classify_Actionability_CtgName": "",
"_facebookTimezone": "",
"Screen_Sentiment_CtgRelevancy": "",
"desktop_sentiment": "Neutral",
"ChatServerPort": "7160",
"_facebookCurrentLocation": "",
"Screen_Actionability_CtgName": "",
"CBR-Interaction_cost": "",
"CBR-contract_DBIDs": "",
"ContactId": "0002CaAPEA440026",
"RTargetAgentSelected": "a1",
"_facebookSourceXML": "..",
"_facebookCreatedTime": "1445433117346",
"CBR-IT-path_DBIDs": "",
"Classify_Actionability_CtgRelevancy": "",
"RTargetAgentGroup": "SocialMediaAgentGroup",
"Classify_Sentiment_CtgId": "",
"RTargetRuleSelected": "",
"ChatServerDBID": "115",
"Screen_Sentiment_CtgName": "",
"PegAGSocialMediaAgentGroup": 1,
"Classify_Sentiment_CtgRelevancy": "",
"RTargetPlaceSelected": "a1",
"_facebookPMInboxUrl": "...",
"RTenant": "Environment",
"_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
"RRequestedSkills": None,
"Classify_Sentiment_CtgName": "",
"IxnAlreadyCreatedInUCS": "1",
"_facebookActorId": "1457374047909438",
"_facebookPMMessageId": "m_mid.1445433117337: 8b2f644744fdec2f77",
"Screen_Actionability_ScreenRuleName": "",
"LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
"RRequestedSkillCombination": "",
"LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
"MiddleName": "",
"RVQDBID": "",
"RStrategyDBID": "1225",
"_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
"CustomerSegment": "default",
"Classify_Actionability_CtgId": "",
"ServiceType": "default",
"_facebookInQueueAtTarget": "0",
"_facebookPMThreadNMessages": "136",
"LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
"Screen_Sentiment_ScreenRuleName": "",
"FromAddress": "VitaliyOnv",
"ServiceObjective": 0,
"Screen_Actionability_CtgRelevancy": "",
"LCA_EmplID_facebooksession": "a1",
"_facebookLanguages": "",
"_facebookMessageText": "Createnewtestforconsult",
"_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
"_facebookSourceId": "830180563704433",
"RTargetRequested": "SocialMediaAgentGroup",
"EmailAddress": "",
"CBR-actual_volume": "",
"_facebookActorName": "VitaliyOnv",
"_facebookActorXML": "...",
"RStrategyName": "FacebookAgentDeliveryStrategy",
"RTargetTypeSelected": "2",
"_facebookPMActionId": "1445433117374000000",
```

```
            "Subject": "Createnewtestforconsult"
        },
        "receivedDate": "2015-10-2116: 12: 03.000+0300",
        "facebooksessionType": "Inbound",
        "suggestedQueueUris": [
            "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "capabilities": [

        ],
        "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT0082",
        "state": "Completed",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007356278F230171",
                "visibility": "All",
                "participantId": "007356278F230171"
            },
            {
                "participantId": "007356278F310173",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007356278F310173"
            }
        ],
        "id": "0002EaAY01MT0082"
    }
}
```


Agent1 Third Notification


```
{
    "facebooksessionUri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/
0002EaAY01MT0082",
    "messages": [
        {
            "index": 5,
            "from": {
                "participantId": "007356278F310173",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007356278F310173"
            },
            "visibility": "Agents",
            "timestamp": "2015-10-2116: 13: 19.000+0300",
            "type": "ParticipantLeft",
            "timestampSeconds": 1445433199000L
        }
    ],
```

```
   "facebooksessionPath": "/facebooksessions/0002EaAY01MT0082",
   "messageType": "MessageLogUpdated",
   "notificationType": "NewMessages"
}
```


Agent2 First Notification


```
{
   "referenceId": 63,
   "notificationType": "StatusChange",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
           "RTargetObjSelDBID": "117",
           "Classify_Actionability_CtgName": "",
           "_facebookTimezone": "",
           "Screen_Sentiment_CtgRelevancy": "",
           "desktop_sentiment": "Neutral",
           "ChatServerPort": "7160",
           "_facebookCurrentLocation": "",
           "Screen_Actionability_CtgName": "",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0002CaAPEA440026",
           "RTargetAgentSelected": "a1",
           "_facebookSourceXML": "..",
           "_facebookCreatedTime": "1445433117346",
           "CBR-IT-path_DBIDs": "",
           "Classify_Actionability_CtgRelevancy": "",
           "RTargetAgentGroup": "SocialMediaAgentGroup",
           "Classify_Sentiment_CtgId": "",
           "RTargetRuleSelected": "",
           "ChatServerDBID": "115",
           "Screen_Sentiment_CtgName": "",
           "PegAGSocialMediaAgentGroup": 1,
           "Classify_Sentiment_CtgRelevancy": "",
           "RTargetPlaceSelected": "a1",
           "_facebookPMInboxUrl": "...",
           "RTenant": "Environment",
           "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
           "RRequestedSkills": None,
           "Classify_Sentiment_CtgName": "",
           "IxnAlreadyCreatedInUCS": "1",
           "_facebookActorId": "1457374047909438",
           "_facebookPMMessageId": "m_mid.1445433117337: 8b2f644744fdec2f77",
```

```
            "Screen_Actionability_ScreenRuleName": "",
            "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
            "RRequestedSkillCombination": "",
            "LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
            "MiddleName": "",
            "RVQDBID": "",
            "RStrategyDBID": "1225",
            "_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
            "CustomerSegment": "default",
            "Classify_Actionability_CtgId": "",
            "ServiceType": "default",
            "_facebookInQueueAtTarget": "0",
            "_facebookPMThreadNMessages": "136",
            "LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
            "Screen_Sentiment_ScreenRuleName": "",
            "FromAddress": "VitaliyOnv",
            "ServiceObjective": 0,
            "Screen_Actionability_CtgRelevancy": "",
            "LCA_EmplID_facebooksession": "a1",
            "_facebookLanguages": "",
            "_facebookMessageText": "Createnewtestforconsult",
            "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
            "_facebookSourceId": "830180563704433",
            "RTargetRequested": "SocialMediaAgentGroup",
            "EmailAddress": "",
            "CBR-actual_volume": "",
            "_facebookActorName": "VitaliyOnv",
            "_facebookActorXML": "...",
            "RStrategyName": "FacebookAgentDeliveryStrategy",
            "RTargetTypeSelected": "2",
            "_facebookPMActionId": "1445433117374000000",
            "Subject": "Createnewtestforconsult"
        },
        "receivedDate": "2015-10-2116: 12: 03.000+0300",
        "facebooksessionType": "Inbound",
        "suggestedQueueUris": [
            "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "capabilities": [

        ],
        "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT0082",
        "state": "Chatting",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007356278F230171",
                "visibility": "All",
                "participantId": "007356278F230171"
            },
            {
                "participantId": "007356278F310173",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007356278F310173"
```

```
            }
        ],
        "id": "0002EaAY01MT0082"
    }
}
```


Agent2 Second Notification


```
{
   "facebooksessionUri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/
0002EaAY01MT0082",
   "messages": [
       {
           "index": 5,
           "from": {
               "participantId": "007356278F310173",
               "type": "Agent",
               "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
               "visibility": "All",
               "path": "/users/5e101708f14442c7ab79814bb4f799b2",
               "nickname": "TestName",
               "id": "007356278F310173"
           },
           "visibility": "Agents",
           "timestamp": "2015-10-2116: 13: 19.000+0300",
           "type": "ParticipantLeft",
           "timestampSeconds": 1445433199000L
       }
   ],
   "facebooksessionPath": "/facebooksessions/0002EaAY01MT0082",
   "messageType": "MessageLogUpdated",
   "notificationType": "NewMessages"
}
```


Agent2 Third Notification


```
{
   "referenceId": 63,
   "notificationType": "StatusChange",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
```

```
"RTargetObjSelDBID": "117",
"Classify_Actionability_CtgName": "",
"_facebookTimezone": "",
"Screen_Sentiment_CtgRelevancy": "",
"desktop_sentiment": "Neutral",
"ChatServerPort": "7160",
"_facebookCurrentLocation": "",
"Screen_Actionability_CtgName": "",
"CBR-Interaction_cost": "",
"CBR-contract_DBIDs": "",
"ContactId": "0002CaAPEA440026",
"RTargetAgentSelected": "a1",
"_facebookSourceXML": "..",
"_facebookCreatedTime": "1445433117346",
"CBR-IT-path_DBIDs": "",
"Classify_Actionability_CtgRelevancy": "",
"RTargetAgentGroup": "SocialMediaAgentGroup",
"Classify_Sentiment_CtgId": "",
"RTargetRuleSelected": "",
"ChatServerDBID": "115",
"Screen_Sentiment_CtgName": "",
"PegAGSocialMediaAgentGroup": 1,
"Classify_Sentiment_CtgRelevancy": "",
"RTargetPlaceSelected": "a1",
"_facebookPMInboxUrl": "...",
"RTenant": "Environment",
"_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
"RRequestedSkills": None,
"Classify_Sentiment_CtgName": "",
"IxnAlreadyCreatedInUCS": "1",
"_facebookActorId": "1457374047909438",
"_facebookPMMessageId": "m_mid.1445433117337: 8b2f644744fdec2f77",
"Screen_Actionability_ScreenRuleName": "",
"LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
"RRequestedSkillCombination": "",
"LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
"MiddleName": "",
"RVQDBID": "",
"RStrategyDBID": "1225",
"_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
"CustomerSegment": "default",
"Classify_Actionability_CtgId": "",
"ServiceType": "default",
"_facebookInQueueAtTarget": "0",
"_facebookPMThreadNMessages": "136",
"LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
"Screen_Sentiment_ScreenRuleName": "",
"FromAddress": "VitaliyOnv",
"ServiceObjective": 0,
"Screen_Actionability_CtgRelevancy": "",
"LCA_EmplID_facebooksession": "a1",
"_facebookLanguages": "",
"_facebookMessageText": "Createnewtestforconsult",
"_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
"_facebookSourceId": "830180563704433",
"RTargetRequested": "SocialMediaAgentGroup",
"EmailAddress": "",
"CBR-actual_volume": "",
"_facebookActorName": "VitaliyOnv",
"_facebookActorXML": "...",
"RStrategyName": "FacebookAgentDeliveryStrategy",
"RTargetTypeSelected": "2",
"_facebookPMActionId": "1445433117374000000",
```

```
            "Subject": "Createnewtestforconsult"
        },
        "receivedDate": "2015-10-2116: 12: 03.000+0300",
        "facebooksessionType": "Inbound",
        "suggestedQueueUris": [
            "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "capabilities": [

        ],
        "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT0082",
        "state": "LeftChat",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007356278F230171",
                "visibility": "All",
                "participantId": "007356278F230171"
            },
            {
                "participantId": "007356278F310173",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007356278F310173"
            }
        ],
        "id": "0002EaAY01MT0082"
    }
}
```


Agent2 Fourth Notification


```
{
    "referenceId": 63,
    "notificationType": "StatusChange",
    "messageType": "FacebooksessionStateChangeMessage",
    "facebooksession": {
        "userData": {
            "FirstName": "Vitaliy",
            "desktop_actionable": "1",
            "_facebookSex": "",
            "_facebookLocale": "",
            "LastName": "Onv",
            "RTargetObjectSelected": "SocialMediaAgentGroup",
            "_facebookItxType": "10",
            "_facebookHomeTownLocation": "",
            "RVQID": "",
            "ChatServerAppName": "es_chat",
            "_facebookDriverVersion": "8.5.101.04",
            "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
            "_facebookBirthdayDate": "",
            "_facebookSourceNickName": "CloudAppCommunity",
            "LastCalledAgent_EmployeeID": "a1",
            "LCA_EmplID_facebook": "a1",
```

```
"desktop_expand": "1",
"RTargetObjSelDBID": "117",
"Classify_Actionability_CtgName": "",
"_facebookTimezone": "",
"Screen_Sentiment_CtgRelevancy": "",
"desktop_sentiment": "Neutral",
"ChatServerPort": "7160",
"_facebookCurrentLocation": "",
"Screen_Actionability_CtgName": "",
"CBR-Interaction_cost": "",
"CBR-contract_DBIDs": "",
"ContactId": "0002CaAPEA440026",
"RTargetAgentSelected": "a1",
"_facebookSourceXML": "..",
"_facebookCreatedTime": "1445433117346",
"CBR-IT-path_DBIDs": "",
"Classify_Actionability_CtgRelevancy": "",
"RTargetAgentGroup": "SocialMediaAgentGroup",
"Classify_Sentiment_CtgId": "",
"RTargetRuleSelected": "",
"ChatServerDBID": "115",
"Screen_Sentiment_CtgName": "",
"PegAGSocialMediaAgentGroup": 1,
"Classify_Sentiment_CtgRelevancy": "",
"RTargetPlaceSelected": "a1",
"_facebookPMInboxUrl": "...",
"RTenant": "Environment",
"_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
"RRequestedSkills": None,
"Classify_Sentiment_CtgName": "",
"IxnAlreadyCreatedInUCS": "1",
"_facebookActorId": "1457374047909438",
"_facebookPMMessageId": "m_mid.1445433117337: 8b2f644744fdec2f77",
"Screen_Actionability_ScreenRuleName": "",
"LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
"RRequestedSkillCombination": "",
"LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
"MiddleName": "",
"RVQDBID": "",
"RStrategyDBID": "1225",
"_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
"CustomerSegment": "default",
"Classify_Actionability_CtgId": "",
"ServiceType": "default",
"_facebookInQueueAtTarget": "0",
"_facebookPMThreadNMessages": "136",
"LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
"Screen_Sentiment_ScreenRuleName": "",
"FromAddress": "VitaliyOnv",
"ServiceObjective": 0,
"Screen_Actionability_CtgRelevancy": "",
"LCA_EmplID_facebooksession": "a1",
"_facebookLanguages": "",
"_facebookMessageText": "Createnewtestforconsult",
"_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
"_facebookSourceId": "830180563704433",
"RTargetRequested": "SocialMediaAgentGroup",
"EmailAddress": "",
"CBR-actual_volume": "",
"_facebookActorName": "VitaliyOnv",
"_facebookActorXML": "...",
"RStrategyName": "FacebookAgentDeliveryStrategy",
"RTargetTypeSelected": "2",
```

```
            "_facebookPMActionId": "1445433117374000000",
            "Subject": "Createnewtestforconsult"
        },
        "receivedDate": "2015-10-2116: 12: 03.000+0300",
        "facebooksessionType": "Inbound",
        "suggestedQueueUris": [
            "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "capabilities": [

        ],
        "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT0082",
        "state": "Completed",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007356278F230171",
                "visibility": "All",
                "participantId": "007356278F230171"
            },
            {
                "participantId": "007356278F310173",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007356278F310173"
            }
        ],
        "id": "0002EaAY01MT0082"
    }
}
```

ReportStandardResponseUsage FacebookSession

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

The purpose of this operation is to provide Standard Response data for Universal Contact Server (UCS) reporting. Every request associates Standard Response usage with a specific interaction. This helps administrators determine which Standard Responses are used most often, and so on.

If the agent does not have a numeric value for **employeeId** this operation will not associate the agent with this usage entry.

You cannot report usage on Response Templates that are no longer valid (they have expired, not started yet, or not been approved)

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

Parameters

Parameter	Value
operationName	ReportResponseTemplateUsage
responseTemplateId	The location of the standardResponse.
responseType	The way the response template was used. Possible values are: SystemAutoResponse, SuggestedResponseChoosen, AdministratorResponse, SuggestedResponsesIgnored, SuggestedResponseNotReceived. This is an optional parameter. If this is not provided in the request, the default value is SystemAutoResponse.

Sample

Request

```
POST api/v2/me/facebooksessions/063JOIJjoIFJEW
{
   "operationName":"ReportResponseTemplateUsage",
   "responseTemplateId":"9a379217-8c06-4fae-b33b-36c94a54b58c",
   "usageType":"SystemAutoResponse"
}
```

Response

There is no response to process.

Open Media API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

This section describes general concepts employed by the Open Media portion of the Web Services API and provides guidance for developers building Open Media-related client applications.

Resources

OpenMedia Resource

Basic Operations

Create
Accept
Reject
SetInFocus
Complete
AddContent

UserData

AttachUserData
UpdateUserData
DeleteUserData

Conferences and Transfers

Transfer

CometD notifications

You can subscribe to the **/v2/me/openmedia** topic to receive CometD notifications for the Open Media API. This topic provides messages related to OpenMedia interactions, including changes to OpenMedia interaction state and updates to OpenMedia interaction data. It supports the following message types:

- OpenmediaStateChangeMessage

OpenmediaStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case OpenmediaStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the openmedia interaction has changed. • PropertiesUpdated — The openmedia data has changed. • Error — This is sent when an operation on the openmedia resource fails.
data.openmedia	An openmedia resource with the updated state and capabilities.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
   "data":{
      "openmedia":{
         "state":"Processing",
         "capabilities":[
            "Transfer",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetInFocus",
            "Complete"
```

```
         ],
         "id":"03W0GH2KD56YV000",
         "mediaType":"promotion",
         "openmediaType":"Outbound",
         "uri":"http://localhost:8090/api/v2/openmedia/promotions/03W0GH2KD56YV000"
      },
      "referenceId":1,
      "notificationType":"StatusChange",
      "messageType":"OpenmediaStateChangeMessage"
   }
}
```

OpenMedia Resource

The OpenMedia resource includes properties that describe the current state of the OpenMedia interaction and the available operations given the current state. OpenMedia interactions are returned from GET requests to **/api/v2/me/openmedia/*{mediaType}*?fields=***

Sample Data


```
"openmedia": {
    "userData": {
        "RTargetTypeSelected": "2",
        "RTargetObjectSelected": "Openmedia",
        "RVQID": "",
        "RTargetObjSelDBID": "158",
        "CBR-Interaction_cost": "",
        "CBR-contract_DBIDs": "",
        "RTargetAgentSelected": "htcc1",
        "CBR-IT-path_DBIDs": "",
        "RTargetRuleSelected": "",
        "RTargetPlaceSelected": "htcc1",
        "CBR-actual_volume": "",
        "RTenant": "Environment",
        "RRequestedSkills": None,
        "RRequestedSkillCombination": "",
        "RVQDBID": "",
        "RStrategyDBID": "906",
        "CustomerSegment": "default",
        "ServiceType": "default",
        "ServiceObjective": 0,
        "RTargetRequested": "Openmedia",
        "RTargetAgentGroup": "Openmedia",
        "PegAGOpenmedia": 1,
        "RStrategyName": "Openmedia"
    },
    "uri": "http://localhost:8080/api/v2/openmedia/promotions/03W07R2K4VAYT010",
    "capabilities": [
        "Accept",
        "Reject"
    ],
    "state": "Invited",
    "mediaType": "promotion",
    "openmediaType": "Inbound",
    "id": "03W07R2K4VAYT010",
    "receivedDate": "2014-03-26 16:02:22.000+0200"
}
```

Create

This operation is part of the Open Media API section of the Web Services API.

Overview

This request creates an OpenMedia interaction.

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

Parameters

Parameter	Value
operationName	Create
queueUri	URI of the queue the interaction was in previously.
parentId	Parent interaction ID (optional).

Sample

Request

```
POST api/v2/me/openmedia/promotion
{
  "operationName": "Create",
  "queueUri": "http://localhost:8090/api/v2/queues/995655ec-81a5-46b0-82d0-3f2c5eca263d"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 1
}
```

Notification


```
{
    "openmedia": {
        "state": "Processing",
        "capabilities": [
            "Transfer",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetInFocus",
            "Complete"
        ],
        "id": "03W0GH2KD56YV000",
        "mediaType": "promotion",
        "openmediaType": "Outbound",
        "uri": "http://localhost:8090/api/v2/openmedia/promotions/03W0GH2KD56YV000"
    },
    "referenceId": 1,
    "notificationType": "StatusChange",
    "messageType": "OpenmediaStateChangeMessage"
}
```

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": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "RTargetPlaceSelected": "htcc1",
            "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"
}
```

Reject

This operation is part of the Open Media API section of the Web Services API.

Overview

This request rejects an incoming OpenMedia interaction.

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

Parameters

Parameter	Value
operationName	Reject

Sample

Request

```
POST api/v2/me/openmedia/promotion/03W07R2K4VAYT011
{
  "operationName": "Reject"
}
```

Response

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

Notification

Status changed to Completed

```
{
    "openmedia": {
```

```
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Openmedia",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Openmedia",
            "RTargetAgentGroup": "Openmedia",
            "PegAGopenmedias": 1,
            "RStrategyName": "Openmedia"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/openmedia/promotions/03W07R2K4VAYT011",
        "capabilities": [

        ],
        "state": "Completed",
        "mediaType": "promotion",
        "openmediaType": "Inbound",
        "id": "03W07R2K4VAYT011"
    },
    "referenceId": 6,
    "notificationType": "StatusChange",
    "messageType": "OpenmediaStateChangeMessage"
}
```

SetInFocus

This operation is part of the Open Media API section of the Web Services API.

Overview

This request sets the focus parameter for the interaction. This parameter is useful when an agent handles more than one interaction because it helps to accurately report the amount of time the agent spent on each interaction.

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

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter. Set to true if the interaction is in focus; otherwise, set to false.

Sample

Request

```
POST api/v2/me/openmedia/promotion/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

Response

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

Complete

This operation is part of the Open Media API section of the Web Services API.

Overview

Marks an OpenMedia interaction as complete. If the **queueName** parameter is specified, then the OpenMedia interaction is placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queueName	The name of the queue where Web Services should place this OpenMedia interaction. (optional)
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": "Complete"
}
```

OR

```
POST api/v2/me/openmedia/promotion/03W07R2K4VAYT010
{
  "operationName": "Complete",
  "queueName": "PostProcessingQueue"
}
```

Response


```
{
  "statusCode": 0,
  "referenceId" 8
}
```


Notification


```
{
    "openmedia": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Openmedia",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "UserData2": 123456789,
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "UserData1": "DATA1",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Openmedia",
            "RTargetAgentGroup": "Openmedia",
            "PegAGOpenmedias": 2,
            "RStrategyName": "Openmedia"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/openmedia/promotions/03W07R2K4VAYT010",
        "capabilities": [

        ],
        "state": "Completed",
        "mediaType": "promotion",
        "openmediaType": "Inbound",
        "id": "03W07R2K4VAYT010"
    },
    "referenceId": 8,
    "notificationType": "StatusChange",
    "messageType": "OpenmediaStateChangeMessage"
}
```

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": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "RTargetPlaceSelected": "htcc1",
            "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": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
```

```
            "RTargetPlaceSelected": "htcc1",
            "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"
}
```

GetContent

This operation is part of the Open Media API section of the Web Services API.

Overview

This request enables re-reading of UCS content for the interaction, if the content wasn't read successfully on Accept (for example, if the connection to UCS was lost, and so on).

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

Parameters

Parameter	Value
operationName	GetContent

Sample

Request

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

Response

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

Notification

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

```
{
```

```
    "openmedia": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Openmedia",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "RTargetPlaceSelected": "htcc1",
            "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"
}
```

AttachUserData

This operation is part of the Open Media API section of the Web Services API.

Overview

Attaches the specified data to the interaction.

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

Parameters

Parameter	Value
operationName	AttachUserData
userData	The data to attach.

Sample

Request

```
POST api/v2/me/openmedia/promotion/03W07R2K4VAYT010
{
  "operationName": "AttachUserData",
  "userData": {
      "UserData1":"DATA1",
      "UserData2":123456789
   }
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 7
}
```

Notification


```
{
    "openmedia": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Openmedia",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "UserData2": 123456789,
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "UserData1": "DATA1",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Openmedia",
            "RTargetAgentGroup": "Openmedia",
            "PegAGOpenmedia": 2,
            "RStrategyName": "Openmedia"
        },
        "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": 7,
    "notificationType": "PropertiesUpdated",
    "messageType": "OpenmediaStateChangeMessage"
}
```

UpdateUserData

This operation is part of the Open Media API section of the Web Services API.

Overview

Overwrites the specified keys with the specified values in the existing data.

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

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The data to update.

Sample

Request

```
POST api/v2/me/openmedia/promotion/03W07R2K4VAYT010
{
  "operationName": "UpdateUserData",
  "userData": {
      "UserData1":"DATAUPDATE-@123",
      "UserData2":123456789
   }
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 7
}
```

Notification


```
{
    "openmedia": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Openmedia",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "UserData2": 123456789,
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "UserData1": ""DATAUPDATE-@123"",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Openmedia",
            "RTargetAgentGroup": "Openmedia",
            "PegAGOpenmedia": 2,
            "RStrategyName": "Openmedia"
        },
        "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": 7,
    "notificationType": "PropertiesUpdated",
    "messageType": "OpenmediaStateChangeMessage"
}
```

DeleteUserData

This operation is part of the Open Media API section of the Web Services API.

Overview

Deletes the specified key from the interaction's attached data.

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

Parameters

Parameter	Value
operationName	DeleteUserData
keys	The user data keys to delete.

Sample

Request

```
POST api/v2/me/openmedia/promotion/03W07R2K4VAYT010
{
  "operationName": "DeleteUserData",
  "keys": ["UserData1"]
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 7
}
```

Notification

```
{
    "openmedia": {
```

```
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Openmedia",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "UserData2": 123456789,
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Openmedia",
            "RTargetAgentGroup": "Openmedia",
            "PegAGOpenmedia": 2,
            "RStrategyName": "Openmedia"
        },
        "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": 7,
    "notificationType": "PropertiesUpdated",
    "messageType": "OpenmediaStateChangeMessage"
}
```

Transfer

This operation is part of the Open Media API section of the Web Services API.

Overview

This request transfers an OpenMedia interaction to another user.

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

Parameters

Parameter	Value
operationName	Transfer
targetUri	The user or queue to transfer to.

Sample

Request

Transfer to Agent

```
POST api/v2/me/openmedia/promotion/03W07R2K4VAYT013
{
  "operationName": "Transfer",
  "targetUri": "http://localhost:8080/api/v2/contacts/8f24c3856f0c4639acf94d279f34698d"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 16
}
```

Notification

Agent1 interaction status changed to Completed


```
{
    "openmedia": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Openmedia",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Openmedia",
            "RTargetAgentGroup": "Openmedia",
            "PegAGOpenmedia": 1,
            "RStrategyName": "Openmedia"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/openmedia/promotions/03W07R2K4VAYT013",
        "capabilities": [

        ],
        "state": "Completed",
        "mediaType": "promotion",
        "openmediaType": "Inbound",
        "id": "03W07R2K4VAYT013"
    },
    "referenceId": 16,
    "notificationType": "StatusChange",
    "messageType": "OpenmediaStateChangeMessage"
}
```


Agent2 received invitation


```
{
    "openmedia": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Openmedia",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "RTargetPlaceSelected": "htcc1",
```

```
            "CBR-actual_volume": "",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Openmedia",
            "RTargetAgentGroup": "Openmedia",
            "PegAGOpenmedia": 1,
            "RStrategyName": "Openmedia"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/openmedia/promotions/03W07R2K4VAYT013",
        "capabilities": [
            "Accept",
            "Reject"
        ],
        "state": "Invited",
        "mediaType": "promotion",
        "openmediaType": "Inbound",
        "id": "03W07R2K4VAYT013"
    },
    "notificationType": "StatusChange",
    "messageType": "OpenmediaStateChangeMessage"
}
```

SMS Session API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

This section describes general concepts employed by the SMS Session portion of the Web Services API and provides guidance for developers building SMS Session-related client applications.

Basic SMS Session Control

SMS Session Resource
Accept
Reject
SendMessage
Leave
Complete

More SMS Session Controls

SendStartTypingNotification
SendStopTypingNotification
SetInFocus
SetDisposition
AddComment
SendCustomNotice

SMS Session User Data

AttachUserData
UpdateUserData
DeleteUserData

Conferences and Transfers

Transfer
Invite
Consult
CancelConsult
SendToAgents
SendStartTypingToAgentsNotification
SendStopTypingToAgentsNotification
RemoveParticipantFromConference

Supervisor Monitoring

Monitor

Coach

BargeIn

CancelSupervisorMonitoring

Intrude

SwitchToBargeIn

SwitchToMonitor

SwitchToCoach

Get Agent Interactions

SMS Session Resource

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

Overview

The SMS session resource includes properties that describe the current state of the SMS session and the available operations given the current state. A full description of the properties included on the SMS session resource and their possible values can be found here.

Request URL	/api/v2/me/smssessions?fields=*
HTTP Method	GET
Required Features	api-multimedia-chat

Sample Data

```
GET /api/v2/me/smssessions?fields=*
{
            "state": "Chatting",
            "id": "0000Na9B26EF002G",
            "uri": "http://localhost:8080/api/v2/smssessions/0000Na9B26EF002G",
            "participants": [
                {
                    "type": "Agent",
                    "nickname": "Agent1",
                    "participantId": "009052BDEE4A003E"
                },
                {
                    "type": "Customer",
                    "nickname": "PersonP",
                    "participantId": "009052BDEE39003C"
                }
            ],
           "capabilities": [
              "AttachUserData",
              "UpdateUserData",
              "DeleteUserData",
              "Leave",
              "LeaveAndComplete",
              "Transfer",
              "Invite",
              "Consult"
           ],
          "userData": {
          }

}
```

Messages

To get messages for a particular SMS session the following URI needs to be called:

Request URL	/api/v2/me/smssessions/{smssessionId}/messages
HTTP Method	GET
Required Features	api-multimedia-chat

Optional URL parameters are **startIndex** and **count**.

Message Types

Type	Description
Text	Message text is placed into the text field.
ParticipantJoined	A participant joined the chat. The participant's information is placed into the from field.
ParticipantLeft	The participant left the chat. The participant's information is placed into the from field.
ParticipantRejoined	The participant rejoined the chat. The participant's information is placed into the from field.
TypingStarted	The participant started typing. If typing preview is enabled, the message text is placed into the text field.
TypingStopped	The participant stopped typing.
PushUrl	The participant sent a URL. The URL is placed into the url field.
Notice	The notice text is placed into the text field (optional).
TranscriptSaveDone	The service message type. The index field always equals -1.

Sample Data

```
GET /api/v2/me/smssessions/009052BDEE39003A/messages?startIndex=1&count=10
{
"messages": [
        {
            "index": 1,
            "type": "ParticipantJoined",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052BDEE39003C"
            },
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.000-0800"
        },
```

```
        {
            "index": 2,
            "type": "ParticipantJoined",
            "from": {
                "type": "Agent",
                "nickname": "Agent1",
                "participantId": "009052BDEE4A003E"
            },
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.018-0800"
        },
        {
            "index": 3,
            "type": "TypingStarted",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052BDEE39003C"
            },
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.186-0800"
        },
        {
            "index": 4,
            "type": "Text",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052BDEE39003C"
            },
            "text": "dddd",
            "visibility": "All",
            "timestamp": "2013-12-27T13:16:41.187-0800"
        }
    ]
}
```

Accept

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

Overview

This request accepts an incoming SMS session.

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

Parameters

Parameter	Value
operationName	Accept
nickname	The agent nickname, as displayed to the customer.
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/smssessions/0071023821aec011
{
  "operationName": "Accept",
  "nickname": "John Doe"
}
```

Response

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

Notification

Here are the list of notifications received after accepting an SMS session:

Status changed to smssession


```
{
    "messageType": "test_accept ",
    "referenceId": 17,
    "notificationType": "StatusChange",
    "smssession": {
        "state": "Chatting",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification"
        ],
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/smssessions/0000Na9B26EF002X",
        "participants": []
    }
}
```


Updated participant list


```
{
    "messageType": "SMSsessionStateChangeMessage",
    "notificationType": "ParticipantsUpdated",
    "smssession": {
        "state": "Chatting",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification"
        ],
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/smssessions/0000Na9B26EF002X",
        "participants": [
            {
                "type": "Agent",
                "nickname": "Marat",
                "participantId": "009052C5E743004C"
            },
            {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052C5E6D6004A"
            }
        ]
    }
}
```

SMS session history up to the point of joining


```
{
    "messageType": "MessageLogUpdated",
    "notificationType": "NewMessages",
    "messages": [
        {
            "index": 1,
            "type": "ParticipantJoined",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052C5E6D6004A"
            },
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:18.000-0800"
        },
        {
            "index": 2,
            "type": "ParticipantJoined",
            "from": {
                "type": "Agent",
                "nickname": "Marat",
                "participantId": "009052C5E743004C"
            },
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:18.109-0800"
        },
        {
            "index": 3,
            "type": "ParticipantLeft",
            "from": {
                "type": "Agent",
                "nickname": "Marat",
                "participantId": "009052C5E743004C"
            },
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:19.909-0800"
        },
        {
            "index": 4,
            "type": "TypingStarted",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052C5E6D6004A"
            },
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:20.121-0800"
        },
        {
            "index": 5,
            "type": "Text",
            "from": {
                "type": "Customer",
                "nickname": "PersonP",
                "participantId": "009052C5E6D6004A"
            },
            "text": "Hello World",
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:20.126-0800"
        },
        {
```

```
            "index": 6,
            "type": "ParticipantJoined",
            "from": {
                "type": "Agent",
                "nickname": "Marat",
                "participantId": "009052C5EF51004D"
            },
            "visibility": "All",
            "timestamp": "2014-01-02T14:23:20.171-0800"
        }
    ],
    "smssessionUri": "http://localhost:8080/api/v2/smssessions/0000Na9B26EF002X"
}
```

Reject

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

Overview

This operation rejects an incoming SMS session.

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

Parameters

Parameter	Value
operationName	Reject

Sample

Request

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

Response

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

Notification

Here are the list of notifications received after rejecting an SMS session:

Status changed to Completed

```
{
```

```
   "referenceId": 5,
   "smssession": {
       "participants": [

       ],
       "state": "Completed",
       "id": "0000Wa9CAM6W00FF",
       "uri": "http: //localhost: 8080/api/v2/smssessions/0000Wa9CAM6W00FF"
   },
   "notificationType": "StatusChange",
   "messageType": "SMSsessionStateChangeMessage"
}
```

SendMessage

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

Overview

This request will send a text message to all SMS session participants.

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

Parameters

Parameter	Value
operationName	SendMessage
text	text to send to customer

Sample

Request

```
POST api/v2/me/smssessions/0071023821aec011
{
  "operationName": "SendMessage",
  "text": "How may I help you?"
}
```

Response

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

Notification

Here are the list of notifications received after sending a new message.

Notification with new message


```
{
   "messages": [
       {
           "index": 3,
           "from": {
               "nickname": "TestName",
               "type": "Agent",
               "participantId": "007352CE72D50290"
           },
           "text": "How may I help you?",
           "visibility": "All",
           "timestamp": "2014-01-09 11:58:12.035+0200",
           "type": "Text",
           "timestampSeconds": 1389261492035L
       }
   ],
   "notificationType": "NewMessages",
   "messageType": "MessageLogUpdated",
   "smssessionUri": "http://localhost:8080/api/v2/smssessions/0000Wa9CAM6W00FN"
}
```

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

```
{
    "messageType": "SMSsessionStateChangeMessage",
    "referenceId": 17,
    "notificationType": "StatusChange",
    "smssession": {
        "state": "LeftChat",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus"
        ],
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/smssessions/0000Na9B26EF002X",
    }
}
```

Agent is in a conference/consultation

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

Complete

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

Overview

This request marks an SMS session interaction as complete and ends the SMS session for the customer if it hasn't been ended already. If queueName is specified, the SMS session interaction will be placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queueName	The name of the queue where Web Services should place this SMS session interaction. (optional)
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/smssessions/0071023821aec011
{
  "operationName": "Complete"
}
```

or

```
POST api/v2/me/smssessions/0071023821aec011
{
  "operationName": "Complete",
  "queueName": "PostProcessingQueue"
```

```
}
```

Response

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

Notification

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

SendURL

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

Overview

This operation will send a URL to all SMS session participants.

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

Parameters

Parameter	Value
operationName	SendUrl
url	URL to send to customer

Sample

Request

```
POST api/v2/me/smssessions/0001Ea9Q8UVY000T
{
  "operationName": "SendUrl",
  "url": "http://www.genesys.com"
}
```

Response

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

Notification

Notification with URL

```
{
```

```
    "messages": [
        {
            "index": 3,
            "from": {
                "nickname": "TestName",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF537487AF0004"
            },
            "url": "http://google.com",
            "timestamp": "2014-05-1502:24:00.000-0700",
            "visibility": "All",
            "type": "PushUrl",
            "timestampSeconds": 1400145840000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "smssessionUri": "http://10.10.15.212:9090/api/v2/smssessions/0001Ea9Q8UVY000T"
}
```

SendStartTypingNotification

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

Overview

This operation is performed to send notifications to all SMS session participants that the agent has started typing (for example: 'agent typing').

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

Parameters

Parameter	Value
operationName	SendStartTypingNotification

Sample

Request

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

Response

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

Notification

```
{
    "messages": [
        {
            "index": 4,
            "from": {
```

```
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "007352CE764002A3"
            },
            "timestamp": "2014-01-09 12:13:15.009+0200",
            "visibility": "All",
            "type": "TypingStarted",
            "timestampSeconds": 1389262395009L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "smssessionUri": "http://localhost:8080/api/v2/smssessions/0000Wa9CAM6W00FY"
}
```

SendStopTypingNotification

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

Overview

This operation sends notifications to all SMS session participants that the agent has stopped typing.

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

Parameters

Parameter	Value
operationName	SendStopTypingNotification

Sample

Request

```
POST api/v2/me/smsessions/0071023821aec011
{
  "operationName": "SendStopTypingNotification"
}
```

Response

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

Notification

```
{
    "messages": [
        {
            "index": 5,
            "from": {
                "nickname": "TestName",
```

```
                "type": "Agent",
                "participantId": "007352CE764002A3"
            },
            "timestamp": "2014-01-09 12:13:15.031+0200",
            "visibility": "All",
            "type": "TypingStopped",
            "timestampSeconds": 1389262395031L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "smsessionUri": "http://localhost:8080/api/v2/smsessions/0000Wa9CAM6W00FY"
}
```

SetInFocus

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

Overview

This request sets the focus parameter for an interaction.

This parameter is useful when an agent is handling more than one interaction and aids in the proper reporting of time spent on each interaction.

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

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter **true** or **false**

Sample

Request

```
POST api/v2/me/smssessions/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

Response

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

SetDisposition

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

Overview

This sets the disposition for a specified SMS session using the provided parameters. It will be processed by updating the key in the user data.

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

Parameters

Parameter	Value
operationName	SetDisposition
disposition	A string value to be used for the SMS session disposition.
dispositionKey	An optional string value to be used for the userdata key for the SMS session disposition. If not specified, the disposition key configured for the server will be used.

Sample

Request

```
POST api/v2/me/smsessions/0000Na9B26EF003M

{
 'operationName': 'SetDisposition',
 'dispositionKey': 'DispositionCode',
 'disposition': 'IssueResolved'
}
```

Response

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

```
}
```

Notification

```
{
    u'referenceId': 34,
    u'smsession': {
        u'participants': [
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052C73228006D'
            },
            {
                u'nickname': u'FirstL',
                u'type': u'Customer',
                u'participantId': u'009052C73223006B'
            }
        ],
        u'state': u'Chatting',
        u'id': u'0000Na9B26EF003M',
        u'capabilities': [
            u'Transfer',
            u'Complete',
            u'Leave',
            u'InFocus',
            u'SendMessage',
            u'SendStartTypingNotification',
            u'SendStopTypingNotification'
        ],
        "userData": {
            "DispositionCode": "IssueResolved"
        },
        u'uri': u'http: //localhost:8080/api/v2/smsessions/0000Na9B26EF003M'
    },
    u'notificationType': u'PropertiesUpdated',
    u'messageType': u'SMSsessionStateChangeMessage'
}
```

AddComment

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

Overview

This sets a comment for the specified SMS session.

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

Parameters

Parameter	Value
operationName	AddComment
comment	A `string` value to be used for the SMS session comment.

Sample

Request

```
POST api/v2/me/smssessions/0000Na9B26EF003M

{
 "operationName": "AddComment",
 "comment": "Some chat comment text"
}
```

Response

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

Notification

```
{
```

```
    "referenceId": 34,
    "smssession": {
        "participants": [
            {
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "009052C73228006D"
            },
            {
                "nickname": "FirstL",
                "type": "Customer",
                "participantId": "009052C73223006B"
            }
        ],
        "state": "Chatting",
        "id": "0000Na9B26EF003M",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification"
        ],
        "comment": "Some chat comment text",
        "uri": "http: //localhost:8080/api/v2/smssessions/0000Na9B26EF003M"
    },
    "notificationType": "PropertiesUpdated",
    "messageType": "SMSsessionStateChangeMessage"
}
```

SendCustomNotice

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

Overview

This request sends a custom notice to all SMS session participants.

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

Parameters

Parameter	Value
operationName	SendCustomNotice
noticeText	The notice text to send to all SMS session participants.

Sample

Request

```
POST api/v2/me/smsessions/0000RaB4Q006001F
{
  "operationName": "SendCustomNotice",
  "noticeText": "This is a custom notice"
}
```

Response

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

Notification

```
{
    "smsessionPath": "/smsessions/0000RaB4Q006001F",
```

```
    "messages": [
        {
            "index": 5,
            "noticeText": "This is a custom notice",
            "from": {
                "participantId": "0093564DA4BB0039",
                "type": "Agent",
                "uri": "http://localhost:8090/api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257",
                "visibility": "All",
                "path": "/users/4ff5b43c856d4cb2a3d6c20a88740257",
                "nickname": "TestName",
                "id": "0093564DA4BB0039"
            },
            "timestamp": "2015-11-19 12:30:20.000+0200",
            "visibility": "All",
            "type": "CustomNotice",
            "timestampSeconds": 1447929020000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "smsessionUri": "http://localhost:8090/api/v2/smsessions/0000RaB4Q006001F"
}
```

GetMessages

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

Overview

The request returns SMS session messages from the specified interaction.

Request URL	/api/v2/me/smsessions/{interactionId}/messages?startIndex={startIndex}&co
HTTP Method	GET
Required Features	api-multimedia

Parameters

Parameter	Value
startIndex	This optional parameter specifies the index of the first returned message. Valid values: any positive integer, 0 has the same effect as 1. Default value: 1.
count	This optional parameter specifies the count of messages that should be returned. Valid values: any positive integer, 0 means that all messages should be returned. Default value: 0.

Sample

```
GET api/v2/me/smsessions/00016aB9HMKK0027/messages?startIndex=0&count=4
<source lang="text">
```

HTTP Response

```
{
    "statusCode": 0,
    "messages": [
        {
            "from": {
                "id": "0093569F7C6A0067",
                "nickname": "FirstStep",
                "participantId": "0093569F7C6A0067",
                "type": "Customer",
```

```
                "visibility": "All"
            },
            "index": 1,
            "timestamp": "2016-01-20 14:24:10.000+0200",
            "timestampSeconds": 1453292650000L,
            "type": "ParticipantJoined",
            "visibility": "All"
        },
        {
            "from": {
                "id": "0093569F7C6E0069",
                "nickname": "PoD service",
                "participantId": "0093569F7C6E0069",
                "type": "External",
                "visibility": "All"
            },
            "index": 2,
            "timestamp": "2016-01-20 14:24:14.000+0200",
            "timestampSeconds": 1453292654000L,
            "type": "ParticipantJoined",
            "visibility": "All"
        },
        {
            "from": {
                "id": "0093569F7C6E0069",
                "nickname": "PoD service",
                "participantId": "0093569F7C6E0069",
                "type": "External",
                "visibility": "All"
            },
            "index": 3,
            "text": "agent will be with you shortly ...",
            "timestamp": "2016-01-20 14:24:14.000+0200",
            "timestampSeconds": 1453292654000L,
            "type": "Text",
            "visibility": "All"
        },
        {
            "from": {
                "id": "0093569F7C72006A",
                "nickname": "TestName",
                "participantId": "0093569F7C72006A",
                "path": "/users/2a6c3acf44d1493b92f731db7246b39d",
                "type": "Agent",
                "uri": "http://localhost:8090/api/v2/users/2a6c3acf44d1493b92f731db7246b39d",
                "visibility": "All"
            },
            "index": 4,
            "timestamp": "2016-01-20 14:24:18.000+0200",
            "timestampSeconds": 1453292658000L,
            "type": "ParticipantJoined",
            "visibility": "All"
        }
    ]
}
```

AttachUserData

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

Overview

This attaches the specified UserData to the interaction.

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

Parameters

Parameter	Value
operationName	AttachUserData
userData	The data to attach

Sample

Request

```
POST api/v2/me/smssessions/0071023821aec011
{
  "operationName": "AttachUserData",
  "userData": {
      "UserData1":"DATA1",
      "UserData2":123456789
   }
}
```

Response

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

Notification


```
{
   "referenceId": 83,
   "smssession": {
       "userData": {
           "IdentifyCreateContact": "3",
           "RTargetTypeSelected": "2",
           "RTargetObjectSelected": "Chat distribution for processing",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "PegAGChat distribution for processing": 1,
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "RTargetObjSelDBID": "115",
           "ChatServerPort": "7160",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "RTargetAgentSelected": "12345",
           "CBR-IT-path_DBIDs": "",
           "RTargetRuleSelected": "",
           "UserData2": 123456789,
           "RTargetPlaceSelected": "a1",
           "CBR-actual_volume": "",
           "UserData1": "DATA1",
           "RTenant": "Environment",
           "ChatServerDBID": "115",
           "RRequestedSkills": None,
           "RRequestedSkillCombination": "",
           "RVQDBID": "",
           "RStrategyDBID": "776",
           "CustomerSegment": "default",
           "ServiceType": "default",
           "ServiceObjective": 0,
           "DISP_KEY": "resolved",
           "RTargetRequested": "Chat distribution for processing",
           "RTargetAgentGroup": "Chat distribution for processing",
           "RStrategyName": "SimpleChatInStrategy",
           "Subject": "Customer support"
       },
       "state": "Chatting",
       "capabilities": [
           "Transfer",
           "Leave",
           "Invite",
           "Consult",
           "SetInFocus",
           "SetDisposition",
           "AttachUserData",
           "DeleteUserData",
           "UpdateUserData",
           "Complete",
           "SendMessage",
           "SendStartTypingNotification",
           "SendStopTypingNotification"
       ],
       "uri": "http://localhost:8080/api/v2/smssessions/0000Wa9CAM6W00J",
       "participants": [
           {
               "nickname": "test_consult_clientL",
               "type": "Customer",
               "participantId": "007352CE982D031B"
           },
```

```
            {
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "007352CE984F0321"
            }
        ],
        "id": "0000Wa9CAM6W00J"
    },
    "notificationType": "PropertiesUpdated",
    "messageType": "SMSsessionStateChangeMessage"
}
```

UpdateUserData

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

Overview

Overwrites the specified keys with the specified values in the existing data.

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

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The data to update

Sample

Request

```
POST api/v2/me/smssessions/0071023821aec011
{
  "operationName": "UpdateUserData",
  "userData": {
      "UserData1":987654321,
      "UserData2":"DATAUPDATE-@123"
   }
}
```

Response

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

Notification


```
{
   "referenceId": 85,
   "smssession": {
       "userData": {
           "IdentifyCreateContact": "3",
           "RTargetTypeSelected": "2",
           "RTargetObjectSelected": "Chat distribution for processing",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "PegAGChat distribution for processing": 1,
           "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
           "RTargetObjSelDBID": "115",
           "ChatServerPort": "7160",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "RTargetAgentSelected": "12345",
           "CBR-IT-path_DBIDs": "",
           "RTargetRuleSelected": "",
           "UserData2": "DATAUPDATE-@123",
           "RTargetPlaceSelected": "a1",
           "CBR-actual_volume": "",
           "UserData1": 987654321,
           "RTenant": "Environment",
           "ChatServerDBID": "115",
           "RRequestedSkills": None,
           "RRequestedSkillCombination": "",
           "RVQDBID": "",
           "RStrategyDBID": "776",
           "CustomerSegment": "default",
           "ServiceType": "default",
           "ServiceObjective": 0,
           "DISP_KEY": "resolved",
           "RTargetRequested": "Chat distribution for processing",
           "RTargetAgentGroup": "Chat distribution for processing",
           "RStrategyName": "SimpleChatInStrategy",
           "Subject": "Customer support"
       },
       "state": "Chatting",
       "capabilities": [
           "Transfer",
           "Leave",
           "Invite",
           "Consult",
           "SetInFocus",
           "SetDisposition",
           "AttachUserData",
           "DeleteUserData",
           "UpdateUserData",
           "Complete",
           "SendMessage",
           "SendStartTypingNotification",
           "SendStopTypingNotification"
       ],
       "uri": "http://localhost:8080/api/v2/smssessions/0000Wa9CAM6W00J",
       "participants": [
           {
               "nickname": "test_consult_clientL",
               "type": "Customer",
               "participantId": "007352CE982D031B"
           },
```

```
            {
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "007352CE984F0321"
            }
        ],
        "id": "0000Wa9CAM6W00J"
    },
    "notificationType": "PropertiesUpdated",
    "messageType": "SMSsessionStateChangeMessage"
}
```

DeleteUserData

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

Overview

Deletes the specified key from the interaction's attached data.

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

Parameters

Parameter	Value
operationName	DeleteUserData
keys	The user data keys to delete

Sample

Request

```
POST api/v2/me/smssessions/0071023821aec011
{
  "operationName": "DeleteUserData",
  "keys": ["UserData1"]
}
```

Response

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

Notification

```
 {
    "referenceId": 15,
    "smssession": {
```

```
"userData": {
    "IdentifyCreateContact": "3",
    "RTargetTypeSelected": "2",
    "RTargetObjectSelected": "Chat distribution for processing",
    "RVQID": "",
    "ChatServerAppName": "es_chat",
    "PegAGChat distribution for processing": 1,
    "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
    "RTargetObjSelDBID": "115",
    "ChatServerPort": "7160",
    "CBR-Interaction_cost": "",
    "CBR-contract_DBIDs": "",
    "RTargetAgentSelected": "12345",
    "CBR-IT-path_DBIDs": "",
    "RTargetRuleSelected": "",
    "UserData2": 123456789,
    "RTargetPlaceSelected": "a1",
    "CBR-actual_volume": "",
    "RTenant": "Environment",
    "ChatServerDBID": "115",
    "RRequestedSkills": None,
    "RRequestedSkillCombination": "",
    "RVQDBID": "",
    "RStrategyDBID": "776",
    "CustomerSegment": "default",
    "ServiceType": "default",
    "ServiceObjective": 0,
    "DISP_KEY": "resolved",
    "RTargetRequested": "Chat distribution for processing",
    "RTargetAgentGroup": "Chat distribution for processing",
    "RStrategyName": "SimpleChatInStrategy",
    "Subject": "Customer support"
},
"state": "Chatting",
"capabilities": [
    "Transfer",
    "Leave",
    "Invite",
    "Consult",
    "SetInFocus",
    "SetDisposition",
    "AttachUserData",
    "DeleteUserData",
    "UpdateUserData",
    "Complete",
    "SendMessage",
    "SendStartTypingNotification",
    "SendStopTypingNotification"
],
"uri": "http://localhost:8080/api/v2/smssessions/0000Wa9CAM6W00K5",
"participants": [
    {
        "nickname": "FirstL",
        "type": "Customer",
        "participantId": "007352CE9A92032E"
    },
    {
        "nickname": "TestName",
        "type": "Agent",
        "participantId": "007352CE9AB40330"
    }
],
"id": "0000Wa9CAM6W00K5"
```

```
    },
    "notificationType": "PropertiesUpdated",
    "messageType": "SMSsessionStateChangeMessage"
}
```

Transfer

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

Overview

This transfers an SMS session to another agent or to a queue.

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

Parameters

Parameter	Value
operationName	Transfer
targetUri or queueName	user or queue to transfer to

Sample

Request

Transfer to Agent

```
POST api/v2/me/smssessions/0071023821aec011
{
  "operationName": "Transfer",
  "targetUri": "http://localhost:8080/api/v2/contacts/e62d21e405a04274bd6bbcaf78bd8c38"
}
```

Transfer to Queue

```
POST api/v2/me/smssessions/0071023821aec011
{
  "operationName": "Transfer",
  "queueName": "test-queue"
}
```

Response

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

Invite

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

Overview

This allows an agent to invite another agent to a conference.

The customer will be aware of the presence of all agents in the conference.

Agents have the ability to communicate with the customer, or they can communicate with other agents without the customer seeing the communications.

For the 'Invite through queue' feature `InternalConferenceInvite` value should be added to the `InteractionSubtype` business attribute.

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

Parameters

Parameter	Value
operationName	Invite
targetUri	The user uri to invite or queue uri to invite through. Mandatory, if `targetPath` is not specified.
targetPath	The user path to invite or queue path to invite through. Mandatory, if targetUri is not specified.

Sample

Request

```
POST api/v2/smssessions/0000Na9B26EF006E
{
  "operationName": "Invite",
```

```
  "userUri": "http://localhost:8080/api/v2/contacts/429a55994ef64991a77acb77c1cf9041"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 35
}
```

Notification

Successful

First Notification

```
{
    u'notificationType': u'ParticipantsUpdated',
    u'messageType': u'SMSsessionStateChangeMessage',
    u'smssession': {
        u'participants': [
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB05C900EA'
            },
            {
                u'nickname': u'BFriend',
                u'type': u'Agent',
                u'participantId': u'009052CB05CA00EB'
            },
            {
                u'nickname': u'FirstL',
                u'type': u'Customer',
                u'participantId': u'009052CB056C00E5'
            },
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB057100E7'
            }
        ],
        u'state': u'Chatting',
        u'id': u'0000Na9B26EF006E',
        u'capabilities': [
            u'Transfer',
            u'Leave',
            u'Invite',
            u'Consult',
            u'SetInFocus',
            u'SetDisposition',
            u'AttachUserData',
            u'DeleteUserData',
            u'UpdateUserData',
            u'SendToAgents',
            u'SendStartTypingToAgentsNotification',
            u'SendStopTypingToAgentsNotification',
            u'Complete',
            u'SendMessage',
```

```
            u'SendStartTypingNotification',
            u'SendStopTypingNotification'
        ],
        u'uri': u'http: //localhost: 8080/api/v2/smssessions/0000Na9B26EF006E'
    }
}
```

Second Notification

```
{
    u'messages': [
        {
            u'index': 3,
            u'from': {
                u'nickname': u'BFriend',
                u'type': u'Agent',
                u'participantId': u'009052CB05CA00EB'
            },
            u'timestamp': u'2014-01-0612: 14: 06.007-0800',
            u'visibility': u'All',
            u'type': u'ParticipantJoined',
            u'timestampSeconds': 1389039246007L
        }
    ],
    u'notificationType': u'NewMessages',
    u'messageType': u'MessageLogUpdated',
    u'smssessionUri': u'http: //localhost: 8080/api/v2/smssessions/0000Na9B26EF006E'
}
```

Failed

```
{
    u'notificationType': u'Error',
    u'messageType': u'SMSsessionStateChangeMessage',
    u'errorMessage': u'Operationfailed',
    u'referenceId': 36,
    u'smssession': {
        u'participants': [
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB110900F5'
            },
            {
                u'nickname': u'FirstL',
                u'type': u'Customer',
                u'participantId': u'009052CB10CC00F0'
            }
        ],
        u'state': u'Chatting',
        u'id': u'0000Na9B26EF006M',
        u'capabilities': [
            u'Transfer',
            u'Leave',
            u'Invite',
            u'Consult',
            u'SetInFocus',
            u'SetDisposition',
            u'AttachUserData',
            u'DeleteUserData',
            u'UpdateUserData',
            u'Complete',
```

```
            u'SendMessage',
            u'SendStartTypingNotification',
            u'SendStopTypingNotification'
        ],
        u'uri': u'http: //localhost: 8080/api/v2/smssessions/0000Na9B26EF006M'
    }
}
```

Consult

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

Overview

This allows an agent to consult with another agent. A consult occurs in the same SMS Session context, but the customer will not be aware of the presence of a consulting agent.

Messages and notification from a consulting agent will only be visible to other agents in the SMS session, not to the customer.

After a consultation has started, the originating agent can either Transfer to the consulting agent or Conference with the consulting agent.

The consulting agent can Leave the SMS session.

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

Parameters

Parameter	Value
operationName	Consult
targetUri	The user uri to consult with or queue uri to consult through. Mandatory, if `targetPath` is not specified.
targetPath	The user path to consult with or queue path to consult through. Mandatory, if `targetUri` is not specified.

Sample

Request

```
POST api/v2/smssessions/0000Na9B26EF006E
```

```
{
  "operationName": "Consult",
  "targetUri": "http://localhost:8080/api/v2/contacts/429a55994ef64991a77acb77c1cf9041"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 35
}
```

Notification

Successful

First Notification

```
{
    u'notificationType': u'ParticipantsUpdated',
    u'messageType': u'SMSsessionStateChangeMessage',
    u'smssession': {
        u'participants': [
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB05C900EA'
            },
            {
                u'nickname': u'BFriend',
                u'type': u'Agent',
                u'participantId': u'009052CB05CA00EB'
            },
            {
                u'nickname': u'FirstL',
                u'type': u'Customer',
                u'participantId': u'009052CB056C00E5'
            },
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB057100E7'
            }
        ],
        u'state': u'Chatting',
        u'id': u'0000Na9B26EF006E',
        u'capabilities': [
            u'Transfer',
            u'Leave',
            u'Invite',
            u'Consult',
            u'SetInFocus',
            u'SetDisposition',
            u'AttachUserData',
            u'DeleteUserData',
            u'UpdateUserData',
            u'SendToAgents',
            u'SendStartTypingToAgentsNotification',
            u'SendStopTypingToAgentsNotification',
```

```
            u'Complete',
            u'SendMessage',
            u'SendStartTypingNotification',
            u'SendStopTypingNotification'
        ],
        u'uri': u'http: //localhost: 8080/api/v2/smssessions/0000Na9B26EF006E'
    }
}
```

Second Notification

```
{
    u'messages': [
        {
            u'index': 3,
            u'from': {
                u'nickname': u'BFriend',
                u'type': u'Agent',
                u'participantId': u'009052CB05CA00EB'
            },
            u'timestamp': u'2014-01-0612: 14: 06.007-0800',
            u'visibility': u'Agents',
            u'type': u'ParticipantJoined',
            u'timestampSeconds': 1389039246007L
        }
    ],
    u'notificationType': u'NewMessages',
    u'messageType': u'MessageLogUpdated',
    u'smssessionUri': u'http: //localhost: 8080/api/v2/smssessions/0000Na9B26EF006E'
}
```

Failed

```
{
    u'notificationType': u'Error',
    u'messageType': u'SMSsessionStateChangeMessage',
    u'errorMessage': u'Operationfailed',
    u'referenceId': 36,
    u'smssession': {
        u'participants': [
            {
                u'nickname': u'TestName',
                u'type': u'Agent',
                u'participantId': u'009052CB110900F5'
            },
            {
                u'nickname': u'FirstL',
                u'type': u'Customer',
                u'participantId': u'009052CB10CC00F0'
            }
        ],
        u'state': u'Chatting',
        u'id': u'0000Na9B26EF006M',
        u'capabilities': [
            u'Transfer',
            u'Leave',
            u'Invite',
            u'Consult',
            u'SetInFocus',
            u'SetDisposition',
            u'AttachUserData',
            u'DeleteUserData',
```

```
            u'UpdateUserData',
            u'Complete',
            u'SendMessage',
            u'SendStartTypingNotification',
            u'SendStopTypingNotification'
        ],
        u'uri': u'http: //localhost: 8080/api/v2/smssessions/0000Na9B26EF006M'
    }
}
```

CancelConsult

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

Overview

Use this operation to cancel a Consult request. If the agent has already accepted the invitation, Web Services can't cancel the consultation.

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

Parameters

Parameter	Value
operationName	CancelConsult

Sample

Request

```
POST api/v2/smssessions/0000Na9B26EF006E
{
  "operationName": "CancelConsult"
}
```

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 5
}
```

Notification

If a request is successful, Web Services doesn't publish a CometD notification. See below for examples of how Web Services handles errors:

Cancel interaction error

```
{
    u'notificationType': u'Error',
    u'errorMessage': u'Request failed',
    u'referenceId': 35
}
```

User data update error

```
{
    u'notificationType': u'Error',
    u'errorMessage': u'Unable to manage user data for interaction id',
    u'referenceId': 35
}
```

SendToAgents

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

Overview

This sends a text message to agents who are in a conference or in a consult SMS session.

The customer will not see this communication.

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

Parameters

Parameter	Value
operationName	SendToAgents
text	The text to send to agents.

Sample

Request

```
POST api/v2/me/smssessions/0071023821aec011
{
  "operationName": "SendToAgents",
  "text": "We need your help?"
}
```

Response

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

Notification

Here are the list of notifications received by agents after a SendToAgents request:

Notification with new message


```
{
   "messages": [
       {
           "index": 3,
           "from": {
               "nickname": "TestName",
               "type": "Agent",
               "participantId": "007352CE72D50290"
           },
           "text": "We need your help?",
           "visibility": "Agents",
           "timestamp": "2014-01-09 11:58:12.035+0200",
           "type": "Text",
           "timestampSeconds": 1389261492035L
       }
   ],
   "notificationType": "NewMessages",
   "messageType": "MessageLogUpdated",
   "smssessionUri": "http://localhost:8080/api/v2/smssessions/0000Wa9CAM6W00FN"
}
```

SendStartTypingToAgentsNotification

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

Overview

This request sends a notification to agents who are in a conference or consultation. Customers do not see this notification.

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

Parameters

Parameter	Value
operationName	SendStartTypingToAgentsNotification

Sample

Request

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

Response

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

Notification

```
{
    "messages": [
        {
            "index": 4,
            "from": {
```

```
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "007352CE764002A3"
            },
            "timestamp": "2014-01-09 12:13:15.009+0200",
            "visibility": "Agents",
            "type": "TypingStarted",
            "timestampSeconds": 1389262395009L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "smssessionUri": "http://localhost:8080/api/v2/smssessions/0000Wa9CAM6W00FY"
}
```

SendStopTypingToAgentsNotification

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

Overview

This request sends a notification to all agents who are in a conference or consultation. Customers do not see this communication.

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

Parameters

Parameter	Value
operationName	SendStopTypingToAgentNotification

Sample

Request

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

Response

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

Notification

```
 {
    "messages": [
        {
            "index": 5,
            "from": {
```

```
                "nickname": "TestName",
                "type": "Agent",
                "participantId": "007352CE764002A3"
            },
            "timestamp": "2014-01-09 12:13:15.031+0200",
            "visibility": "Agents",
            "type": "TypingStopped",
            "timestampSeconds": 1389262395031L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "smssessionUri": "http://localhost:8080/api/v2/smssessions/0000Wa9CAM6W00FY"
}
```

RemoveParticipantFromConference

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

Overview

This allows an agent to remove another agent from a conference or consultation.

Only an agent who is visible to all can do this.

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

Parameters

Parameter	Value
operationName	RemoveParticipantFromConference
targetUri	user uri to remove

Sample

Request

```
POST api/v2/me/smssessions/00010a9FSGFP001F
{
  "operationName": "RemoveParticipantFromConference",
  "targetUri": "http://10.10.15.212:9090/api/v2/users/c30d06daa1ea43b8be79f9b071f30d70"
}
```

Response

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

Notification

Successful

Agent1 First Notification


```
{
    'messages': [
        {
            'index': 6,
            'from': {
                'nickname': 'test_consult',
                'type': 'Agent',
                'uri': 'http: //10.10.15.212:9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
                'visibility': 'All',
                'participantId': '00AF52FCF0C0002F'
            },
            'text': 'REMOVE_PARTICIPANT_FROM_CONFERENCEc30d06daa1ea43b8be79f9b071f30d70',
            'visibility': 'Agents',
            'timestamp': '2014-02-1308:20:59.000-0800',
            'type': 'Notice',
            'timestampSeconds': 1392308459000L
        }
    ],
    'notificationType': 'NewMessages',
    'messageType': 'MessageLogUpdated',
    'smssessionUri': 'http: //10.10.15.212:9090/api/v2/smssessions/00010a9FSGFP001F'
}
```


Agent1 Second Notification


```
{
    'smssession': {
        'userData': {
            'IdentifyCreateContact': '3',
            'FirstName': 'test_consult_client',
            'LastName': 'Lastname',
            'RTargetObjectSelected': 'Chatdistributionforprocessing',
            'RVQID': '',
            'ChatServerAppName': 'ChatServer',
            'PegAGChatdistributionforprocessing': 1,
            'ChatServerHost': 'htcc-gf81',
            'RTargetObjSelDBID': '157',
            'CBR-IT-path_DBIDs': '',
            'ChatServerPort': '7030',
            'CBR-Interaction_cost': '',
            'CBR-contract_DBIDs': '',
            'ContactId': '00010a9FSGFP000M',
            'RTargetAgentSelected': 'htcc1',
            'RTargetTypeSelected': '2',
            'RTargetAgentGroup': 'Chatdistributionforprocessing',
            'RTargetRuleSelected': '',
            'RTargetPlaceSelected': 'htcc1',
            'CBR-actual_volume': '',
            'RTenant': 'Environment',
            'ChatServerDBID': '175',
            'RRequestedSkills': None,
            'ChatServerModeHA': 'true',
            'RRequestedSkillCombination': '',
            'RVQDBID': '',
```

```
            'RStrategyDBID': '894',
            'CustomerSegment': 'default',
            'ServiceType': 'default',
            'ServiceObjective': 0,
            'RTargetRequested': 'Chatdistributionforprocessing',
            'EmailAddress': 'Email@abc.com',
            'RStrategyName': 'Chatinboundstrategy',
            'Subject': 'Customersupport'
        },
        'state': 'Chatting',
        'capabilities': [
            'Transfer',
            'Leave',
            'Invite',
            'Consult',
            'SetInFocus',
            'SetDisposition',
            'AttachUserData',
            'DeleteUserData',
            'UpdateUserData',
            'Complete',
            'SendMessage',
            'SendStartTypingNotification',
            'SendStopTypingNotification'
        ],
        'uri': 'http: //10.10.15.212:9090/api/v2/smssessions/00010a9FSGFP001F',
        'participants': [
            {
                'nickname': 'test_consult',
                'type': 'Agent',
                'uri': 'http: //10.10.15.212:9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
                'visibility': 'All',
                'participantId': '00AF52FCF0C0002F'
            },
            {
                'nickname': 'test_consult_clientL',
                'type': 'Customer',
                'participantId': '00AF52FCF09E002D',
                'visibility': 'All'
            }
        ],
        'id': '00010a9FSGFP001F'
    },
    'notificationType': 'ParticipantsUpdated',
    'messageType': 'SMSsessionStateChangeMessage'
}
```


Agent1 Third Notification


```
{
    'messages': [
        {
            'index': 7,
            'from': {
                'nickname': 'chat_consult',
                'type': 'Agent',
                'uri': 'http://10.10.15.212:9090/api/v2/users/
c30d06daa1ea43b8be79f9b071f30d70',
                'visibility': 'All',
                'participantId': '00AF52FCF0C10030'
            },
            'timestamp': '2014-02-1308: 20: 59.000-0800',
```

```
            'visibility': 'All',
            'type': 'ParticipantLeft',
            'timestampSeconds': 1392308459000L
        }
    ],
    'notificationType': 'NewMessages',
    'messageType': 'MessageLogUpdated',
    'smssessionUri': 'http://10.10.15.212:9090/api/v2/smssessions/00010a9FSGFP001F'
}
```

Agent2 First Notification

```
{
    'smssession': {
        'userData': {
            'IdentifyCreateContact': '3',
            'FirstName': 'test_consult_client',
            'LastName': 'Lastname',
            'RTargetObjectSelected': 'Chatdistributionforprocessing',
            'RVQID': '',
            'ChatServerAppName': 'ChatServer',
            'PegAGChatdistributionforprocessing': 1,
            'ChatServerHost': 'htcc-gf81',
            'RTargetObjSelDBID': '157',
            'CBR-IT-path_DBIDs': '',
            'ChatServerPort': '7030',
            'CBR-Interaction_cost': '',
            'CBR-contract_DBIDs': '',
            'ContactId': '00010a9FSGFP000M',
            'RTargetAgentSelected': 'htcc1',
            'RTargetTypeSelected': '2',
            'RTargetAgentGroup': 'Chatdistributionforprocessing',
            'RTargetRuleSelected': '',
            'RTargetPlaceSelected': 'htcc1',
            'CBR-actual_volume': '',
            'RTenant': 'Environment',
            'ChatServerDBID': '175',
            'RRequestedSkills': None,
            'ChatServerModeHA': 'true',
            'RRequestedSkillCombination': '',
            'RVQDBID': '',
            'RStrategyDBID': '894',
            'CustomerSegment': 'default',
            'ServiceType': 'default',
            'ServiceObjective': 0,
            'RTargetRequested': 'Chatdistributionforprocessing',
            'EmailAddress': 'Email@abc.com',
            'RStrategyName': 'Chatinboundstrategy',
            'Subject': 'Customersupport'
        },
        'state': 'LeftChat',
        'capabilities': [
            'SetInFocus',
            'Complete',
            'SetDisposition',
            'AttachUserData',
            'DeleteUserData',
            'UpdateUserData'
        ],
        'uri': 'http: //10.10.15.212: 9090/api/v2/smssessions/00010a9FSGFP001F',
        'participants': [
            {
                'nickname': 'test_consult',
```

```
                'type': 'Agent',
                'uri': 'http: //10.10.15.212: 9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
                'visibility': 'All',
                'participantId': '00AF52FCF0C0002F'
            },
            {
                'nickname': 'test_consult_clientL',
                'type': 'Customer',
                'participantId': '00AF52FCF09E002D',
                'visibility': 'All'
            }
        ],
        'id': '00010a9FSGFP001F'
    },
    'notificationType': 'ParticipantsUpdated',
    'messageType': 'SMSsessionStateChangeMessage'
}
```

Agent2 Second Notification

```
{
    'messages': [
        {
            'index': 7,
            'from': {
                'nickname': 'chat_consult',
                'type': 'Agent',
                'uri': 'http: //10.10.15.212: 9090/api/v2/users/
c30d06daa1ea43b8be79f9b071f30d70',
                'visibility': 'All',
                'participantId': '00AF52FCF0C10030'
            },
            'timestamp': '2014-02-1308: 20: 59.000-0800',
            'visibility': 'All',
            'type': 'ParticipantLeft',
            'timestampSeconds': 1392308459000L
        }
    ],
    'notificationType': 'NewMessages',
    'messageType': 'MessageLogUpdated',
    'smssessionUri': 'http: //10.10.15.212: 9090/api/v2/smssessions/00010a9FSGFP001F'
}
```

Agent2 Third Notification

```
{
    'smssession': {
        'userData': {
            'IdentifyCreateContact': '3',
            'FirstName': 'test_consult_client',
            'LastName': 'Lastname',
            'RTargetObjectSelected': 'Chatdistributionforprocessing',
            'RVQID': '',
            'ChatServerAppName': 'ChatServer',
            'PegAGChatdistributionforprocessing': 1,
            'ChatServerHost': 'htcc-gf81',
            'RTargetObjSelDBID': '157',
            'CBR-IT-path_DBIDs': '',
            'ChatServerPort': '7030',
            'CBR-Interaction_cost': '',
            'CBR-contract_DBIDs': '',
```

```
            'ContactId': '00010a9FSGFP000M',
            'RTargetAgentSelected': 'htcc1',
            'RTargetTypeSelected': '2',
            'RTargetAgentGroup': 'Chatdistributionforprocessing',
            'RTargetRuleSelected': '',
            'RTargetPlaceSelected': 'htcc1',
            'CBR-actual_volume': '',
            'RTenant': 'Environment',
            'ChatServerDBID': '175',
            'RRequestedSkills': None,
            'ChatServerModeHA': 'true',
            'RRequestedSkillCombination': '',
            'RVQDBID': '',
            'RStrategyDBID': '894',
            'CustomerSegment': 'default',
            'ServiceType': 'default',
            'ServiceObjective': 0,
            'RTargetRequested': 'Chatdistributionforprocessing',
            'EmailAddress': 'Email@abc.com',
            'RStrategyName': 'Chatinboundstrategy',
            'Subject': 'Customersupport'
        },
        'state': 'LeftChat',
        'capabilities': [
            'SetInFocus',
            'Complete',
            'SetDisposition',
            'AttachUserData',
            'DeleteUserData',
            'UpdateUserData'
        ],
        'uri': 'http: //10.10.15.212: 9090/api/v2/smssessions/00010a9FSGFP001F',
        'participants': [
            {
                'nickname': 'test_consult',
                'type': 'Agent',
                'uri': 'http: //10.10.15.212: 9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
                'visibility': 'All',
                'participantId': '00AF52FCF0C0002F'
            },
            {
                'nickname': 'test_consult_clientL',
                'type': 'Customer',
                'participantId': '00AF52FCF09E002D',
                'visibility': 'All'
            }
        ],
        'id': '00010a9FSGFP001F'
    },
    'notificationType': 'StatusChange',
    'messageType': 'SMSsessionStateChangeMessage'
}
```

Agent2 Fourth Notification

```
{
    'referenceId': 20,
    'smssession': {
        'userData': {
            'IdentifyCreateContact': '3',
            'FirstName': 'test_consult_client',
            'LastName': 'Lastname',
```

```
            'RTargetObjectSelected': 'Chatdistributionforprocessing',
            'RVQID': '',
            'ChatServerAppName': 'ChatServer',
            'PegAGChatdistributionforprocessing': 1,
            'ChatServerHost': 'htcc-gf81',
            'RTargetObjSelDBID': '157',
            'CBR-IT-path_DBIDs': '',
            'ChatServerPort': '7030',
            'CBR-Interaction_cost': '',
            'CBR-contract_DBIDs': '',
            'ContactId': '00010a9FSGFP000M',
            'RTargetAgentSelected': 'htcc1',
            'RTargetTypeSelected': '2',
            'RTargetAgentGroup': 'Chatdistributionforprocessing',
            'RTargetRuleSelected': '',
            'RTargetPlaceSelected': 'htcc1',
            'CBR-actual_volume': '',
            'RTenant': 'Environment',
            'ChatServerDBID': '175',
            'RRequestedSkills': None,
            'ChatServerModeHA': 'true',
            'RRequestedSkillCombination': '',
            'RVQDBID': '',
            'RStrategyDBID': '894',
            'CustomerSegment': 'default',
            'ServiceType': 'default',
            'ServiceObjective': 0,
            'RTargetRequested': 'Chatdistributionforprocessing',
            'EmailAddress': 'Email@abc.com',
            'RStrategyName': 'Chatinboundstrategy',
            'Subject': 'Customersupport'
        },
        'state': 'Completed',
        'capabilities': [

        ],
        'uri': 'http: //10.10.15.212: 9090/api/v2/smssessions/00010a9FSGFP001F',
        'participants': [
            {
                'nickname': 'test_consult',
                'type': 'Agent',
                'uri': 'http: //10.10.15.212: 9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
                'visibility': 'All',
                'participantId': '00AF52FCF0C0002F'
            },
            {
                'nickname': 'test_consult_clientL',
                'type': 'Customer',
                'participantId': '00AF52FCF09E002D',
                'visibility': 'All'
            }
        ],
        'id': '00010a9FSGFP001F'
    },
    'notificationType': 'StatusChange',
    'messageType': 'SMSsessionStateChangeMessage'
}
```

SendCustomNoticeToAgents

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

Overview

This request sends a custom notice only to agents who are in a conference or consultation.

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

Parameters

Parameter	Value
operationName	SendCustomNoticeToAgents
noticeText	The notice text to send to agents in a conference or consultation.

Sample

Request

```
POST api/v2/me/chats/0000RaB4Q006001K
POST api/v2/me/smssessions/0000RaB4Q006001K
{
  "operationName": "SendCustomNoticeToAgents",
  "noticeText": "This is a custom notice to Agents"
}
```

Response

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

Notification

Notification received after send custom notice to agents.

```
{
    "smssessionPath": "/smssessions/0000RaB4Q006001K",
    "messages": [
        {
            "index": 5,
            "noticeText": "This is a custom notice to Agents",
            "from": {
                "participantId": "0093564DAC510041",
                "type": "Agent",
                "uri": "http://localhost:8090/api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257",
                "visibility": "All",
                "path": "/users/4ff5b43c856d4cb2a3d6c20a88740257",
                "nickname": "TestName",
                "id": "0093564DAC510041"
            },
            "timestamp": "2015-11-19 13:02:43.000+0200",
            "visibility": "Agents",
            "type": "CustomNotice",
            "timestampSeconds": 1447930963000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "smssessionUri": "http://localhost:8090/api/v2/smssessions/0000RaB4Q006001K"
}
```

Monitor

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

Overview

This allows a supervisor to silently monitor a targeted agent SMS session.

When an agent being monitored accepts an SMS session, the supervisor will also have the SMS session delivered, as well as all SMS session notifications. If the agent is currently in a SMS session, the supervisor will be added to the agent's next SMS session.

The supervisor cannot send messages in this mode and only another supervisor will see that the supervisor has joined the session.

When the SMS session is completed or placed in a queue, the supervisor will receive SMS session state Revoked.

If an agent being monitored leaves the SMS session but another agent is still present, the supervisor will continue monitoring this SMS session until it is completed or placed in a queue.

The supervisor can leave a SMS session at any time.

Request URL	/api/v2/users/{userId}/channels/smssession
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Monitor
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: **NextChat** - Monitor only the next SMS session the agent receives, then stop monitoring. **AllChats** - Monitoring all agent SMS session until monitoring is cancelled. If not specified AllChats is the default.
nickname	Supervisor's nickname as will be seen by agent and customer (optional). If not specified, username will be used.

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/smssession
{
  "operationName": "Monitor",
  "supervisorMonitoringMode": "NextChat"
}
```

Response

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

Coach

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

Overview

This allows a supervisor to coach targeted agent SMS sessions.

When coaching is configured and the agent accepts an SMS session, the supervisor is also delivered the SMS session, but only the agent can see the supervisor's messages. The customer cannot see any of the supervisor's SMS session messages.

If the agent is currently in an SMS session, the supervisor will be added to the agent's next SMS session.

When the SMS session is completed or placed in a queue, the supervisor will receive SMS session state Revoked.

If the agent being monitored leaves the SMS session but another agent remains, the supervisor will continue monitoring this SMS session until it is complete or placed in a queue.

The supervisor can leave an SMS session at any time.

Request URL	/api/v2/users/{userId}/channels/smssession
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Coach
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: **NextChat** - Monitor only the next SMS session the agent receives, then stop monitoring. **AllChats** - Monitoring all agent SMS sessions until monitoring is cancelled. If not specified AllChats is the default.
nickname	Supervisor's nickname as will be seen by agent and customer (optional). If not specified username will be used.

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/smssession
{
  "operationName": "Coach",
  "supervisorMonitoringMode": "NextChat"
}
```

Response

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

BargeIn

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

Overview

This allows a supervisor to barge in on targeted agent SMS Sessions.

The supervisor enters the SMS Session when the agent accepts a new SMS Session. Both the agent and the customer will be able to see the supervisor's messages.

When the SMS Session is completed or placed in a queue, the supervisor will receive SMS Session state Revoked.

If the agent being monitored leaves the SMS Session but another agent remains, the supervisor will continue monitoring this SMS Session until it is is completed or placed in a queue.

The supervisor can leave an SMS Session at any time.

Request URL	/api/v2/users/{userId}/channels/smssession
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	BargeIn
supervisorMonitoringMode	This optional parameter specifies the monitoring mode: **NextChat** - Monitor only the next SMS session the agent receives, then stop monitoring. **AllChats** - Monitoring all agent SMS sessions until monitoring is cancelled. If not specified **AllChats** is the default.
nickname	Supervisor's nickname as will be seen by agent and customer (optional). If not specified username will be used.

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/smssession
{
  "operationName": "BargeIn",
  "supervisorMonitoringMode": "NextChat"
}
```

Response

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

CancelSupervisorMonitoring

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

Overview

This operation allows a supervisor to cancel supervisor monitoring.

This request should only be sent when supervisor monitoring is *active*.

If the supervisor is currently in an SMS session, the SMS session will not be aborted. The supervisor should end it normally by using the Leave operation.

Request URL	/api/v2/users/{userId}/channels/smssession
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	CancelSupervisorMonitoring

Sample

Request

```
POST api/v2/users/90cc5439ff6848748e5e67811273f266/channels/smssession
{
  "operationName": "CancelSupervisorMonitoring"
}
```

Response

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

Intrude

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

Overview

This request allows the supervisor to intrude in an active SMS Session interaction that an agent is currently handling (if this agent is monitored by the supervisor).

Request URL	/api/v2/users/{userId}/smssessions/{smssessionId}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Intrude
supervisorVisibilityMode	This optional parameter specifies the visibility mode of the Supervisor in the SMS session interaction. Possible values are Monitor, Coach, and BargeIn. If the parameter is not specified and the Supervisor is monitoring an agent, then the visibility mode of the agent monitoring is used, otherwise an error occurs.

Sample

Request

```
POST api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257/smssessions/0000UaB58WAR003N
{
  "operationName": "Intrude",
  "supervisorVisibilityMode": "Monitor"
}
```

Response

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

```
}
```

Notification

After intruding in an SMS session, you should receive a notification that the status changed to **Invited**.

```
{
     "smssession": {
         "userData": {
             "IdentifyCreateContact": "3",
             "RTargetTypeSelected": "2",
             "RTargetObjectSelected": "?:2>1",
             "RVQID": "",
             "ChatServerAppName": "esv_chat_srv",
             "ChatServerHost": "dev-ip9-152.gws.genesys.com",
             "TimeZone": "60",
             "RTargetObjSelDBID": "",
             "ChatServerPort": "7160",
             "CBR-Interaction_cost": "",
             "CBR-contract_DBIDs": "",
             "RTargetAgentSelected": "a1",
             "CBR-IT-path_DBIDs": "",
             "RTargetRuleSelected": "",
             "RTargetPlaceSelected": "a1",
             "CBR-actual_volume": "",
             "RTenant": "Environment",
             "ChatServerDBID": "147",
             "RRequestedSkills": None,
             "RRequestedSkillCombination": "",
             "RVQDBID": "",
             "RStrategyDBID": "472",
             "CustomerSegment": "default",
             "PegAG?:2>1": 1,
             "_data_id": "155-a158a722-d1a9-47a1-9bd6-cf10b157e7fa",
             "ServiceType": "default",
             "OccuredAt": "2015-11-26T16:39:41Z",
             "ServiceObjective": 0,
             "RTargetRequested": "?:2>1",
             "RTargetAgentGroup": "?:2>1",
             "RStrategyName": "CloudPoDSimpleChatInStrategy",
             "Subject": "GMS Chat"
         },
         "receivedDate": "2015-11-26 18:39:38.000+0200",
         "chatType": "Inbound",
         "participants": [],
         "capabilities": ["Accept", "Reject"],
         "uri": "http://localhost:8090/api/v2/smssessions/0000UaB58WAR003N",
         "state": "Invited",
         "supervisorMode": "Monitor",
         "id": "0000UaB58WAR003N"
     },
     "messageType": "SMSsessionStateChangeMessage",
     "notificationType": "StatusChange"
}
```

SwitchToBargeIn

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

Overview

This allows a supervisor to switch from monitoring or coaching to barge in on the current SMS session.

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

Parameters

Parameter	Value
operationName	SwitchToBargeIn

Sample

Request

```
POST api/v2/me/smssessions/007102385535e00e
{
  "operationName": "SwitchToBargeIn"
}
```

Response

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

Notification

After a supervisor barges in to an SMS session, the supervisor receives `ParticipantsUpdated` and `MessageLogUpdated` notifications with supervisor's actual visibility mode.

```
{
    "smssession": {
```

```
        "receivedDate": "2014-05-0511:08:45.000-0700",
        "chatType": "Inbound",
        "capabilities": [
            "Leave",
            "SetInFocus",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "Transfer",
            "Invite",
            "Consult",
            "SendToAgents",
            "SendStartTypingToAgentsNotification",
            "SendStopTypingToAgentsNotification",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification",
            "SwitchToMonitor",
            "SwitchToCoach"
        ],
        "uri": "http://10.10.15.212:9090/api/v2/smssessions/0001Da9PFC93000S",
        "state": "Chatting",
        "participants": [
            {
                "nickname": "test_agent",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF5367D3D0000A"
            },
            {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "All",
                "participantId": "00AF5367D3D0000B"
            },
            {
                "nickname": "test_clientL",
                "type": "Customer",
                "participantId": "00AF5367D3AD0008",
                "visibility": "All"
            }
        ],
        "id": "0001Da9PFC93000S"
    },
    "notificationType": "ParticipantsUpdated",
    "messageType": "SMSsessionStateChangeMessage"
}

{
    "messages": [
        {
            "index": 4,
            "from": {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "All",
```

```
                "participantId": "00AF5367D3D0000B"
            },
            "timestamp": "2014-05-0511:09:31.000-0700",
            "visibility": "All",
            "type": "ParticipantRejoined",
            "timestampSeconds": 1399313371000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "smssessionUri": "http://10.10.15.212:9090/api/v2/smssessions/0001Da9PFC93000S"
}
```

SwitchToMonitor

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

Overview

This allows a supervisor to switch from Coach or BargeIn mode to monitoring the current SMS session.

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

Parameters

Parameter	Value
operationName	SwitchToMonitor

Sample

Request

```
POST api/v2/me/smssessions/007102385535e00e
{
  "operationName": "SwitchToMonitor"
}
```

Response

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

Notification

After switching to monitoring the SMS session, the supervisor receives `ParticipantsUpdated` and `MessageLogUpdated` notifications with supervisor's actual visibility mode.

```
{
```

```
    "smssession": {
        "receivedDate": "2014-05-0511:08:45.000-0700",
        "chatType": "Inbound",
        "capabilities": [
            "Leave",
            "SetInFocus",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "Transfer",
            "Invite",
            "Consult",
            "SendToAgents",
            "SendStartTypingToAgentsNotification",
            "SendStopTypingToAgentsNotification",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification",
            "SwitchToCoach",
            "SwitchBargeIn"
        ],
        "uri": "http://10.10.15.212:9090/api/v2/smssessions/0001Da9PFC93000S",
        "state": "Chatting",
        "participants": [
            {
                "nickname": "test_agent",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF5367D3D0000A"
            },
            {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "Supervisors",
                "participantId": "00AF5367D3D0000B"
            },
            {
                "nickname": "test_clientL",
                "type": "Customer",
                "participantId": "00AF5367D3AD0008",
                "visibility": "All"
            }
        ],
        "id": "0001Da9PFC93000S"
    },
    "notificationType": "ParticipantsUpdated",
    "messageType": "SMSsessionStateChangeMessage"
}

{
    "messages": [
        {
            "index": 4,
            "from": {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
```

```
                "visibility": "Supervisors",
                "participantId": "00AF5367D3D0000B"
            },
            "timestamp": "2014-05-0511:09:31.000-0700",
            "visibility": "All",
            "type": "ParticipantRejoined",
            "timestampSeconds": 1399313371000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "smssessionUri": "http://10.10.15.212:9090/api/v2/smssessions/0001Da9PFC93000S"
}
```

SwitchToCoach

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

Overview

This allows a supervisor to switch from Monitor or BargeIn mode to coaching the current SMS session.

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

Parameters

Parameter	Value
operationName	SwitchToCoach

Sample

Request

```
POST api/v2/me/smssessions/007102385535e00e
{
  "operationName": "SwitchToCoach"
}
```

Response

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

Notification

After switching to coaching, the supervisor receives `ParticipantsUpdated` and `MessageLogUpdated` notifications with supervisor's actual visibility mode.

```
{
    "smssession": {
```

```
        "receivedDate": "2014-05-0511:08:45.000-0700",
        "chatType": "Inbound",
        "capabilities": [
            "Leave",
            "SetInFocus",
            "SetDisposition",
            "AttachUserData",
            "DeleteUserData",
            "UpdateUserData",
            "Transfer",
            "Invite",
            "Consult",
            "SendToAgents",
            "SendStartTypingToAgentsNotification",
            "SendStopTypingToAgentsNotification",
            "SendMessage",
            "SendStartTypingNotification",
            "SendStopTypingNotification",
            "SwitchToMonitor",
            "SwitchBargeIn"
        ],
        "uri": "http://10.10.15.212:9090/api/v2/smssessions/0001Da9PFC93000S",
        "state": "Chatting",
        "participants": [
            {
                "nickname": "test_agent",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
90cc5439ff6848748e5e67811273f266",
                "visibility": "All",
                "participantId": "00AF5367D3D0000A"
            },
            {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "Agents",
                "participantId": "00AF5367D3D0000B"
            },
            {
                "nickname": "test_clientL",
                "type": "Customer",
                "participantId": "00AF5367D3AD0008",
                "visibility": "All"
            }
        ],
        "id": "0001Da9PFC93000S"
    },
    "notificationType": "ParticipantsUpdated",
    "messageType": "SMSsessionStateChangeMessage"
}
{
    "messages": [
        {
            "index": 4,
            "from": {
                "nickname": "test_supervisor",
                "type": "Agent",
                "uri": "http://10.10.15.212:9090/api/v2/users/
991a4bece8dd4184a93e98ad429694f6",
                "visibility": "Agents",
                "participantId": "00AF5367D3D0000B"
```

```
            },
            "timestamp": "2014-05-0511:09:31.000-0700",
            "visibility": "All",
            "type": "ParticipantRejoined",
            "timestampSeconds": 1399313371000L
        }
    ],
    "notificationType": "NewMessages",
    "messageType": "MessageLogUpdated",
    "smssessionUri": "http://10.10.15.212:9090/api/v2/smssessions/0001Da9PFC93000S"
}
```

GetAgentInteractions

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

Overview

This request gets available information about the active SMS session interactions of an agent that the supervisor can monitor.

Request URL	/api/v2/users/{userId}?subresources=smssessions
HTTP Method	GET
Required Features	api-multimedia

Sample

Request

```
GET /api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257?subresources=smssessions
```

Response


```
{
    "statusCode": 0,
    "user": {
        "id": "4ff5b43c856d4cb2a3d6c20a88740257",
        "userName": "a1",
        "firstName": "a1",
        "lastName": "a1",
        "roles": [
            "ROLE_ADMIN",
            "ROLE_AGENT"
        ],
        "enabled": true,
        "smssessions": [
            {
                "userData": {
                    "ContactId": "0000PaB3QTCG000P"
                },
                "id": "0000PaB3QTCG001U",
                "receivedDate": "2015-11-09 15:20:04.000+0200",
                "capabilities": []
            }
        ],
        "changePasswordOnFirstLogin": false,
        "uri": "http://localhost:8090/api/v2/users/4ff5b43c856d4cb2a3d6c20a88740257",
        "path": "/users/4ff5b43c856d4cb2a3d6c20a88740257"
```

```
    }
}
```

Standard Responses API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

A Standard Response is a text template with keyword placeholders that are meant to be replaced, resulting in a standardized, yet custom message that is crafted according to the situation and customer.

The Web Services API caters to Standard Response features.

This section describes general concepts employed by the standard response portion of the Web Services API and provides guidance for developers building standard response into their client applications.

Example

Standard Response template transformed into a message

```
Hello <$ Customer.FirstName $> <$ Customer.LastName $>, I am <$ Agent.FirstName $> and I am
happy to help you.
```

transforms into

```
Hello Clark Kent, My name is Lex and I am happy to help you.
```

Basic Standard Response Operations

- Retrieve information about standard responses
- Render a Standard Response into a real message
- Retrieve Standard Response data for UCS reporting
- Retrieve the content of specific document

Favorites Control

- Get agents favorite responses
- Add standard response favorite
- Remove a standard response favorite
- Delete all standard response favorites

GetStandardResponse

This operation is part of the Standard Response API section of the Web Services API.

Overview

The following requests retrieve information about Standard Responses

Getting Root Categories

Getting All Root Categories

This operation is intended for downloading of all Root Categories information.

Request

Request URL	/api/v2/platform/contactserver/RequestGetRootCategories
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
language	Optional. CME configured Language

Sample

```
POST api/v2/platform/contactserver/RequestGetRootCategories
```

Response

```
{
   "data": {
       "categories": [
           {
               "categoryId": "0000TaBD9C27H3BM",
               "description": "Description",
               "language": "English",
               "modifiedDate": "2016-07-15T06: 05: 42.802Z",
               "name": "rootName2",
               "status": "Approved",
               "type": 2
           },
           {
```

```
                "categoryId": u'0000TaBD9C27H3BJ",
                "description": u'Description",
                "language": u'English",
                "modifiedDate": u'2016-07-15T06: 05: 42.680Z",
                "name": u'rootName1",
                "status": "NotApproved",
                "type": 2
            }
            ...
        ]
    },
    "response": "EventGetRootCategories",
    "statusCode": 0
}
```

Getting Approved Root Categories

This operation is intended for downloading only approved Root Categories information.

Request

Request URL	/api/v2/platform/contactserver/GetApprovedRootCategories
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
language	Optional. CME configured Language

Sample

```
POST api/v2/platform/contactserver/GetApprovedRootCategories
```

Response

```
{
    "data": {
        "categories": [
            {
                "categoryId": "0000TaBD9C27H3BM",
                "description": "Description",
                "language": "English",
                "modifiedDate": "2016-07-15T06: 05: 42.802Z",
                "name": "rootName2",
                "status": "Approved",
                "type": 2
            },
            ...
        ]
    },
    "response": "EventGetRootCategories",
    "statusCode": 0
}
```

Getting Specific Category

Getting Category

This operation is intended for downloading of the Category and category sub tree from server to client. Only `Id`, `StandardResponseId`, and `TheName` attributes are returned for each SRL.

Request

Request URL	/api/v2/platform/contactserver/RequestGetCategory
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
categoryId	root Category to start from. Only sub-categories of this category will be returned.
returnChildrenCategories	Optional. Value can be `true` or `false`. Returns information about subcategories.
returnChildrenSRInfo	Optional. Value can be `true` or `false`. Returns the `TheName` and `Id` fields for children standard responses.

Sample

```
POST api/v2/platform/contactserver/RequestGetCategory
{
  "categoryId" : "0000964FFCA97AE2"
  "returnChildrenCategories" : true,
  "returnChildrenSRInfo" : true,
}
```

Response

```
text
{
 "statusCode": 0,
 "response": "EventGetCategory",
 "data": {
   "category": {
     "name": "Bank Filial One",
     "type": 1,
     "status": "NotApproved",
     "description": "",
     "modifiedDate": "2015-07-08T19:22:22.941Z",
     "childrenCategories": [
       {
         "name": "Banking",
         "type": 0,
         "status": "NotApproved",
         "description": "",
         "modifiedDate": "2015-07-08T19:22:23.347Z",
```

```
        "childrenCategories": [
          {
            "name": "Deposits and Transfers",
            "type": 1,
            "status": "Approved",
            "description": "",
            "modifiedDate": "2015-07-08T19:22:23.565Z",
            "childrenCategories": [
            ...
            ]
            "categoryId": "0000MaARQ0HD0P3D"
          },
          {
            "name": "Account Access and Balances",
            "type": 1,
            "status": "Approved",
            "description": "",
            "modifiedDate": "2015-07-08T19:22:23.362Z",
            "childrenCategories": [
              {
               ...
              }
            ],
            "categoryId": "0000MaARQ0HD0P2C"
          },
      },
      ...
    ]
    "childrenStdResponses": [
      {
        "id": "0000MaARQ0HD0P09",
        "standardResponseId": "0000MaARQ0HD0P0A",
        "theName": "ClassResults"
      }
    ]
  }
 }
}
```

Getting Approved Category

This operation is intended for downloading of the approved Category and category sub tree from server to client. Only `Id`, `StandardResponseId`, and `TheName` attributes are returned for each SRL.

Request

Request URL	/api/v2/platform/contactserver/GetApprovedCategory
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
categoryId	root Category to start from. Only sub-categories of this category will be returned.
returnChildrenCategories	Optional. Value can be `true` or `false`. Returns

Parameter	Value
	information about subcategories.
returnChildrenSRInfo	Optional. Value can be `true` or `false`. Returns the TheName and `Id` fields for children standard responses.

Sample

```
POST api/v2/platform/contactserver/GetApprovedCategory
{
  "categoryId" : "0000964FFCA97AE3"
  "returnChildrenCategories" : true,
  "returnChildrenSRInfo" : true,
}
```

Response

```
text
{
 "statusCode": 0,
 "response": "EventGetCategory",
 "data": {
   "category": {
     "name": "Bank Filial One",
     "type": 1,
     "status": "Approved",
     "description": "",
     "modifiedDate": "2015-07-08T19:22:22.941Z",
     "childrenCategories": [
       {
         "name": "Banking",
         "type": 0,
         "status": "Approved",
         "description": "",
         "modifiedDate": "2015-07-08T19:22:23.347Z",
         "childrenCategories": [
           {
             "name": "Deposits and Transfers",
             "type": 1,
             "status": "Approved",
             "description": "",
             "modifiedDate": "2015-07-08T19:22:23.565Z",
             "childrenCategories": [
             ...
             ]
             "categoryId": "0000MaARQ0HD0P3B"
           },
           {
             "name": "Account Access and Balances",
             "type": 1,
             "status": "Approved",
             "description": "",
             "modifiedDate": "2015-07-08T19:22:23.362Z",
             "childrenCategories": [
               {
                ...
               }
             ],
             "categoryId": "0000MaARQ0HD0P2E"
           },
```

```
      },
      ...
    ]
    "childrenStdResponses": [
      {
        "id": "0000MaARQ0HD0P09",
        "standardResponseId": "0000MaARQ0HD0P0G",
        "theName": "ClassResults"
      }
    ]
  }
 }
}
```

Getting Specific Standard Response

This operation is intended for downloading of the Standard Response content from server to client.

Request

Request URL	/api/v2/platform/contactserver/RequestGetStandardResponse
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
standardResponseId	The ID of the standard response.
version	Optional. The standard response version to get. If no version, use `version=0`.
language	Optional. Value can be `true` or `false`. When specifying the version, return the attachment summaries without content, if any.

Sample

```
POST api/v2/platform/contactserver/RequestGetStandardResponse
{
  "standardResponseId" : "000035D906AC2A2E",
  "version" : 1,
  "attachments" : false
}
```

Response

```
{
 "statusCode" : 0,
 "response" : "EventGetStandardResponse",
 "data" : {
   "standardResponse" : {
     "id" : "00008F9BF55A394F",
     "mimeType" : "mimetype",
```

```
    "theName" : "thename",
    "description" : "description",
    "standardResponseId" : "000035D906AC2A2E",
    "modifiedDate" : "2015-10-28T12:34:16.973Z",
    "version" : 2,
    "ownerId" : 2,
    "tenantId" : 1,
    "subject" : "subject",
    "startDate" : "2015-10-28T12:34:16.973Z",
    "ackUsageType" : "ackusagetype",
    "agentDesktopUsageType" : "agentdesktopusagetype",
    "autoRespUsageType" : "autorespusagetype",
    "emailOutUsageType" : "emailoutusagetype",
    "voiceAutoRespUsageType" : "voiceautorespusagetype",
    "wssusageType" : "wssusagetype",
    "customFieldCodes" : "customfieldcodes",
    "expirationDate" : "2015-10-28T12:34:16.973Z",
    "structuredBody" : "structuredbody",
    "attachments" : [ {
      "documentId" : "0000258379D81822",
      "mimeType" : "mimetype",
      "theName" : "thename",
      "theSize" : 1,
      "description" : "description"
    } ],
    "lang" : "lang",
    "categoryId" : "0000662907FF57B0",
    "status" : "status",
    "isActive" : true,
    "body" : "body"
  }
 }
}
```

RenderStandardResponse

This operation is part of the Standard Response API section of the Web Services API.

Overview

A Standard Response is a text template with placeholders that are replaceable, resulting in a standardized yet customized message according to the situation and customer. This operation renders a body of text based on keyword data provided by the client to replace placeholders in the Standard Response text.

For example, the following template:

```
Hello <$ Contact.FirstName $> <$ Contact.LastName $>, I am <$ Agent.FirstName $> and I am
happy to help you. Can you provide me with the <$ Custom.ProductName $>'s model number?
```

results in the following standard response:

```
Hello Scott Summers, I am Jean and I am happy to help you. Can you provide me with the
Awesome Vacuum Cleaner's model number?
```

If any of the keywords or values are missing from the client or the stardard response code references a field that doesn't exist, the value is replace with None. For example:

```
Hello Scott Summers, I am None and I am happy to help you. Can you provide me with the None's
model number?
```

Request

Request URL	/api/v2/platform/contactserver/RenderStandardResponse/{standardResponseId}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value	Mandatory
interactionId	Interaction identity	Optional. Note that one of the identity parameters must be specified.
chatId	Interaction identity	Optional. Note that one of the identity parameters must be

Parameter	Value	Mandatory
		specified.
facebookId	Interaction identity	Optional. Note that one of the identity parameters must be specified.
emailId	Interaction identity	Optional. Note that one of the identity parameters must be specified.
facebookSessionId	Interaction identity	Optional. Note that one of the identity parameters must be specified.
tweetId	Interaction identity	Optional. Note that one of the identity parameters must be specified.
usePlainText	Values can be `true` or `false`.	Optional
customProperties	List of Custom properties	Optional
agentCustomProperties	List of Agent Custom properties	Optional

To render a Standard Response, make a POST Standard Response REST resource call with parameters consisting of key value pairs, representing substitutions for keywords within the Standard Response body.

Sample

```
POST http://.../api/v2/platform/contactserver/RenderStandardResponse/23423423423
{
                    "interactionId" : "2390472394",
                    "usePlainText" : "true",
                    "customProperties" : [{"name":"code1":"value":"First"},
{"name":"code2":"value":"Second"}]
                    "agentCustomProperties" : [{"name":"Title","value":"Mr"}]
}
```

Potential Sample Parameters:

- "Custom.RMA" - "Processing RMA"
- "Custom.ModelName" - "Supra RZ10"
- "Custom.ModelNumber" - "234324FJE"

Important

In order for these to work, the Standard Response being used must have the needed field code defined within its template body text.

Response

Any values that are null or empty will not be returned as part of the response.

```
{
   "body":"Hello Tom, I am John. Goodbye."
}
```

Autoreplaced Keywords

The following are currently default, built-in data points that UCS automatically replaces if data is available. If data is not available, the default value is 'None'. This data is not user provided in the request.

- Agent.Signature
- Agent.FullName
- Agent.LastName
- Agent.FirstName
- Contact.PrimaryPhoneNumber
- Contact.PrimaryEmailAddress
- Contact.Title
- Contact.FullName
- Contact.LastName
- Contact.FirstName
- Contact.Id
- Interaction.FromAddress
- Interaction.ToAddress
- Interaction.TimeZone
- Interaction.DateCreated
- Interaction.AttachedData - Only values that are found in either Interaction Attributes or Interaction User Data. If the value does not exist, then a error will be returned in the response.
- Interaction.Subject
- Interaction.Id

These values are not active by default. You must add them manually as fields using Knowledge Manager.

ReportStandardResponseUsage

This operation is part of the Standard Response API section of the Web Services API.

Overview

This request provides Standard Response data for UCS reporting. Every request associates Standard Response usage with specific interactions. For example, this helps administrators determine which Standard Responses are used most often.

Request

Request URL	/api/v2/platform/contactserver/ReportStandardResponseUsage/{standardResponseId}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value	Mandatory
interactionId	Interaction identity	Optional. One of the identity parameters must be specified.
chatId	Interaction identity	Optional. One of the identity parameters must be specified.
facebookId	Interaction identity	Optional. One of the identity parameters must be specified.
emailId	Interaction identity	Optional. One of the identity parameters must be specified.
facebookSessionId	Interaction identity	Optional. One of the identity parameters must be specified.
tweetId	Interaction identity	Optional. One of the identity parameters must be specified.
responseType	List of Custom properties	The default value is `SystemAutoResponse`. Possible values are `SystemAutoResponse`, `SuggestedResponseChoosen`, `SuggestedResponsesIgnored`, `AdministratorResponse`, and `SuggestedResponseNotReceived`.

Sample

```
POST http://.../api/v2/platform/contactserver/ReportStandardResponseUsage/00019aBD0HBH00AX
{
                    "chatId" : "0000PaB33P4V0H4B",
                    "responseType" : "SuggestedResponseChoosen",
}
```

Response

```
{
  "statusCode": 0,
  "response": "EventAddStdRespUsage",
  "data": {
      "referenceId": 4
  }
}
```

GetStandardResponseFavorites

This operation is part of the Standard Response API section of the Web Services API.

Overview

This request retrieves standard response favorites.

Request

Request URL	/api/v2/platform/contactserver/GetStandardResponseFavorites/
HTTP Method	POST
Required Features	api-multimedia

Sample

```
POST http://.../api/v2/platform/contactserver/GetStandardResponseFavorites
```

Response

```
{
  "statusCode": 0,
  "response": "EventGetAgentStdRespFavorites",
  "data": {
      "standardResponses": [
          "00019aBD0HBH00AX"
      ],
      "referenceId": 6
  }
}
```

AddStandardResponseFavorite

This operation is part of the Standard Response API section of the Web Services API.

Overview

This request adds a standard response to a user favorites.

Request

Request URL	/api/v2/platform/contactserver/AddStandardResponseFavorite/{standardResponseId}
HTTP Method	POST
Required Features	api-multimedia

Sample

```
POST http://.../api/v2/platform/contactserver/AddStandardResponseFavorite/00019aBD0HBH00AX
```

Response

```
{
  "statusCode": 0,
  "response": "EventAddAgentStdRespFavorite",
  "data": {
      "referenceId": 5
  }
}
```

DeleteStandardResponseFavorite

This operation is part of the Standard Response API section of the Web Services API.

Overview

This request deletes standard response from user's favorites.

Request

Request URL	/api/v2/platform/contactserver/DeleteStandardResponseFavorite/{standardResponseId}
HTTP Method	POST
Required Features	api-multimedia

Sample

```
POST http://.../api/v2/platform/contactserver/DeleteStandardResponseFavorite/00019aBD0HBH00AX
```

Response

```
{
  "statusCode": 0,
  "response": "EventDeleteAgentStdRespFavorite",
  "data": {
      "referenceId": 7
  }
}
```

DeleteAllStandardResponseFavorites

This operation is part of the Standard Response API section of the Web Services API.

Overview

Deletes all standard response from user favorites.

Request

Request URL	/api/v2/platform/contactserver/DeleteAllStandardResponseFavorites
HTTP Method	POST
Required Features	api-multimedia

Sample

```
POST http://.../api/v2/platform/contactserver/DeleteAllStandardResponseFavorites
```

Response

```
{
  "statusCode": 0,
  "response": "EventDeleteAgentStdRespFavorite",
  "data": {
      "referenceId": 8
  }
}
```

GetDocumentStandardResponse

This operation is part of the Standard Response API section of the Web Services API.

Overview

This request retrieves the content of specific document.

Request

Request URL	/api/v2/platform/contactserver/GetDocument/{documentId}
HTTP Method	POST
Required Features	api-multimedia

Sample

```
POST http://.../api/v2/platform/contactserver/GetDocument/0001PaBMYY3600MN
```

Response

The raw data for the specified document.

Twitter API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

This section describes general concepts employed by the Twitter portion of the Web Services API and provides guidance for developers building client applications that use Twitter-related features.

Basic Twitter Controls

Twitter Resource
Accept
Reject
Create
Save

Basic Twitter Controls

Cancel
Reply
Send
SetDisposition
Complete

Basic Twitter Controls

AddComment
SetInFocus
Follow
Unfollow
Retweet

Twitter UserData

AttachUserData
UpdateUserData
DeleteUserData

Conferences and Transfers

Transfer

CometD notifications

You can subscribe to the **/v2/me/twitter** topic to receive CometD notifications for the Twitter API. This topic provides messages related to Twitter interactions, including changes Twitter interaction state, updates to Twitter interaction data, and updates to Twitter account following. It supports the following message types:

- TweetStateChangeMessage
- TweetOperationResponse

TweetStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case TweetStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the twitter interaction has changed. • PropertiesUpdated — The twitter data has changed. • TweetSaved — The twitter interaction has been saved. • Error — This is sent when an operation on the twitter resource fails.
data.tweet	A twitter resource with the updated state and capabilities.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
   "data":{
      "messageType":"TweetStateChangeMessage",
      "notificationType":"StatusChange",
      "referenceId":139,
      "tweet":{
         "capabilities":[
```

```
            "Reply",
            "Retweet",
            "Transfer",
            "AddComment",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetDisposition",
            "SetInFocus",
            "Complete",
            "MarkFavorite",
            "RemoveFavorite"
         ],
         "contactId":"0000Ka96XNNU4488",
         "from":"vitaliy_onv(Oleg Witcher)",
         "id":"01QN0QJNKK73600V",
         "message":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
         "receivedDate":"2015-07-10 13:26:58.000+0300",
         "revelantResponseTemplateGroups":[

         ],
         "state":"Processing",
         "subject":"On 12:58:9 11/5/2013, P created a pos...",
         "suggestedQueueUris":[

         ],
         "tweetType":"Inbound",
         "twitterCreatedAt":"2013-11-05T10:58:12Z",
         "twitterFromAddr":"vitaliy_onv",
         "twitterFromUserId":"2175525290",
         "twitterIsFavorited":"false",
         "twitterIsRetweet":"false",
         "twitterMsgId":"85262302",
         "twitterMsgPlainText":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
         "twitterMsgType":"Status",
         "twitterQueryName":"stream-user",
         "twitterRetweetCount":"0",
         "twitterSource":"<a href="         http://www.kaermorhen.ru"
rel="nofollow">Witcher_APP</a>",
         "twitterToAddr":"vitaliy_onv",
         "twitterUserCreatedAt":"2013-11-05T06:56:43Z",
         "twitterUserFollowersCount":"0",
         "twitterUserFriendsCount":"0",
         "twitterUserId":"2175525290",
         "twitterUserImageURL":"http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
         "twitterUserIsFollower":"false",
         "twitterUserIsFriend":"false",
         "twitterUserLanguage":"r",
         "twitterUserName":"Oleg Witcher",
         "twitterUserScreenName":"vitaliy_onv",
         "twitterUserStatusesCount":"2",
         "twitterUserUtcOffset":"-1",
         "uri":"http://192.168.83.25:8090/api/v2/tweet/01QN0QJNKK73600V",
         "userData":{
            "CBR-IT-path_DBIDs":"",
            "CBR-Interaction_cost":"",
            "CBR-actual_volume":"",
            "CBR-contract_DBIDs":"",
            "ClassifiedAndScreened":"1",
            "Classify_Actionability_CtgId":"",
            "Classify_Actionability_CtgName":"",
            "Classify_Actionability_CtgRelevancy":"",
```

```
            "Classify_Sentiment_CtgId":"",
            "Classify_Sentiment_CtgName":"",
            "Classify_Sentiment_CtgRelevancy":"",
            "ContactCreated":"false",
            "ContactId":"0000Ka96XNNU4488",
            "ContactIdList":"0000Ka96XNNU4488",
            "CustomerSegment":"default",
            "FirstName":"Oleg",
            "FromAddress":"vitaliy_onv(Oleg Witcher)",
            "IxnAlreadyCreatedInUCS":"1",
            "KloutId":"",
            "LastName":"Witcher",
            "NumberOfContactsFound":"1",
            "PegAGSocial Media Agent Group":1,
            "RRequestedSkillCombination":"",
            "RRequestedSkills":None,
            "RStrategyDBID":"985",
            "RStrategyName":"Twitter Agent Delivery Strategy",
            "RTargetAgentGroup":"Social Media Agent Group",
            "RTargetAgentSelected":"a1",
            "RTargetObjSelDBID":"117",
            "RTargetObjectSelected":"Social Media Agent Group",
            "RTargetPlaceSelected":"a1",
            "RTargetRequested":"Social Media Agent Group",
            "RTargetRuleSelected":"",
            "RTargetTypeSelected":"2",
            "RTenant":"Environment",
            "RVQDBID":"",
            "RVQID":"",
            "RouterData70":"("            t"="1383649092 0")",
            "Screen_Actionability_CtgName":"",
            "Screen_Actionability_CtgRelevancy":"",
            "Screen_Actionability_ScreenRuleName":"",
            "Screen_Sentiment_CtgName":"",
            "Screen_Sentiment_CtgRelevancy":"",
            "Screen_Sentiment_ScreenRuleName":"",
            "ServiceObjective":0,
            "ServiceType":"default",
            "Subject":"On 12:58:9 11/5/2013, P created a pos...",
            "_umsChannel":"channel-twitter",
            "_umsChannelInfo":{
               "_twitterSourceNickName":"Twitter Application SmServer-1",
               "_twitterUserId":"2175525290",
               "_twitterUserImageURL":"http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
               "_twitterUserName":"Oleg Witcher",
               "_twitterUserScreenName":"vitaliy_onv"
            },
            "_umsChatPossible":"false",
            "_umsFromAddr":"vitaliy_onv",
            "_umsInboundIxnSubmittedBy":"Cloud_localhost",
            "_umsMediaAccount":"2175525290",
            "_umsMediaType":"twitter",
            "_umsMsgPlainText":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
            "_umsRequestId":"14",
            "desktop_actionable":"1",
            "desktop_expand":"1",
            "desktop_sentiment":"Neutral"
         }
      }
   }
}
```

TweetOperationResponse

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case TweetOperationResponse.
data.success	Specifies whether the tweet operation was successful. The possible values are true or false.
data.errorMessage	If the success property has a value of false, then the notification will contain the errorMessage property with details about the error.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

Success

```
{
   "data":{
      "messageType":"TweetOperationResponse",
      "referenceId":1,
      "success":"true"
   }
}
```

Failure

```
{
   "data":{
      "messageType":"TweetOperationResponse",
      "referenceId":1,
      "success":"false",
      "errorMessage":"Unable to perform twitter operation"
   }
}
```

Twitter Resource

The Twitter resource includes properties that describe the current state of the Twitter interaction and the available operations, given the current state. Twitter interactions are returned from GET requests to `/api/v2/me/tweets?fields=*`.

Sample Data

```
{
    "id": "01QHAK2MYW30A00C",
    "contactId": "0000MaACGF0J000K",
    "message": "Hello world!",
    "parentId": "01QHAK2MYW30A00B",
    "state": "Composing",
    "twitterType": "Outbound",
    "uri": "http://localhost:8081/api/v2/tweet/01QHAK2MYW30A00C",
    "userData": {
        "To": "some_twitter_account",
        "_twitterInReplyToStatusId": "80884709",
        "_twitterMsgType": "status",
        "_umsChannel": "channel-twitter"
    },
    "capabilities": [
        "Cancel",
        "Send",
        "AddComment",
        "AttachUserData",
        "UpdateUserData",
        "DeleteUserData",
        "SetDisposition",
        "SetInFocus",
        "Transfer"
    ]
}
```

Resource Details

Field	Description
id	The Twitter interaction's unique identifier.
contactId	A unique identifier for a contact record within Universal Contact Server (UCS).
message	The Twitter message text.
parentId	The parent interaction identifier, if it exists.
state	The Twitter interaction's current state. Possible values: "Invited (Inbound)", "Processing (Inbound)", "Composing (Outbound)", "Completed".
twitterType	The type of Twitter interaction. Possible values:

Field	Description
	"Inbound", "Outbound".
capabilities	Operations that are possible with the current interaction state. Possible valid values are all Twitter-related API actions.
userData	A map of custom values that do not always belong within the Twitter interaction itself.

Accept

This operation is part of the Twitter API section of the Web Services API.

Overview

Notifies the service that the agent has accepted an interaction invitation.

Request URL	/api/v2/me/tweets/{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)

Samples

Request

```
POST /api/v2/me/tweets/01QQQG2MU214P05F
{
  "operationName": "Accept"
}
```

HTTP Response

```
{
 "statusCode": 0,
 "referenceId": 11
}
```

CometD Response


```
{
   "messageType":"TwitterStateChangeMessage",
   "notificationType":"StatusChange",
   "referenceId":11,
   "twitter":{
      "capabilities":[
         "Reply",
         "Transfer",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Complete"
      ],
      "contactId":"0000Ka96XNNU4488",
      "from":"vitaliy_onv(Oleg Witcher)",
      "id":"01QQQG2MU214P05F",
      "message":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
      "receivedDate":"2015-03-02 10:55:45.000+0200",
      "revelantResponseTemplateGroups":[

      ],
      "state":"Processing",
      "subject":"On 12:58:9 11/5/2013, P created a pos...",
      "suggestedQueueUris":[

      ],
      "twitterType":"Inbound",
      "uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05F",
      "userData":{
         "CBR-IT-path_DBIDs":"",
         "CBR-Interaction_cost":"",
         "CBR-actual_volume":"",
         "CBR-contract_DBIDs":"",
         "ClassifiedAndScreened":"1",
         "Classify_Actionability_CtgId":"",
         "Classify_Actionability_CtgName":"",
         "Classify_Actionability_CtgRelevancy":"",
         "Classify_Sentiment_CtgId":"",
         "Classify_Sentiment_CtgName":"",
         "Classify_Sentiment_CtgRelevancy":"",
         "ContactCreated":"false",
         "ContactId":"0000Ka96XNNU4488",
         "ContactIdList":"0000Ka96XNNU4488",
         "CustomerSegment":"default",
         "FirstName":"Oleg",
         "FromAddress":"vitaliy_onv(Oleg Witcher)",
         "IxnAlreadyCreatedInUCS":"1",
         "KloutId":"",
         "LastName":"Witcher",
         "NumberOfContactsFound":"1",
         "PegAGSocial Media Agent Group":1,
         "RRequestedSkillCombination":"",
         "RRequestedSkills":None,
         "RStrategyDBID":"985",
         "RStrategyName":"Twitter Agent Delivery Strategy",
         "RTargetAgentGroup":"Social Media Agent Group",
         "RTargetAgentSelected":"a1",
```

```
         "RTargetObjSelDBID":"117",
         "RTargetObjectSelected":"Social Media Agent Group",
         "RTargetPlaceSelected":"a1",
         "RTargetRequested":"Social Media Agent Group",
         "RTargetRuleSelected":"",
         "RTargetTypeSelected":"2",
         "RTenant":"Environment",
         "RVQDBID":"",
         "RVQID":"",
         "RouterData70":"("         t"="1383649092 0")",
         "Screen_Actionability_CtgName":"",
         "Screen_Actionability_CtgRelevancy":"",
         "Screen_Actionability_ScreenRuleName":"",
         "Screen_Sentiment_CtgName":"",
         "Screen_Sentiment_CtgRelevancy":"",
         "Screen_Sentiment_ScreenRuleName":"",
         "ServiceObjective":0,
         "ServiceType":"default",
         "Subject":"On 12:58:9 11/5/2013, P created a pos...",
         "_twitterCreatedAt":"2013-11-05T10:58:12Z",
         "_twitterFromAddr":"vitaliy_onv",
         "_twitterFromUserId":"2175525290",
         "_twitterIsFavorited":"false",
         "_twitterIsRetweet":"false",
         "_twitterMsgId":"25760829",
         "_twitterMsgPlainText":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
         "_twitterMsgType":"Status",
         "_twitterQueryName":"stream-user",
         "_twitterRetweetCount":"0",
         "_twitterSource":"<a href="         http://www.kaermorhen.ru"
rel="nofollow">Witcher_APP</a>",
         "_twitterToAddr":"vitaliy_onv",
         "_twitterUserCreatedAt":"2013-11-05T06:56:43Z",
         "_twitterUserFollowersCount":"0",
         "_twitterUserFriendsCount":"0",
         "_twitterUserId":"2175525290",
         "_twitterUserImageURL":"http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
         "_twitterUserIsFollower":"false",
         "_twitterUserIsFriend":"false",
         "_twitterUserLanguage":"r",
         "_twitterUserName":"Oleg Witcher",
         "_twitterUserScreenName":"vitaliy_onv",
         "_twitterUserStatusesCount":"2",
         "_twitterUserUtcOffset":"-1",
         "_umsChannel":"channel-twitter",
         "_umsChannelInfo":{
            "_twitterSourceNickName":"Twitter Application SmServer-1",
            "_twitterUserId":"2175525290",
            "_twitterUserImageURL":"http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
            "_twitterUserName":"Oleg Witcher",
            "_twitterUserScreenName":"vitaliy_onv"
         },
         "_umsChatPossible":"false",
         "_umsFromAddr":"vitaliy_onv",
         "_umsInboundIxnSubmittedBy":"Cloud_localhost",
         "_umsMediaAccount":"2175525290",
         "_umsMediaType":"twitter",
         "_umsMsgPlainText":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
         "_umsRequestId":"14",
         "desktop_actionable":"1",
         "desktop_expand":"1",
```

```
         "desktop_sentiment":"Neutral"
      }
   }
}
```

Field	Description
messageType	The category of message.
notificationType	The purpose of the notification.
uri	The location of the resource.
twitter	The element containing all Twitter-specific data.

Reject

This operation is part of the Twitter API section of the Web Services API.

Overview

This request rejects an incoming twitter invitation.

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

Parameters

Parameter	Value
operationName	Reject

Samples

Request

```
POST api/v2/me/tweets/01QQQG2MU214P05K
{
  "operationName": "Reject"
}
```

HTTP Response

```
{
  "statusCode": 0,
   "referenceId":44,
}
```

CometD Response

```
{
   "messageType":"TwitterStateChangeMessage",
   "notificationType":"PropertiesUpdated",
   "referenceId":44,
   "twitter":{
```

```
"capabilities":[
   "Reply",
   "Transfer",
   "AddComment",
   "AttachUserData",
   "UpdateUserData",
   "DeleteUserData",
   "SetDisposition",
   "SetInFocus",
   "Complete"
],
"contactId":"0000Ka96XNNU4488",
"from":"vitaliy_onv(Oleg Witcher)",
"id":"01QQQG2MU214P05K",
"message":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
"receivedDate":"2015-03-02 12:26:14.000+0200",
"revelantResponseTemplateGroups":[

],
"state":"Completed",
"subject":"On 12:58:9 11/5/2013, P created a pos...",
"suggestedQueueUris":[

],
"twitterType":"Inbound",
"uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05K",
"userData":{
   "CBR-IT-path_DBIDs":"",
   "CBR-Interaction_cost":"",
   "CBR-actual_volume":"",
   "CBR-contract_DBIDs":"",
   "ClassifiedAndScreened":"1",
   "Classify_Actionability_CtgId":"",
   "Classify_Actionability_CtgName":"",
   "Classify_Actionability_CtgRelevancy":"",
   "Classify_Sentiment_CtgId":"",
   "Classify_Sentiment_CtgName":"",
   "Classify_Sentiment_CtgRelevancy":"",
   "ContactCreated":"false",
   "ContactId":"0000Ka96XNNU4488",
   "ContactIdList":"0000Ka96XNNU4488",
   "CustomerSegment":"default",
   "DISP_KEY":"resolved",
   "FirstName":"Oleg",
   "FromAddress":"vitaliy_onv(Oleg Witcher)",
   "IxnAlreadyCreatedInUCS":"1",
   "KloutId":"",
   "LastName":"Witcher",
   "NumberOfContactsFound":"1",
   "PegAGSocial Media Agent Group":1,
   "RRequestedSkillCombination":"",
   "RRequestedSkills":None,
   "RStrategyDBID":"985",
   "RStrategyName":"Twitter Agent Delivery Strategy",
   "RTargetAgentGroup":"Social Media Agent Group",
   "RTargetAgentSelected":"a1",
   "RTargetObjSelDBID":"117",
   "RTargetObjectSelected":"Social Media Agent Group",
   "RTargetPlaceSelected":"a1",
   "RTargetRequested":"Social Media Agent Group",
   "RTargetRuleSelected":"",
   "RTargetTypeSelected":"2",
   "RTenant":"Environment",
```

```
         "RVQDBID":"",
         "RVQID":"",
         "RouterData70":"("         t"="1383649092 0")",
         "Screen_Actionability_CtgName":"",
         "Screen_Actionability_CtgRelevancy":"",
         "Screen_Actionability_ScreenRuleName":"",
         "Screen_Sentiment_CtgName":"",
         "Screen_Sentiment_CtgRelevancy":"",
         "Screen_Sentiment_ScreenRuleName":"",
         "ServiceObjective":0,
         "ServiceType":"default",
         "Subject":"On 12:58:9 11/5/2013, P created a pos...",
         "_twitterCreatedAt":"2013-11-05T10:58:12Z",
         "_twitterFromAddr":"vitaliy_onv",
         "_twitterFromUserId":"2175525290",
         "_twitterIsFavorited":"false",
         "_twitterIsRetweet":"false",
         "_twitterMsgId":"63493545",
         "_twitterMsgPlainText":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
         "_twitterMsgType":"Status",
         "_twitterQueryName":"stream-user",
         "_twitterRetweetCount":"0",
         "_twitterSource":"<a href="         http://www.kaermorhen.ru"
rel="nofollow">Witcher_APP</a>",
         "_twitterToAddr":"vitaliy_onv",
         "_twitterUserCreatedAt":"2013-11-05T06:56:43Z",
         "_twitterUserFollowersCount":"0",
         "_twitterUserFriendsCount":"0",
         "_twitterUserId":"2175525290",
         "_twitterUserImageURL":"http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
         "_twitterUserIsFollower":"false",
         "_twitterUserIsFriend":"false",
         "_twitterUserLanguage":"r",
         "_twitterUserName":"Oleg Witcher",
         "_twitterUserScreenName":"vitaliy_onv",
         "_twitterUserStatusesCount":"2",
         "_twitterUserUtcOffset":"-1",
         "_umsChannel":"channel-twitter",
         "_umsChannelInfo":{
            "_twitterSourceNickName":"Twitter Application SmServer-1",
            "_twitterUserId":"2175525290",
            "_twitterUserImageURL":"http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
            "_twitterUserName":"Oleg Witcher",
            "_twitterUserScreenName":"vitaliy_onv"
         },
         "_umsChatPossible":"false",
         "_umsFromAddr":"vitaliy_onv",
         "_umsInboundIxnSubmittedBy":"Cloud_localhost",
         "_umsMediaAccount":"2175525290",
         "_umsMediaType":"twitter",
         "_umsMsgPlainText":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
         "_umsRequestId":"14",
         "desktop_actionable":"1",
         "desktop_expand":"1",
         "desktop_sentiment":"Neutral"
      }
   }
}
```

Field	Description
messageType	The category of message.
notificationType	The purpose of the notification.
uri	The location of the resource.
twitter	The element containing all Twitter-specific data.

Create

This operation is part of the Twitter API section of the Web Services API.

Overview

Creates a new empty Twitter interaction.

Request URL	/api/v2/me/tweets
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Create
queuePath	The URI of the queue where Web Services should place this Twitter interaction.
userData	The key value data to attach. (optional)

Samples

Request

```
POST /api/v2/me/tweets
{
  "operationName": "Create",
  "queuePath": "/queues/995655ec-81a5-46b0-82d0-3f2c5eca263d"
}
```

HTTP Response

```
{
  "statusCode": 0,
   "referenceId":10,
}
```

CometD Response


```
{
   "messageType":"TwitterStateChangeMessage",
   "notificationType":"StatusChange",
   "referenceId":10,
   "twitter":{
      "capabilities":[
         "Cancel",
         "Send",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Transfer"
      ],
      "id":"01QQQG2MU214P05G",
      "state":"Composing",
      "twitterType":"Outbound",
      "uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05G"
   }
}
```


Field	Description
messageType	The category of message.
notificationType	The purpose of the notification.
twitter	The element containing all Twitter-specific data.

Save

This operation is part of the Twitter API section of the Web Services API.

Overview

Saves a Twitter interaction.

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

Parameters

Parameter	Value
operationName	Save
twitter	Specified data with Twitter parameters. (mandatory)

Twitter Parameters

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

Samples

Request Without a Twitter Resource

Request

```
POST api/v2/me/tweets/01QQQG2MU214P066
 {
    "operationName": "Save"
 }
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId":40,
}
```

CometD Response

```
{
   "messageType":"TwitterStateChangeMessage",
   "notificationType":"TwitterSaved",
   "referenceId":40,
   "twitter":{
      "capabilities":[
         "Cancel",
         "Send",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Transfer"
      ],
      "id":"01QQQG2MU214P066",
      "state":"Composing",
      "twitterType":"Outbound",
      "uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P066",
      "userData":{
         "UserData2":123456789
      }
   }
}
```

Request With a Twitter Resource

Request

```
POST api/v2/me/tweets/01QQQG2MU214P069
 {
    "operationName": "Save",
    "twitter" :
        {
         "from": "vitaliy_onv",
         "message": "Hello saved twitter!"
        }
 }
```

HTTP Response

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

CometD Response

```
{
   "messageType":"TwitterStateChangeMessage",
```

```
   "notificationType":"TwitterSaved",
   "referenceId":16,
   "twitter":{
      "capabilities":[
         "Cancel",
         "Send",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Transfer"
      ],
      "from":"vitaliy_onv",
      "id":"01QQQG2MU214P069",
      "message":"Hello saved twitter!",
      "state":"Composing",
      "subject":"Hello saved twitter!",
      "twitterType":"Outbound",
      "uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P069",
      "userData":{
         "FromAddress":"vitaliy_onv",
         "UserData2":123456789
      }
   }
}
```

Cancel

This operation is part of the Twitter API section of the Web Services API.

Overview

Cancels a Twitter interaction.

Request URL	/api/v2/me/tweets/{Id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Cancel

Samples

Request

```
POST /api/v2/me/tweets/01QQQG2MU214P05G
{
  "operationName": "Cancel"
}
```

HTTP Response

```
{
 "statusCode": 0,
 "referenceId": 12
}
```

CometD Response

```
{
   "messageType":"TwitterStateChangeMessage",
   "notificationType":"StatusChange",
   "referenceId":12,
   "twitter":{
```

```
      "capabilities":[

      ],
      "id":"01QQQG2MU214P05G",
      "state":"Canceled",
      "twitterType":"Outbound",
      "uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05G"
   }
}
```

Reply

This operation is part of the Twitter API section of the Web Services API.

Overview

Creates a Twitter reply.

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

Parameters

Parameter	Value
operationName	Reply
queuePath	The job queue for handling the send operation. (required)
isRetweet	Specifies whether this is a retweet. (optional)
userData	The key value data to attach. (optional)

Samples

Request

```
POST api/v2/me/tweets/01QQQG2MU214P05R,
{
    "operationName": "Reply",
    "queuePath": "/contacts/60ebbb94-3cef-4b14-95f8-5c49dbeb355d"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 42
}
```

CometD Response


```
{
   "messageType":"TwitterStateChangeMessage",
   "notificationType":"StatusChange",
   "referenceId":42,
   "twitter":{
      "capabilities":[
         "Cancel",
         "Send",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Transfer"
      ],
      "contactId":"0000Ka96XNNU4488",
      "id":"01QQQG2MU214P05S",
      "message":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
      "parentId":"01QQQG2MU214P05R",
      "state":"Composing",
      "twitterType":"Outbound",
      "uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05S",
      "userData":{
         "To":"vitaliy_onv",
         "_twitterInReplyToStatusId":"16556921",
         "_twitterMsgType":"status",
         "_umsChannel":"channel-twitter"
      }
   }
}
```

Send

This operation is part of the Twitter API section of the Web Services API.

Overview

Sends a Tweet to the specified Twitter account.

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

Parameters

Parameter	Value
operationName	Send
queuePath	The job queue for handling the send operation. (required)
twitter	Specified data with Twitter parameters. (required)
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)

Twitter Parameters

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

Samples

Request

```
POST api/v2/me/tweets/01QQQG2MU214P06D
{
```

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


HTTP Response


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


CometD Response


```
{
   "messageType":"TwitterStateChangeMessage",
   "notificationType":"StatusChange",
   "referenceId":57,
   "twitter":{
      "capabilities":[

      ],
      "contactId":"00025aA4V4DR01M6",
      "from":"vitaliy_onv",
      "id":"01QQQG2MU214P06D",
      "message":"Hello Twitter!",
      "state":"Sent",
      "subject":"Hello Twitter!",
      "twitterType":"Outbound",
      "uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P06D",
      "userData":{
         "FromAddress":"vitaliy_onv",
         "_twitterContactIsFollower":"false",
         "_twitterContactIsFriend":"false",
         "_twitterMsgType":"Status",
         "_twitterUserId":"1258948171",
         "_twitterUserImageURL":"http://pbs.twimg.com/profile_images/3366120480/
a4a096e738b7111166a23dfe72613839_normal.png",
         "_twitterUserName":"Vitaliy",
         "_twitterUserScreenName":"vitaliy_onv",
         "_umsChannel":"channel-twitter",
         "_umsInboundIxnSubmittedBy":"esv_smsrv_vit",
         "_umsMediaAccount":"1258948171"
      }
   }
}
```

SetDisposition

This operation is part of the Twitter API section of the Web Services API.

Overview

This request sets the disposition for the specified Twitter interaction using the provided parameters. It is processed by updating the key in the UserData.

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

Parameters

Parameter	Value
operationName	SetDisposition
disposition	A string value to be used for the Twitter disposition.
dispositionKey	An optional string value to be used for the UserData key to denote the Twitter disposition. If not specified, the disposition key configured for the server is used.

Samples

Request

```
POST api/v2/me/tweets/01QQQG2MU214P05J
{
 'operationName': 'SetDisposition',
 'dispositionKey': 'DISP_KEY',
 'disposition': 'resolved'
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 44
}
```

CometD Response

Message for Processing a Twitter Interaction


```
{
   "messageType":"TwitterStateChangeMessage",
   "notificationType":"PropertiesUpdated",
   "referenceId":44,
   "twitter":{
      "capabilities":[
         "Reply",
         "Transfer",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Complete"
      ],
      "contactId":"0000Ka96XNNU4488",
      "from":"vitaliy_onv(Oleg Witcher)",
      "id":"01QQQG2MU214P05K",
      "message":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
      "receivedDate":"2015-03-02 12:26:14.000+0200",
      "revelantResponseTemplateGroups":[

      ],
      "state":"Processing",
      "subject":"On 12:58:9 11/5/2013, P created a pos...",
      "suggestedQueueUris":[

      ],
      "twitterType":"Inbound",
      "uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05K",
      "userData":{
         "CBR-IT-path_DBIDs":"",
         "CBR-Interaction_cost":"",
         "CBR-actual_volume":"",
         "CBR-contract_DBIDs":"",
         "ClassifiedAndScreened":"1",
         "Classify_Actionability_CtgId":"",
         "Classify_Actionability_CtgName":"",
         "Classify_Actionability_CtgRelevancy":"",
         "Classify_Sentiment_CtgId":"",
         "Classify_Sentiment_CtgName":"",
         "Classify_Sentiment_CtgRelevancy":"",
         "ContactCreated":"false",
         "ContactId":"0000Ka96XNNU4488",
         "ContactIdList":"0000Ka96XNNU4488",
         "CustomerSegment":"default",
         "DISP_KEY":"resolved",
         "FirstName":"Oleg",
         "FromAddress":"vitaliy_onv(Oleg Witcher)",
         "IxnAlreadyCreatedInUCS":"1",
         "KloutId":"",
         "LastName":"Witcher",
         "NumberOfContactsFound":"1",
         "PegAGSocial Media Agent Group":1,
         "RRequestedSkillCombination":"",
         "RRequestedSkills":None,
         "RStrategyDBID":"985",
```

```
         "RStrategyName":"Twitter Agent Delivery Strategy",
         "RTargetAgentGroup":"Social Media Agent Group",
         "RTargetAgentSelected":"a1",
         "RTargetObjSelDBID":"117",
         "RTargetObjectSelected":"Social Media Agent Group",
         "RTargetPlaceSelected":"a1",
         "RTargetRequested":"Social Media Agent Group",
         "RTargetRuleSelected":"",
         "RTargetTypeSelected":"2",
         "RTenant":"Environment",
         "RVQDBID":"",
         "RVQID":"",
         "RouterData70":"("         t"="1383649092 0")",
         "Screen_Actionability_CtgName":"",
         "Screen_Actionability_CtgRelevancy":"",
         "Screen_Actionability_ScreenRuleName":"",
         "Screen_Sentiment_CtgName":"",
         "Screen_Sentiment_CtgRelevancy":"",
         "Screen_Sentiment_ScreenRuleName":"",
         "ServiceObjective":0,
         "ServiceType":"default",
         "Subject":"On 12:58:9 11/5/2013, P created a pos...",
         "_twitterCreatedAt":"2013-11-05T10:58:12Z",
         "_twitterFromAddr":"vitaliy_onv",
         "_twitterFromUserId":"2175525290",
         "_twitterIsFavorited":"false",
         "_twitterIsRetweet":"false",
         "_twitterMsgId":"63493545",
         "_twitterMsgPlainText":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
         "_twitterMsgType":"Status",
         "_twitterQueryName":"stream-user",
         "_twitterRetweetCount":"0",
         "_twitterSource":"<a href="         http://www.kaermorhen.ru"
rel="nofollow">Witcher_APP</a>",
         "_twitterToAddr":"vitaliy_onv",
         "_twitterUserCreatedAt":"2013-11-05T06:56:43Z",
         "_twitterUserFollowersCount":"0",
         "_twitterUserFriendsCount":"0",
         "_twitterUserId":"2175525290",
         "_twitterUserImageURL":"http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
         "_twitterUserIsFollower":"false",
         "_twitterUserIsFriend":"false",
         "_twitterUserLanguage":"r",
         "_twitterUserName":"Oleg Witcher",
         "_twitterUserScreenName":"vitaliy_onv",
         "_twitterUserStatusesCount":"2",
         "_twitterUserUtcOffset":"-1",
         "_umsChannel":"channel-twitter",
         "_umsChannelInfo":{
            "_twitterSourceNickName":"Twitter Application SmServer-1",
            "_twitterUserId":"2175525290",
            "_twitterUserImageURL":"http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
            "_twitterUserName":"Oleg Witcher",
            "_twitterUserScreenName":"vitaliy_onv"
         },
         "_umsChatPossible":"false",
         "_umsFromAddr":"vitaliy_onv",
         "_umsInboundIxnSubmittedBy":"Cloud_localhost",
         "_umsMediaAccount":"2175525290",
         "_umsMediaType":"twitter",
         "_umsMsgPlainText":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
```

```
         "_umsRequestId":"14",
         "desktop_actionable":"1",
         "desktop_expand":"1",
         "desktop_sentiment":"Neutral"
      }
   }
}
```


Message for Composing a Twitter Interaction


```
{
   "messageType":"TwitterStateChangeMessage",
   "notificationType":"PropertiesUpdated",
   "referenceId":32,
   "twitter":{
      "capabilities":[
         "Cancel",
         "Send",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Transfer"
      ],
      "id":"01QQQG2MU214P05J",
      "state":"Composing",
      "twitterType":"Outbound",
      "uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05J",
      "userData":{
         "DISP_KEY":"resolved"
      }
   }
}
```

Complete

This operation is part of the Twitter API section of the Web Services API.

Overview

Marks a Twitter interaction as completed. If the **queuePath** parameter is specified, then the Twitter interaction is placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queuePath	The URI of the queue where Web Services should place this Twitter interaction. (optional)
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)

Samples

Request

```
POST api/v2/me/tweets/01QQQG2MU214P05K
{
  "operationName": "Complete",
  "queuePath": "/contacts/60ebbb94-3cef-4b14-95f8-5c49dbeb355d"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 45
}
```

CometD Response


```
{
   "messageType":"TwitterStateChangeMessage",
   "notificationType":"StatusChange",
   "referenceId":45,
   "twitter":{
      "capabilities":[

      ],
      "contactId":"0000Ka96XNNU4488",
      "from":"vitaliy_onv(Oleg Witcher)",
      "id":"01QQQG2MU214P05K",
      "message":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
      "receivedDate":"2015-03-02 12:26:14.000+0200",
      "revelantResponseTemplateGroups":[

      ],
      "state":"Completed",
      "subject":"On 12:58:9 11/5/2013, P created a pos...",
      "suggestedQueueUris":[

      ],
      "twitterType":"Inbound",
      "uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05K",
      "userData":{
         "CBR-IT-path_DBIDs":"",
         "CBR-Interaction_cost":"",
         "CBR-actual_volume":"",
         "CBR-contract_DBIDs":"",
         "ClassifiedAndScreened":"1",
         "Classify_Actionability_CtgId":"",
         "Classify_Actionability_CtgName":"",
         "Classify_Actionability_CtgRelevancy":"",
         "Classify_Sentiment_CtgId":"",
         "Classify_Sentiment_CtgName":"",
         "Classify_Sentiment_CtgRelevancy":"",
         "ContactCreated":"false",
         "ContactId":"0000Ka96XNNU4488",
         "ContactIdList":"0000Ka96XNNU4488",
         "CustomerSegment":"default",
         "DISP_KEY":"resolved",
         "FirstName":"Oleg",
         "FromAddress":"vitaliy_onv(Oleg Witcher)",
         "IxnAlreadyCreatedInUCS":"1",
         "KloutId":"",
         "LastName":"Witcher",
         "NumberOfContactsFound":"1",
         "PegAGSocial Media Agent Group":1,
         "RRequestedSkillCombination":"",
         "RRequestedSkills":None,
         "RStrategyDBID":"985",
         "RStrategyName":"Twitter Agent Delivery Strategy",
         "RTargetAgentGroup":"Social Media Agent Group",
         "RTargetAgentSelected":"a1",
         "RTargetObjSelDBID":"117",
         "RTargetObjectSelected":"Social Media Agent Group",
         "RTargetPlaceSelected":"a1",
         "RTargetRequested":"Social Media Agent Group",
         "RTargetRuleSelected":"",
         "RTargetTypeSelected":"2",
         "RTenant":"Environment",
```

```
         "RVQDBID":"",
         "RVQID":"",
         "RouterData70":"("         t"="1383649092 0")",
         "Screen_Actionability_CtgName":"",
         "Screen_Actionability_CtgRelevancy":"",
         "Screen_Actionability_ScreenRuleName":"",
         "Screen_Sentiment_CtgName":"",
         "Screen_Sentiment_CtgRelevancy":"",
         "Screen_Sentiment_ScreenRuleName":"",
         "ServiceObjective":0,
         "ServiceType":"default",
         "Subject":"On 12:58:9 11/5/2013, P created a pos...",
         "_twitterCreatedAt":"2013-11-05T10:58:12Z",
         "_twitterFromAddr":"vitaliy_onv",
         "_twitterFromUserId":"2175525290",
         "_twitterIsFavorited":"false",
         "_twitterIsRetweet":"false",
         "_twitterMsgId":"63493545",
         "_twitterMsgPlainText":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
         "_twitterMsgType":"Status",
         "_twitterQueryName":"stream-user",
         "_twitterRetweetCount":"0",
         "_twitterSource":"<a href="         http://www.kaermorhen.ru"
rel="nofollow">Witcher_APP</a>",
         "_twitterToAddr":"vitaliy_onv",
         "_twitterUserCreatedAt":"2013-11-05T06:56:43Z",
         "_twitterUserFollowersCount":"0",
         "_twitterUserFriendsCount":"0",
         "_twitterUserId":"2175525290",
         "_twitterUserImageURL":"http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
         "_twitterUserIsFollower":"false",
         "_twitterUserIsFriend":"false",
         "_twitterUserLanguage":"r",
         "_twitterUserName":"Oleg Witcher",
         "_twitterUserScreenName":"vitaliy_onv",
         "_twitterUserStatusesCount":"2",
         "_twitterUserUtcOffset":"-1",
         "_umsChannel":"channel-twitter",
         "_umsChannelInfo":{
            "_twitterSourceNickName":"Twitter Application SmServer-1",
            "_twitterUserId":"2175525290",
            "_twitterUserImageURL":"http://abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
            "_twitterUserName":"Oleg Witcher",
            "_twitterUserScreenName":"vitaliy_onv"
         },
         "_umsChatPossible":"false",
         "_umsFromAddr":"vitaliy_onv",
         "_umsInboundIxnSubmittedBy":"Cloud_localhost",
         "_umsMediaAccount":"2175525290",
         "_umsMediaType":"twitter",
         "_umsMsgPlainText":"On 12:58:9 11/5/2013, P created a post saying hello world!.",
         "_umsRequestId":"14",
         "desktop_actionable":"1",
         "desktop_expand":"1",
         "desktop_sentiment":"Neutral"
      }
   }
}
```

AttachUserData

This operation is part of the Twitter API section of the Web Services API.

Overview

Adds the specified data to the interaction's UserData.

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

Parameters

Parameter	Value
operationName	AttachUserData
userData	The key value data to attach.

Samples

Request

```
POST api/v2/me/tweets/01QQQG2MU214P05N
{
  "operationName": "AttachUserData",
  "userData": {
      "UserData1":"DATA1",
      "UserData2":123456789
   }
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 27
}
```

CometD Response

Message for Processing a Twitter Interaction


```
{
   "twitter":{
      "userData":{
         "_twitterUserImageURL":"http: //abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
         "FirstName":"Oleg",
         "LastName":"Witcher",
         "RTargetObjectSelected":"SocialMediaAgentGroup",
         "RVQDBID":"",
         "_twitterUserStatusesCount":"2",
         "CBR-actual_volume":"",
         "RVQID":"",
         "_twitterMsgType":"Status",
         "Screen_Sentiment_ScreenRuleName":"",
         "_twitterMsgPlainText":"On12: 58: 911/5/2013,
           Pcreatedapostsayinghelloworld!.",
         "_umsRequestId":"14",
         "_umsChannel":"channel-twitter",
         "_twitterUserId":"2175525290",
         "_twitterIsRetweet":"false",
         "Screen_Actionability_CtgName":"",
         "desktop_expand":"1",
         "RTargetObjSelDBID":"117",
         "CBR-Interaction_cost":"",
         "_umsInboundIxnSubmittedBy":"Cloud_localhost",
         "Screen_Sentiment_CtgRelevancy":"",
         "Screen_Actionability_CtgRelevancy":"",
         "desktop_sentiment":"Neutral",
         "_twitterUserCreatedAt":"2013-11-05T06: 56: 43Z",
         "_umsMediaType":"twitter",
         "desktop_actionable":"1",
         "_twitterFromAddr":"vitaliy_onv",
         "RRequestedSkills":None,
         "CBR-contract_DBIDs":"",
         "ContactId":"0000Ka96XNNU4488",
         "RTargetAgentSelected":"a1",
         "_twitterUserName":"OlegWitcher",
         "Classify_Sentiment_CtgRelevancy":"",
         "CBR-IT-path_DBIDs":"",
         "Classify_Actionability_CtgRelevancy":"",
         "Classify_Actionability_CtgName":"",
         "Classify_Sentiment_CtgId":"",
         "RTargetRuleSelected":"",
         "_twitterFromUserId":"2175525290",
         "_umsMediaAccount":"2175525290",
         "PegAGSocialMediaAgentGroup":1,
         "UserData2":123456789,
         "RTargetPlaceSelected":"a1",
         "ContactCreated":"false",
         "UserData1":"DATA1",
         "ContactIdList":"0000Ka96XNNU4488",
         "RTenant":"Environment",
         "_twitterToAddr":"vitaliy_onv",
         "_umsFromAddr":"vitaliy_onv",
         "Classify_Sentiment_CtgName":"",
         "IxnAlreadyCreatedInUCS":"1",
         "RouterData70":"(         t"="1383649092 0")",
         "_twitterUserScreenName":"vitaliy_onv",
```

```
         "_twitterUserFriendsCount":"0",
         "_twitterUserIsFriend":"false",
         "Screen_Actionability_ScreenRuleName":"",
         "_twitterSource":"<ahref="
http://www.kaermorhen.ru"rel="nofollow">Witcher_APP</a>",
         "KloutId":"",
         "RRequestedSkillCombination":"",
         "_umsChannelInfo":{
            "_twitterUserId":"2175525290",
            "_twitterUserImageURL":"http: //abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
            "_twitterUserName":"OlegWitcher",
            "_twitterSourceNickName":"TwitterApplicationSmServer-1",
            "_twitterUserScreenName":"vitaliy_onv"
         },
         "_twitterMsgId":"58765591",
         "RStrategyName":"TwitterAgentDeliveryStrategy",
         "RStrategyDBID":"985",
         "_twitterIsFavorited":"false",
         "CustomerSegment":"default",
         "_twitterUserIsFollower":"false",
         "Classify_Actionability_CtgId":"",
         "ServiceType":"default",
         "_umsChatPossible":"false",
         "Screen_Sentiment_CtgName":"",
         "_twitterUserUtcOffset":"-1",
         "_twitterQueryName":"stream-user",
         "ServiceObjective":0,
         "NumberOfContactsFound":"1",
         "_twitterUserLanguage":"r",
         "FromAddress":"vitaliy_onv(OlegWitcher)",
         "RTargetRequested":"SocialMediaAgentGroup",
         "RTargetAgentGroup":"SocialMediaAgentGroup",
         "ClassifiedAndScreened":"1",
         "_twitterRetweetCount":"0",
         "_umsMsgPlainText":"On12: 58: 911/5/2013,
           Pcreatedapostsayinghelloworld!.",
         "_twitterUserFollowersCount":"0",
         "RTargetTypeSelected":"2",
         "_twitterCreatedAt":"2013-11-05T10: 58: 12Z",
         "Subject":"On12: 58: 911/5/2013,
           Pcreatedapos..."
      },
      "from":"vitaliy_onv(OlegWitcher)",
      "receivedDate":"2015-03-0214: 23: 11.000+0200",
      "suggestedQueueUris":[

      ],
      "capabilities":[
         "Reply",
         "Transfer",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Complete"
      ],
      "uri":"http: //192.168.83.25: 8080/api/v2/tweet/01QQQG2MU214P05N",
      "state":"Processing",
      "contactId":"0000Ka96XNNU4488",
      "revelantResponseTemplateGroups":[
```

```
      ],
      "message":"On12: 58: 911/5/2013,
       Pcreatedapostsayinghelloworld!.",
      "id":"01QQQG2MU214P05N",
      "twitterType":"Inbound",
      "subject":"On12: 58: 911/5/2013,
       Pcreatedapos..."
   },
   "referenceId":27,
   "notificationType":"PropertiesUpdated",
   "messageType":"TwitterStateChangeMessage"
}
```

Message for Composing a Twitter Interaction

```
{
   "twitter":{
      "userData":{
         "UserData2":123456789,
         "UserData1":"DATA1"
      },
      "uri":"http: //192.168.83.25: 8080/api/v2/tweet/01QQQG2MU214P05M",
      "capabilities":[
         "Cancel",
         "Send",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Transfer"
      ],
      "state":"Composing",
      "id":"01QQQG2MU214P05M",
      "twitterType":"Outbound"
   },
   "referenceId":11,
   "notificationType":"PropertiesUpdated",
   "messageType":"TwitterStateChangeMessage"
}
```

UpdateUserData

This operation is part of the Twitter API section of the Web Services API.

Overview

Overwrites the specified keys in the UserData with the specified values in the existing data.

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

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The key value data to update.

Samples

Request

```
POST api/v2/me/tweets/01QQQG2MU214P05N
{
  "operationName": "UpdateUserData",
  "userData": {
      "UserData1":987654321,
      "UserData2":"DATAUPDATE-@123"
   }
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 29
}
```

CometD Response


```
{
   "twitter":{
      "userData":{
         "_twitterUserImageURL":"http: //abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
         "FirstName":"Oleg",
         "LastName":"Witcher",
         "RTargetObjectSelected":"SocialMediaAgentGroup",
         "RVQDBID":"",
         "_twitterUserStatusesCount":"2",
         "CBR-actual_volume":"",
         "RVQID":"",
         "_twitterMsgType":"Status",
         "Screen_Sentiment_ScreenRuleName":"",
         "_twitterMsgPlainText":"On12: 58: 911/5/2013,
           Pcreatedapostsayinghelloworld!.",
         "_umsRequestId":"14",
         "_umsChannel":"channel-twitter",
         "_twitterUserId":"2175525290",
         "_twitterIsRetweet":"false",
         "Screen_Actionability_CtgName":"",
         "desktop_expand":"1",
         "RTargetObjSelDBID":"117",
         "CBR-Interaction_cost":"",
         "_umsInboundIxnSubmittedBy":"Cloud_localhost",
         "Screen_Sentiment_CtgRelevancy":"",
         "Screen_Actionability_CtgRelevancy":"",
         "desktop_sentiment":"Neutral",
         "_twitterUserCreatedAt":"2013-11-05T06: 56: 43Z",
         "_umsMediaType":"twitter",
         "desktop_actionable":"1",
         "_twitterFromAddr":"vitaliy_onv",
         "RRequestedSkills":None,
         "CBR-contract_DBIDs":"",
         "ContactId":"0000Ka96XNNU4488",
         "RTargetAgentSelected":"a1",
         "_twitterUserName":"OlegWitcher",
         "Classify_Sentiment_CtgRelevancy":"",
         "CBR-IT-path_DBIDs":"",
         "Classify_Actionability_CtgRelevancy":"",
         "Classify_Actionability_CtgName":"",
         "Classify_Sentiment_CtgId":"",
         "RTargetRuleSelected":"",
         "_twitterFromUserId":"2175525290",
         "_umsMediaAccount":"2175525290",
         "PegAGSocialMediaAgentGroup":1,
         "UserData2":"DATAUPDATE-@123",
         "RTargetPlaceSelected":"a1",
         "ContactCreated":"false",
         "UserData1":987654321,
         "ContactIdList":"0000Ka96XNNU4488",
         "RTenant":"Environment",
         "_twitterToAddr":"vitaliy_onv",
         "_umsFromAddr":"vitaliy_onv",
         "Classify_Sentiment_CtgName":"",
         "IxnAlreadyCreatedInUCS":"1",
         "RouterData70":"(         t"="1383649092 0")",
         "_twitterUserScreenName":"vitaliy_onv",
         "_twitterUserFriendsCount":"0",
         "_twitterUserIsFriend":"false",
```

```
         "Screen_Actionability_ScreenRuleName":"",
         "_twitterSource":"<ahref="
http://www.kaermorhen.ru"rel="nofollow">Witcher_APP</a>",
         "KloutId":"",
         "RRequestedSkillCombination":"",
         "_umsChannelInfo":{
            "_twitterUserId":"2175525290",
            "_twitterUserImageURL":"http: //abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
            "_twitterUserName":"OlegWitcher",
            "_twitterSourceNickName":"TwitterApplicationSmServer-1",
            "_twitterUserScreenName":"vitaliy_onv"
         },
         "_twitterMsgId":"58765591",
         "RStrategyName":"TwitterAgentDeliveryStrategy",
         "RStrategyDBID":"985",
         "_twitterIsFavorited":"false",
         "CustomerSegment":"default",
         "_twitterUserIsFollower":"false",
         "Classify_Actionability_CtgId":"",
         "ServiceType":"default",
         "_umsChatPossible":"false",
         "Screen_Sentiment_CtgName":"",
         "_twitterUserUtcOffset":"-1",
         "_twitterQueryName":"stream-user",
         "ServiceObjective":0,
         "NumberOfContactsFound":"1",
         "_twitterUserLanguage":"r",
         "FromAddress":"vitaliy_onv(OlegWitcher)",
         "RTargetRequested":"SocialMediaAgentGroup",
         "RTargetAgentGroup":"SocialMediaAgentGroup",
         "ClassifiedAndScreened":"1",
         "_twitterRetweetCount":"0",
         "_umsMsgPlainText":"On12: 58: 911/5/2013,
           Pcreatedapostsayinghelloworld!.",
         "_twitterUserFollowersCount":"0",
         "RTargetTypeSelected":"2",
         "_twitterCreatedAt":"2013-11-05T10: 58: 12Z",
         "Subject":"On12: 58: 911/5/2013,
           Pcreatedapos..."
      },
      "from":"vitaliy_onv(OlegWitcher)",
      "receivedDate":"2015-03-0214: 23: 11.000+0200",
      "suggestedQueueUris":[

      ],
      "capabilities":[
         "Reply",
         "Transfer",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Complete"
      ],
      "uri":"http: //192.168.83.25: 8080/api/v2/tweet/01QQQG2MU214P05N",
      "state":"Processing",
      "contactId":"0000Ka96XNNU4488",
      "revelantResponseTemplateGroups":[

      ],
```

```
      "message":"On12: 58: 911/5/2013,
       Pcreatedapostsayinghelloworld!.",
      "id":"01QQQG2MU214P05N",
      "twitterType":"Inbound",
      "subject":"On12: 58: 911/5/2013,
       Pcreatedapos..."
   },
   "referenceId":29,
   "notificationType":"PropertiesUpdated",
   "messageType":"TwitterStateChangeMessage"
}
```

DeleteUserData

This operation is part of the Twitter API section of the Web Services API.

Overview

Deletes the specified key value data from an interaction's UserData.

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

Parameters

Parameter	Value
operationName	DeleteUserData
keys	The user key value data to delete.

Samples

Request

```
POST api/v2/me/tweets/01QQQG2MU214P05N
{
  "operationName": "DeleteUserData",
  "keys": ["UserData1"]
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 31
}
```

CometD Response

```
{
   "twitter": {
```

```
       "userData": {
           "_twitterUserImageURL": "http: //abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
           "FirstName": "Oleg",
           "LastName": "Witcher",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "RVQDBID": "",
           "_twitterUserStatusesCount": "2",
           "CBR-actual_volume": "",
           "RVQID": "",
           "_twitterMsgType": "Status",
           "Screen_Sentiment_ScreenRuleName": "",
           "_twitterMsgPlainText": "On12: 58: 911/5/2013,
           Pcreatedapostsayinghelloworld!.",
           "_umsRequestId": "14",
           "_umsChannel": "channel-twitter",
           "_twitterUserId": "2175525290",
           "_twitterIsRetweet": "false",
           "Screen_Actionability_CtgName": "",
           "desktop_expand": "1",
           "RTargetObjSelDBID": "117",
           "CBR-Interaction_cost": "",
           "_umsInboundIxnSubmittedBy": "Cloud_localhost",
           "Screen_Sentiment_CtgRelevancy": "",
           "Screen_Actionability_CtgRelevancy": "",
           "desktop_sentiment": "Neutral",
           "_twitterUserCreatedAt": "2013-11-05T06: 56: 43Z",
           "_umsMediaType": "twitter",
           "desktop_actionable": "1",
           "_twitterFromAddr": "vitaliy_onv",
           "RRequestedSkills": None,
           "CBR-contract_DBIDs": "",
           "ContactId": "0000Ka96XNNU4488",
           "RTargetAgentSelected": "a1",
           "_twitterUserName": "OlegWitcher",
           "Classify_Sentiment_CtgRelevancy": "",
           "CBR-IT-path_DBIDs": "",
           "Classify_Actionability_CtgRelevancy": "",
           "Classify_Actionability_CtgName": "",
           "Classify_Sentiment_CtgId": "",
           "RTargetRuleSelected": "",
           "_twitterFromUserId": "2175525290",
           "_umsMediaAccount": "2175525290",
           "PegAGSocialMediaAgentGroup": 1,
           "UserData2": 123456789,
           "RTargetPlaceSelected": "a1",
           "ContactCreated": "false",
           "ContactIdList": "0000Ka96XNNU4488",
           "RTenant": "Environment",
           "_twitterToAddr": "vitaliy_onv",
           "_umsFromAddr": "vitaliy_onv",
           "Classify_Sentiment_CtgName": "",
           "IxnAlreadyCreatedInUCS": "1",
           "RouterData70": "("t"="1383649092 0")",
           "_twitterUserScreenName": "vitaliy_onv",
           "_twitterUserFriendsCount": "0",
           "_twitterUserIsFriend": "false",
           "Screen_Actionability_ScreenRuleName": "",
           "_twitterSource":
"<ahref="http://www.kaermorhen.ru"rel="nofollow">Witcher_APP</a>",
           "KloutId": "",
           "RRequestedSkillCombination": "",
           "_umsChannelInfo": {
```

```
                "_twitterUserId": "2175525290",
                "_twitterUserImageURL": "http: //abs.twimg.com/sticky/default_profile_images/
default_profile_1_normal.png",
                "_twitterUserName": "OlegWitcher",
                "_twitterSourceNickName": "TwitterApplicationSmServer-1",
                "_twitterUserScreenName": "vitaliy_onv"
            },
            "_twitterMsgId": "58765591",
            "RStrategyName": "TwitterAgentDeliveryStrategy",
            "RStrategyDBID": "985",
            "_twitterIsFavorited": "false",
            "CustomerSegment": "default",
            "_twitterUserIsFollower": "false",
            "Classify_Actionability_CtgId": "",
            "ServiceType": "default",
            "_umsChatPossible": "false",
            "Screen_Sentiment_CtgName": "",
            "_twitterUserUtcOffset": "-1",
            "_twitterQueryName": "stream-user",
            "ServiceObjective": 0,
            "NumberOfContactsFound": "1",
            "_twitterUserLanguage": "r",
            "FromAddress": "vitaliy_onv(OlegWitcher)",
            "RTargetRequested": "SocialMediaAgentGroup",
            "RTargetAgentGroup": "SocialMediaAgentGroup",
            "ClassifiedAndScreened": "1",
            "_twitterRetweetCount": "0",
            "_umsMsgPlainText": "On12: 58: 911/5/2013,
            Pcreatedapostsayinghelloworld!.",
            "_twitterUserFollowersCount": "0",
            "RTargetTypeSelected": "2",
            "_twitterCreatedAt": "2013-11-05T10: 58: 12Z",
            "Subject": "On12: 58: 911/5/2013,
            Pcreatedapos..."
        },
        "from": "vitaliy_onv(OlegWitcher)",
        "receivedDate": "2015-03-0214: 23: 11.000+0200",
        "suggestedQueueUris": [

        ],
        "capabilities": [
            "Reply",
            "Transfer",
            "AddComment",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetDisposition",
            "SetInFocus",
            "Complete"
        ],
        "uri": "http: //192.168.83.25: 8080/api/v2/tweet/01QQQG2MU214P05N",
        "state": "Processing",
        "contactId": "0000Ka96XNNU4488",
        "revelantResponseTemplateGroups": [

        ],
        "message": "On12: 58: 911/5/2013,
        Pcreatedapostsayinghelloworld!.",
        "id": "01QQQG2MU214P05N",
        "twitterType": "Inbound",
        "subject": "On12: 58: 911/5/2013,
        Pcreatedapos..."
```

```
   },
   "referenceId": 31,
   "notificationType": "PropertiesUpdated",
   "messageType": "TwitterStateChangeMessage"
}
```

AddComment

This operation is part of the Twitter API section of the Web Services API.

Overview

Sets a comment on the specified Twitter interaction.

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

Parameters

Parameter	Value
operationName	AddComment
comment	A string value used for the Twitter comment.

Samples

Request

```
POST api/v2/me/tweets/01QQQG2MU214P05H

{
 "operationName": "AddComment",
 "comment": "I am crazy about my test"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 22
}
```

CometD Response

```
{
```

```
   "messageType": "TwitterStateChangeMessage",
   "notificationType": "StatusChange",
   "referenceId": 22,
   "twitter": {
      "capabilities": [],
      "comment": "I am crazy about my test",
      "id": "01QQQG2MU214P05H",
      "state": "Canceled",
      "twitterType": "Outbound",
      "uri": "http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05H"
   }
}
```

SetInFocus

This operation is part of the Twitter API section of the Web Services API.

Overview

This request sets the focus parameter for the interaction. This parameter is useful when an agent handles more than one interaction because it helps to accurately report the amount of time the agent spent on each interaction.

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

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter. Set to `true` if the interaction is in focus; otherwise, set to `false`.

Samples

Request

```
POST api/v2/me/tweets/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

HTTP Response

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

Follow

This operation is part of the Twitter API section of the Web Services API.

Overview

Enables monitoring of a specific Twitter user's tweets.

Request URL	/api/v2/me/tweets
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Follow
twitterUserId	A Twitter user's numeric unique identifier.
from	The Twitter account name on whose behalf the Follow operation is performed.

Samples

Request

```
POST api/v2/me/tweets
{
  "operationName": "Follow",
  "twitterUserId": "1234567890",
  "from": "customer_support"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 1
}
```

CometD Response

Success

```
{
  "messageType": "TwitterOperationResponse",
  "referenceId": 1,
  "success": "true"
}
```

Failure

```
{
  "messageType": "TwitterOperationResponse",
  "referenceId": 1,
  "success": "false",
  "errorMessage": "Unable to perform twitter operation"
}
```

Unfollow

This operation is part of the Twitter API section of the Web Services API.

Overview

Disables monitoring of a specific Twitter user's tweets.

Request URL	/api/v2/me/tweets
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Unfollow
twitterUserId	A Twitter user's numeric unique identifier.
from	Twitter account name on whose behalf the Unfollow operation is performed.

Samples

Request

```
POST api/v2/me/tweets
{
  "operationName": "Unfollow",
  "twitterUserId": "1234567890",
  "from": "customer_support"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 1
}
```

CometD Response

Success

```
{
  "messageType": "TwitterOperationResponse",
  "referenceId": 1,
  "success": "true"
}
```

Failure

```
{
  "messageType": "TwitterOperationResponse",
  "referenceId": 1,
  "success": "false",
  "errorMessage": "Unable to perform twitter operation"
}
```

Retweet

This operation is part of the Twitter API section of the Web Services API.

Overview

Retweets a specified Twitter message.

Request URL	/api/v2/me/tweets
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Retweet
twitterMsgId	A Twitter message numeric unique identifier.
from	Twitter account name on whose behalf the Retweet operation is performed.

Samples

Request

```
POST api/v2/me/tweets
{
  "operationName": "Retweet",
  "twitterMsgId": "1234567890",
  "from": "customer_support"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 1
}
```

CometD Response

Success

```
{
  "messageType": "TwitterOperationResponse",
  "referenceId": 1,
  "success": "true"
}
```

Failure

```
{
  "messageType": "TwitterOperationResponse",
  "referenceId": 1,
  "success": "false",
  "errorMessage": "Unable to perform twitter operation"
}
```

Transfer

This operation is part of the Twitter API section of the Web Services API.

Overview

Transfers a Twitter interaction to another user or queue.

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

Parameters

Parameter	Value
operationName	Transfer
targetPath	The userPath or queuePath to transfer to.

Samples

Transfer to Agent

Request

```
POST api/v2/me/transfer/01QQQG2MU214P05W
{
  "operationName": "Transfer",
  "targetUri": "/users/10f8abb20c154fb28c82c68102625233"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 68
}
```

CometD Response

```
{
```

```
   "messageType": "TwitterStateChangeMessage",
   "notificationType": "StatusChange",
   "referenceId": 68,
   "twitter": {
      "assignedTo": "a1",
      "capabilities": [
         "Cancel",
         "Send",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Transfer"
      ],
      "id": "01QQQG2MU214P05W",
      "receivedDate": "2015-03-03 09:46:06.000+0200",
      "revelantResponseTemplateGroups": [],
      "state": "Composing",
      "suggestedQueueUris": [],
      "twitterType": "Outbound",
      "uri": "http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05W"
   }
}
```


Transfer to Queue

Request

```
POST api/v2/me/tweets/01QQQG2MU214P05X
{
  "operationName": "Transfer",
  "targetPath": "/contacts/5c7c1112-2be4-4108-9fbe-341312585616"
}
```

HTTP Response


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


CometD Response


```
{
   "messageType":"TwitterStateChangeMessage",
   "notificationType":"StatusChange",
   "referenceId":89,
   "twitter":{
      "assignedTo":"a1",
      "capabilities":[
         "Cancel",
         "Send",
         "AddComment",
         "AttachUserData",
         "UpdateUserData",
         "DeleteUserData",
         "SetDisposition",
         "SetInFocus",
         "Transfer"
```

```
      ],
      "id":"01QQQG2MU214P05X",
      "receivedDate":"2015-03-03 09:46:43.000+0200",
      "revelantResponseTemplateGroups":[

      ],
      "state":"Composing",
      "suggestedQueueUris":[

      ],
      "twitterType":"Outbound",
      "uri":"http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05X",
      "userData":{
         "CBR-IT-path_DBIDs":"",
         "CBR-Interaction_cost":"",
         "CBR-actual_volume":"",
         "CBR-contract_DBIDs":"",
         "CustomerSegment":"default",
         "PegAGSocial Media Agent Group":1,
         "RRequestedSkillCombination":"",
         "RRequestedSkills":None,
         "RStrategyDBID":"985",
         "RStrategyName":"Twitter Agent Delivery Strategy",
         "RTargetAgentGroup":"Social Media Agent Group",
         "RTargetAgentSelected":"a2",
         "RTargetObjSelDBID":"117",
         "RTargetObjectSelected":"Social Media Agent Group",
         "RTargetPlaceSelected":"a2",
         "RTargetRequested":"Social Media Agent Group",
         "RTargetRuleSelected":"",
         "RTargetTypeSelected":"2",
         "RTenant":"Environment",
         "RVQDBID":"",
         "RVQID":"",
         "ServiceObjective":0,
         "ServiceType":"default"
      }
   }
}
```

Workbins API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

A Workbin is a queue that holds interactions for a specific place or user.

Resources

Remove Response Template to Agents Favorites

Basic Response Template Control

Get Workbins

Get Workbin Content

Add Interaction to Workbin

Pull Interaction from Workbin

Subscribe to Workbin Notifications

Unsubscribe from Workbin Notifications

Workbin Control for Supervisors

PullInteractionFromWorkbin for Supervisor

AddInteractionToWorkbin for Supervisor

Group Workbin

GetGroupWorkbinContent

AddInteractionToGroupWorkbin

PullInteractionFromGroupWorkbin

SubscribingToGroupWorkbinNotifications

UnsubscribingFromGroupWorkbinNotifications

CometD notifications

You can subscribe to the **/v2/me/workbins** topic to receive CometD notifications for the Workbins API. This topic provides messages related to workbins, including changes to workbin state and updates to workbin contents. It supports the following message types:

- WorkbinSubscriptionStateChangeMessage
- WorkbinStateChangeMessage

WorkbinSubscriptionStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case WorkbinSubscriptionStateChangeMessage.
data.workbinUserId	The ID of the agent who is the owner of the workbin (this is sent to accommodate supervisor workbin management).
data.id	The identifier of the workbin.
data.stateResource	This property identifies the type of state resource and can have one of the following values: • Subscribed — The agent has subscribed to the workbin's notifications. • Unsubscribed — The agent has unsubscribed from the workbin's notifications. • RequestFailed — This is sent when a subscribe/unsubscribe operation on the workbin fails.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
   "data":{
      "stateResource":"Subscribed",
      "id":"aee812a5-7396-4dd9-b180-230f1c1fb085",
      "messageType":"WorkbinSubscriptionStateChangeMessage"
   }
}
```

WorkbinStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case WorkbinStateChangeMessage.
data.action	This property identifies the action type and can have one of the following values: • ItemAdded — The interaction has been added to the workbin. • ItemRemoved — The interaction has been removed from the workbin.
data.id	The identifier of the workbin.
data.chatStateResourceV2	A state resource with information about the chat interaction.
data.emailStateResourceV2	A state resource with information about the email interaction.
data.facebookStateResourceV2	A state resource with information about the facebook interaction.
data.tweetStateResourceV2	A state resource with information about the twitter interaction.
data.facebooksessionStateResourceV2	A state resource with information about the facebooksession interaction.
data.workitemStateResourceV2	A state resource with information about the workitem interaction.
data.openmediaStateResourceV2	A state resource with information about the openmedia interaction.
data.workbinAgentId	Employee ID of workbin's owner.
data.workbinUserId	The ID of workbin's owner.

Example


```
{
   "workbinAgentId":"a1",
   "workbinUserId":"802396ae32494a8b8a617a9103d968bb",
   "messageType":"WorkbinStateChangeMessage",
   "chatStateResourceV2":{
      "userData":{
         "RTargetTypeSelected":"2",
         "RTargetObjectSelected":"?: 2>1",
         "RVQID":"",
         "ChatServerAppName":"esv_chat_srv",
         "ChatServerHost":"host.gws.genesys.com",
         "RTargetObjSelDBID":"",
         "ChatServerPort":"7160",
```

```
         "CBR-Interaction_cost":"",
         "CBR-contract_DBIDs":"",
         "RTargetAgentSelected":"a1",
         "CBR-IT-path_DBIDs":"",
         "ChatServerDBID":"147",
         "RTargetPlaceSelected":"a1",
         "CBR-actual_volume":"",
         "RTenant":"Environment",
         "RRequestedSkills":None,
         "RRequestedSkillCombination":"",
         "RVQDBID":"",
         "RStrategyDBID":"472",
         "CustomerSegment":"default",
         "PegAG?: 2>1":1,
         "ServiceType":"default",
         "RTargetRuleSelected":"",
         "OccuredAt":"2016-03-24T10: 52: 41Z",
         "ServiceObjective":0,
         "RTargetRequested":"?: 2>1",
         "RTargetAgentGroup":"?: 2>1",
         "RStrategyName":"CloudPoDSimpleChatInStrategy",
         "Subject":"TestChatCustomer"
      },
      "receivedDate":"2016-03-2412: 52: 39.000+0200",
      "chatType":"Inbound",
      "capabilities":[

      ],
      "participants":[

      ],
      "id":"0001AaBF30060015"
   },
   "action":"ItemAdded",
   "id":"cde220f0-9bd6-4fcb-8564-d539459513ed"
}
```

Workbin Resource

This operation is part of the Workbins API section of the Web Services API.

Overview

The workbin resource includes properties that describe the workbins.

```
{
    "id": "29b4b0aa-30ac-4aa2-95a0-6315f4db7301",
    "uri": "/api/v2/workbins/29b4b0aa-30ac-4aa2-95a0-6315f4db7301",
    "name": "Facebook Workbin Draft",
    "displayName": "Facebook Workbin Draft",
    "type": "Agent",
    "emails":[
         {
              ...
         },
         ...
    ],
    "chats":[
         {
              ...
         },
         ...
    ],
    "workitems":[
         {
              ...
         },
         ...
    ],
    "interactions":[
         {
              ...
         },
         ...
    ],
}
```

Parameter	Description
id	The workbin's unique identifier.
uri	The workbin's resource identifier
name	The workbin's human friendly name.
displayName	The workbin's public human friendly name.
type	The workbin's type. Possible values are: `Agent`, `Place`, `Place Group`, or `Agent Group`

GetWorkbins

This operation is part of the Workbins API section of the Web Services API.

Overview

Agent can get details about valid workbins and workbin URIs assigned to them.

Samples

The following are samples for obtaining information about workbins and workbin URIs.

Get All Valid Workbins of Any Type

Request URL	api/v2/workbins?fields=*
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET api/v2/workbins?fields=*
```

Response

```
{
    "statusCode": 0,
    "workbins": [
        {
            "name": "Workbin_AgentGroup",
            "id": "a15862be-2445-4735-aad2-69694a0f50ff",
            "displayName": "Workbin_AgentGroup",
            "uri": "http://localhost:8090/api/v2/workbins/
a15862be-2445-4735-aad2-69694a0f50ff",
            "type": "Place"
        },
        {
            "workbinName": "email-collaboration-wb",
            "id": "40b9b24b-0e15-4458-8a11-4a1958068d3e",
            "displayName": "email-collaboration-wb",
            "uri": "http://localhost:8090/api/v2/workbins/
40b9b24b-0e15-4458-8a11-4a1958068d3e",
            "type": "Agent"
        },
        {
            "workbinName": "email-agent-group-wb",
            "id": "8e977189-379f-4f3f-b9a5-4917da1891e5",
            "displayName": "email-agent-group-wb",
```

```
            "uri": "http://localhost:8090/api/v2/workbins/8e977189-379f-4f3f-
b9a5-4917da1891e5",
            "type": "AgentGroup"
        },
        ...
    ]
}
```

For details on the result, please refer to the Workbin Resource reference.

Get All Valid Workbins of Type Agent and Place

Request URL	/api/v2/me/workbins?fields=*
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET api/v2/me/workbins?fields=*
```

Response

```
{
    "statusCode": 0,
    "workbins": [
        {
            "name": "Workbin_AgentGroup",
            "id": "a15862be-2445-4735-aad2-69694a0f50ff",
            "displayName": "Workbin_AgentGroup",
            "uri": "http://localhost:8090/api/v2/workbins/
a15862be-2445-4735-aad2-69694a0f50ff",
            "type": "Place"
        },
        {
            "workbinName": "email-collaboration-wb",
            "id": "40b9b24b-0e15-4458-8a11-4a1958068d3e",
            "displayName": "email-collaboration-wb",
            "uri": "http://localhost:8090/api/v2/workbins/
40b9b24b-0e15-4458-8a11-4a1958068d3e",
            "type": "Agent"
        },
        ...
    ]
}
```

For details on the result, please refer to the Workbin Resource reference.

Get All Valid Workbins of Type Agent and Place with Media Type as Subresources

Request URL	/api/v2/me/workbins?subresources=*{mediaType}*
HTTP Method	GET
Required Features	api-multimedia

Request

Returns workbins with email Interaction subresources:

```
GET api/v2/me/workbins?subresources=email
```

Returns workbins with chat Interaction subresources:

```
GET api/v2/me/workbins?subresources=chat
```

Returns workbins with workitem Interaction subresources:

```
GET api/v2/me/workbins?subresources=workitem
```

Returns workbins with facebook subresources:

```
GET api/v2/me/workbins?subresources=facebook
```

Returns workbins with facebooksession subresources:

```
GET api/v2/me/workbins?subresources=facebooksession
```

Returns workbins with twitter subresources:

```
GET api/v2/me/workbins?subresources=tweet
```

Response


```
{
   "statusCode": 0,
   "workbins": [
       {
           "workbinName": "testWorkbin",
           "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
           "displayName": "testWorkbin",
           "uri": "http://localhost:8090/api/v2/workbins/
aee812a5-7396-4dd9-b180-230f1c1fb085",
           "chats": [
               {
                   "userData": {
                       "Workbin": "testWorkbin",
                       "RRequestedSkills": null,
                       "RRequestedSkillCombination": "",
                       "RTargetObjectSelected": "Chat distribution for processing",
                       "InteractionId": "00016aB14RQD006K",
                       "RTargetAgentGroup": "Chat distribution for processing",
                       "ServiceType": "default",
                       "ChatServerModeHA": "true",
                       "PegAGChat distribution for processing": 1,
                       "RTenant": "Environment",
                       "RVQID": "",
                       "WorkbinAgentId": "a1",
                       "RTargetRequested": "Chat distribution for processing",
                       "RVQDBID": "",
                       "RStrategyName": "Chat inbound strategy",
                       "RTargetTypeSelected": "2",
                       "ChatServerAppName": "esv_chat_srv",
                       "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                       "CustomerSegment": ".CC_0000",
```

```
                        "RTargetRuleSelected": "",
                        "Subject": "TestChatCustomer",
                        "RTargetPlaceSelected": "a1",
                        "RTargetObjSelDBID": "2341",
                        "RTargetAgentSelected": "a1",
                        "ServiceObjective": 0,
                        "ChatServerDBID": "147",
                        "CBR-contract_DBIDs": "",
                        "PlaceInQueueSeq": "100618237",
                        "CBR-Interaction_cost": "",
                        "ChatServerPort": "7160",
                        "CBR-IT-path_DBIDs": "",
                        "subscriberID": "CC_0000",
                        "RStrategyDBID": "583",
                        "CBR-actual_volume": ""
                    },
                    "id": "00016aB14RQD006K",
                    "receivedDate": "2015-11-02 11:21:58.000+0200",
                    "participants": [],
                    "chatType": "Inbound",
                    "capabilities": []
                }
            ],
            "type": "Agent"
        },
        {
            "workbinName": "Facebook Workbin Draft",
            "id": "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
            "displayName": "Facebook Workbin Draft",
            "uri": "http://localhost:8090/api/v2/workbins/
a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
            "type": "Agent"
        },
        {
            "workbinName": "CloudPoDSimpleEmailDraftWb",
            "id": "ef77fc7e-249d-484b-a0c8-59f7a3838e27",
            "displayName": "CloudPoDSimpleEmailDraftWb",
            "uri": "http://localhost:8090/api/v2/workbins/ef77fc7e-249d-484b-
a0c8-59f7a3838e27",
            "type": "Agent"
        },
        {
            "workbinName": "email-collaboration-wb",
            "id": "40b9b24b-0e15-4458-8a11-4a1958068d3e",
            "displayName": "email-collaboration-wb",
            "uri": "http://localhost:8090/api/v2/workbins/
40b9b24b-0e15-4458-8a11-4a1958068d3e",
            "type": "Agent"
        },
        {
            "workbinName": "Facebook Workbin InProgress",
            "id": "71e4eae1-78d6-46e5-9001-d8af97455c31",
            "displayName": "Facebook Workbin InProgress",
            "uri": "http://localhost:8090/api/v2/workbins/
71e4eae1-78d6-46e5-9001-d8af97455c31",
            "type": "Agent"
        },
        {
            "workbinName": "PromotionWorkbin",
            "id": "22fb50bc-b50b-4a26-a285-36f771b8a0da",
            "displayName": "PromotionWorkbin",
            "uri": "http://localhost:8090/api/v2/workbins/22fb50bc-
b50b-4a26-a285-36f771b8a0da",
```

```
            "type": "Agent"
        },
        {
            "workbinName": "CloudPoDSimpleEmailProgressWb",
            "id": "b16059db-913e-4841-8172-f2cb83905b91",
            "displayName": "CloudPoDSimpleEmailProgressWb",
            "uri": "http://localhost:8090/api/v2/workbins/
b16059db-913e-4841-8172-f2cb83905b91",
            "type": "Agent"
        },
        {
            "workbinName": "email-draft-wb",
            "id": "171ed62e-a14a-4931-a9b0-2a6145a4456a",
            "displayName": "My Draft E-mails",
            "uri": "http://localhost:8090/api/v2/workbins/171ed62e-
a14a-4931-a9b0-2a6145a4456a",
            "type": "Agent"
        },
        {
            "workbinName": "email-in-progress-wb",
            "id": "c0433feb-ba38-485a-9c84-44fffa9a45c7",
            "displayName": "My Inbound E-mails in Progress",
            "uri": "http://localhost:8090/api/v2/workbins/c0433feb-
ba38-485a-9c84-44fffa9a45c7",
            "type": "Agent"
        }
    ]
}
```


For details on the result, please refer to the Workbin Resource reference.

Get All Valid Workbin URIs for Workbins of Any Type

Request URL	/api/v2/workbins
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET api/v2/workbins
```

Response


```
{
   "statusCode": 0,
   "paths": [
       "/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
       "/workbins/a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
       "/workbins/ef77fc7e-249d-484b-a0c8-59f7a3838e27",
       "/workbins/40b9b24b-0e15-4458-8a11-4a1958068d3e",
       "/workbins/8e977189-379f-4f3f-b9a5-4917da1891e5",
       "/workbins/71e4eae1-78d6-46e5-9001-d8af97455c31",
       "/workbins/22fb50bc-b50b-4a26-a285-36f771b8a0da",
       "/workbins/b16059db-913e-4841-8172-f2cb83905b91",
       "/workbins/171ed62e-a14a-4931-a9b0-2a6145a4456a",
       "/workbins/c0433feb-ba38-485a-9c84-44fffa9a45c7"
   ],
   "uris": [
```

```
        "http://localhost:8090/api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
        "http://localhost:8090/api/v2/workbins/a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
        "http://localhost:8090/api/v2/workbins/ef77fc7e-249d-484b-a0c8-59f7a3838e27",
        "http://localhost:8090/api/v2/workbins/40b9b24b-0e15-4458-8a11-4a1958068d3e",
        "http://localhost:8090/api/v2/workbins/8e977189-379f-4f3f-b9a5-4917da1891e5",
        "http://localhost:8090/api/v2/workbins/71e4eae1-78d6-46e5-9001-d8af97455c31",
        "http://localhost:8090/api/v2/workbins/22fb50bc-b50b-4a26-a285-36f771b8a0da",
        "http://localhost:8090/api/v2/workbins/b16059db-913e-4841-8172-f2cb83905b91",
        "http://localhost:8090/api/v2/workbins/171ed62e-a14a-4931-a9b0-2a6145a4456a",
        "http://localhost:8090/api/v2/workbins/c0433feb-ba38-485a-9c84-44fffa9a45c7"
    ]
}
```

For details on the result, please refer to the Workbin Resource reference.

Get All Valid Workbin URIs for Workbins of Type Agent and Place

Request URL	/api/v2/me/workbins
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET api/v2/me/workbins
```

Response

```
{
    "statusCode": 0,
    "paths": [
        "/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
        "/workbins/a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
        "/workbins/ef77fc7e-249d-484b-a0c8-59f7a3838e27",
        "/workbins/40b9b24b-0e15-4458-8a11-4a1958068d3e",
        "/workbins/71e4eae1-78d6-46e5-9001-d8af97455c31",
        "/workbins/22fb50bc-b50b-4a26-a285-36f771b8a0da",
        "/workbins/b16059db-913e-4841-8172-f2cb83905b91",
        "/workbins/171ed62e-a14a-4931-a9b0-2a6145a4456a",
        "/workbins/c0433feb-ba38-485a-9c84-44fffa9a45c7"
    ],
    "uris": [
        "http://localhost:8090/api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
        "http://localhost:8090/api/v2/workbins/a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
        "http://localhost:8090/api/v2/workbins/ef77fc7e-249d-484b-a0c8-59f7a3838e27",
        "http://localhost:8090/api/v2/workbins/40b9b24b-0e15-4458-8a11-4a1958068d3e",
        "http://localhost:8090/api/v2/workbins/71e4eae1-78d6-46e5-9001-d8af97455c31",
        "http://localhost:8090/api/v2/workbins/22fb50bc-b50b-4a26-a285-36f771b8a0da",
        "http://localhost:8090/api/v2/workbins/b16059db-913e-4841-8172-f2cb83905b91",
        "http://localhost:8090/api/v2/workbins/171ed62e-a14a-4931-a9b0-2a6145a4456a",
        "http://localhost:8090/api/v2/workbins/c0433feb-ba38-485a-9c84-44fffa9a45c7"
    ]
}
```

For details on the result, please refer to the Workbin Resource reference.

GetWorkbinContent

This operation is part of the Workbins API section of the Web Services API.

Overview

Returns workbin content.

Samples

Get a Workbin's Content by ID

Request URL	/api/v2/me/workbins/*{workbinId}* OR /api/v2/workbins/*{workbinId}*
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085
```

OR

```
GET api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085
```

Response

```
{
    "statusCode": 0,
    "workbin": {
        "workbinName": "testWorkbin",
        "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
        "displayName": "testWorkbin",
        "uri": "http://localhost:8090/api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
        "type": "Agent"
    }
}
```

For details on the result, please refer to the Workbin Resource reference.

Get a Workbin's Content with Subresources

Request URL	/api/v2/me/workbins/*{workbinId}*?subresources=* OR /api/v2/workbins/*{workbinId}*?subresources=*
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085?subresources=*
```

OR

```
GET api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085?subresources=*
```

Response


```
{
    "statusCode": 0,
    "workbin": {
        "workbinName": "testWorkbin",
        "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
        "displayName": "testWorkbin",
        "uri": "http://localhost:8090/api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
        "chats": [
            {
                "userData": {
                    "Workbin": "testWorkbin",
                    "RRequestedSkills": null,
                    "RRequestedSkillCombination": "",
                    "RTargetObjectSelected": "Chat distribution for processing",
                    "InteractionId": "00016aB14RQD006K",
                    "RTargetAgentGroup": "Chat distribution for processing",
                    "ServiceType": "default",
                    "ChatServerModeHA": "true",
                    "PegAGChat distribution for processing": 1,
                    "RTenant": "Environment",
                    "RVQID": "",
                    "WorkbinAgentId": "a1",
                    "RTargetRequested": "Chat distribution for processing",
                    "RVQDBID": "",
                    "RStrategyName": "Chat inbound strategy",
                    "RTargetTypeSelected": "2",
                    "ChatServerAppName": "esv_chat_srv",
                    "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                    "CustomerSegment": ".CC_0000",
                    "RTargetRuleSelected": "",
                    "Subject": "TestChatCustomer",
                    "RTargetPlaceSelected": "a1",
                    "RTargetObjSelDBID": "2341",
                    "RTargetAgentSelected": "a1",
                    "ServiceObjective": 0,
                    "ChatServerDBID": "147",
                    "CBR-contract_DBIDs": "",
                    "PlaceInQueueSeq": "100618237",
                    "CBR-Interaction_cost": "",
```

```
                    "ChatServerPort": "7160",
                    "CBR-IT-path_DBIDs": "",
                    "subscriberID": "CC_0000",
                    "RStrategyDBID": "583",
                    "CBR-actual_volume": ""
                },
                "id": "00016aB14RQD006K",
                "uri": "http://localhost:8090/api/v2/chats/00016aB14RQD006K",
                "receivedDate": "2015-11-02 11:21:58.000+0200",
                "participants": [],
                "chatType": "Inbound",
                "capabilities": []
            }
        ],
        "type": "Agent"
    }
}
```


For details on the result, please refer to the Workbin Resource reference.

Get a Workbin's Content with Media Type

Request URL	/api/v2/me/workbins/*{workbinId}*/*{mediaType}*?fields=* OR /api/v2/workbins/*{workbinId}*/*{mediaType}*?fields=*
HTTP Method	GET
Required Features	api-multimedia

Request

Returns email interaction content:

```
GET api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/email?fields=*
```

OR

```
GET api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/email?fields=*
```

Returns chat interaction content:

```
GET api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/chat?fields=*
```

OR

```
GET api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/chat?fields=*
```

Returns workitem interaction content:

```
GET api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/workitem?fields=*
```

OR

```
GET api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085/workitem?fields=*
```

Response

Email:

```
{
    "statusCode": 0,
    "email": [
        ...
    ]
}
```

Chat:

```
{
    "statusCode": 7,
    "chat": [
        {
            "state": "InWorkbin",
            "userData": {
                "Workbin": "testWorkbin",
                "RRequestedSkills": null,
                "RRequestedSkillCombination": "",
                "RTargetObjectSelected": "Chat distribution for processing",
                "InteractionId": "00016aB14RQD005N",
                "RTargetAgentGroup": "Chat distribution for processing",
                "ServiceType": "default",
                "ChatServerModeHA": "true",
                "PegAGChat distribution for processing": 1,
                "RTenant": "Environment",
                "RVQID": "",
                "WorkbinAgentId": "a1",
                "RTargetRequested": "Chat distribution for processing",
                "RVQDBID": "",
                "RStrategyName": "Chat inbound strategy",
                "RTargetTypeSelected": "2",
                "ChatServerAppName": "esv_chat_srv",
                "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                "CustomerSegment": ".CC_0000",
                "RTargetRuleSelected": "",
                "Subject": "TestChatCustomer",
                "RTargetPlaceSelected": "a1",
                "RTargetObjSelDBID": "2341",
                "RTargetAgentSelected": "a1",
                "ServiceObjective": 0,
                "ChatServerDBID": "147",
                "CBR-contract_DBIDs": "",
                "PlaceInQueueSeq": "99455798",
                "CBR-Interaction_cost": "",
                "ChatServerPort": "7160",
                "CBR-IT-path_DBIDs": "",
                "subscriberID": "CC_0000",
                "RStrategyDBID": "583",
                "CBR-actual_volume": ""
            },
            "id": "00016aB14RQD005N",
            "receivedDate": "2015-10-31 23:56:27.000+0200",
            "participants": [],
            "chatType": "Inbound",
            "capabilities": []
        }
    ]
}
```

Workitem:

```
{
    "statusCode": 0,
    "workitem": [
        ...
    ]
}
```

For details on the result, please refer to the Workbin Resource reference.

Get Multiple Workbins Content

Request URL	/api/v2/me/workbins?workbinIds=workbinId1,workbinId2,... OR /api/v2/workbins?workbinIds=workbinId1,workbinId2,...
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET api/v2/me/
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4
```

OR

```
GET api/v2/
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4
```

Response

```
{
    "statusCode": 0,
    "workbins": {
        "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4": {
            "workbinName": "Facebook Workbin Draft",
            "id": "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
            "displayName": "Facebook Workbin Draft",
            "uri": "http://localhost:8090/api/v2/workbins/
a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
            "type": "Agent"
        },
        "aee812a5-7396-4dd9-b180-230f1c1fb085": {
            "workbinName": "testWorkbin",
            "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
            "displayName": "testWorkbin",
            "uri": "http://localhost:8090/api/v2/workbins/
aee812a5-7396-4dd9-b180-230f1c1fb085",
            "type": "Agent"
        }
    }
}
```

For details on the result, please refer to the Workbin Resource reference.

Get Multiple Workbins Content with Subresrouces

Request URL	/api/v2/me/workbins?workbinIds=workbinId1,workbinId2,...⊂resources=* OR /api/v2/workbins?workbinIds=workbinId1,workbinId2,...⊂resources=*
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET api/v2/me/workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,
a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4⊂resources=*
```

OR

```
GET api/v2/workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,
a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4⊂resources=*
```

Response


```
{
    "statusCode": 0,
    "workbins": {
        "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4": {
            "workbinName": "Facebook Workbin Draft",
            "id": "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
            "displayName": "Facebook Workbin Draft",
            "uri": "http://localhost:8090/api/v2/workbins/
a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
            "type": "Agent"
        },
        "aee812a5-7396-4dd9-b180-230f1c1fb085": {
            "workbinName": "testWorkbin",
            "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
            "displayName": "testWorkbin",
            "uri": "http://localhost:8090/api/v2/workbins/
aee812a5-7396-4dd9-b180-230f1c1fb085",
            "chats": [
                {
                    "userData": {
                        "Workbin": "testWorkbin",
                        "RRequestedSkills": null,
                        "RRequestedSkillCombination": "",
                        "RTargetObjectSelected": "Chat distribution for processing",
                        "InteractionId": "00016aB14RQD007D",
                        "RTargetAgentGroup": "Chat distribution for processing",
                        "ServiceType": "default",
                        "ChatServerModeHA": "true",
                        "PegAGChat distribution for processing": 1,
                        "RTenant": "Environment",
                        "RVQID": "",
                        "WorkbinAgentId": "a1",
                        "RTargetRequested": "Chat distribution for processing",
                        "RVQDBID": "",
                        "RStrategyName": "Chat inbound strategy",
                        "RTargetTypeSelected": "2",
```

```
                        "ChatServerAppName": "esv_chat_srv",
                        "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                        "CustomerSegment": ".CC_0000",
                        "RTargetRuleSelected": "",
                        "Subject": "TestChatCustomer",
                        "RTargetPlaceSelected": "a1",
                        "RTargetObjSelDBID": "2341",
                        "RTargetAgentSelected": "a1",
                        "ServiceObjective": 0,
                        "ChatServerDBID": "147",
                        "CBR-contract_DBIDs": "",
                        "PlaceInQueueSeq": "100644457",
                        "CBR-Interaction_cost": "",
                        "ChatServerPort": "7160",
                        "CBR-IT-path_DBIDs": "",
                        "subscriberID": "CC_0000",
                        "RStrategyDBID": "583",
                        "CBR-actual_volume": ""
                    },
                    "id": "00016aB14RQD007D",
                    "uri": "http://localhost:8090/api/v2/chats/00016aB14RQD007D",
                    "receivedDate": "2015-11-02 14:30:51.000+0200",
                    "participants": [],
                    "chatType": "Inbound",
                    "capabilities": []
                }
            ],
            "type": "Agent"
        }
    }
}
```


For details on the result, please refer to the Workbin Resource reference.

Get a Workbin's Content with Subresources by User

Request URL	/api/v2/*{userId}*/workbins/*{workbinId}*?subresources=*
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET /api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/workbins/
aee812a5-7396-4dd9-b180-230f1c1fb085?subresources=*
```

Response


```
{
    "statusCode": 0,
    "workbin": {
        "workbinName": "testWorkbin",
        "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
        "displayName": "testWorkbin",
        "uri": "http://localhost:8090/api/v2/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085",
        "chats": [
            {
                "userData": {
```

```
                    "Workbin": "testWorkbin",
                    "RRequestedSkills": null,
                    "RRequestedSkillCombination": "",
                    "RTargetObjectSelected": "Chat distribution for processing",
                    "InteractionId": "00016aB14RQD006K",
                    "RTargetAgentGroup": "Chat distribution for processing",
                    "ServiceType": "default",
                    "ChatServerModeHA": "true",
                    "PegAGChat distribution for processing": 1,
                    "RTenant": "Environment",
                    "RVQID": "",
                    "WorkbinAgentId": "a1",
                    "RTargetRequested": "Chat distribution for processing",
                    "RVQDBID": "",
                    "RStrategyName": "Chat inbound strategy",
                    "RTargetTypeSelected": "2",
                    "ChatServerAppName": "esv_chat_srv",
                    "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                    "CustomerSegment": ".CC_0000",
                    "RTargetRuleSelected": "",
                    "Subject": "TestChatCustomer",
                    "RTargetPlaceSelected": "a1",
                    "RTargetObjSelDBID": "2341",
                    "RTargetAgentSelected": "a1",
                    "ServiceObjective": 0,
                    "ChatServerDBID": "147",
                    "CBR-contract_DBIDs": "",
                    "PlaceInQueueSeq": "100618237",
                    "CBR-Interaction_cost": "",
                    "ChatServerPort": "7160",
                    "CBR-IT-path_DBIDs": "",
                    "subscriberID": "CC_0000",
                    "RStrategyDBID": "583",
                    "CBR-actual_volume": ""
                },
                "id": "00016aB14RQD006K",
                "uri": "http://localhost:8090/api/v2/chats/00016aB14RQD006K",
                "receivedDate": "2015-11-02 11:21:58.000+0200",
                "participants": [],
                "chatType": "Inbound",
                "capabilities": []
            }
        ],
        "type": "Agent"
    }
}
```


For details on the result, please refer to the Workbin Resource reference.

Get a Workbin's Content with Media Type by User

Request URL	/api/v2/*{userId}*/workbins/*{workbinId}*/*{mediaType}*?fields=*
HTTP Method	GET
Required Features	api-multimedia

Request

Returns email interaction content:

```
GET api/v2/b15862cq-2445-4735-bba2-69694p0g50qq/workbins/a15862be-2445-4735-aad2-69694a0f50ff/
email?fields=*
```

Returns chat interaction content:

```
GET api/v2/b15862cq-2445-4735-bba2-69694p0g50qq/workbins/a15862be-2445-4735-aad2-69694a0f50ff/
chat?fields=*
```

Returns workitem interaction subresources:

```
GET api/v2/b15862cq-2445-4735-bba2-69694p0g50qq/workbins/a15862be-2445-4735-aad2-69694a0f50ff/
workitem?fields=*
```

Response

Email:

```
{
    "statusCode": 0,
    "email": [
        ...
    ]
}
```

Chat:


```
{
    "statusCode": 7,
    "chat": [
        {
            "state": "InWorkbin",
            "userData": {
                "Workbin": "testWorkbin",
                "RRequestedSkills": null,
                "RRequestedSkillCombination": "",
                "RTargetObjectSelected": "Chat distribution for processing",
                "InteractionId": "00016aB14RQD005N",
                "RTargetAgentGroup": "Chat distribution for processing",
                "ServiceType": "default",
                "ChatServerModeHA": "true",
                "PegAGChat distribution for processing": 1,
                "RTenant": "Environment",
                "RVQID": "",
                "WorkbinAgentId": "a1",
                "RTargetRequested": "Chat distribution for processing",
                "RVQDBID": "",
                "RStrategyName": "Chat inbound strategy",
                "RTargetTypeSelected": "2",
                "ChatServerAppName": "esv_chat_srv",
                "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                "CustomerSegment": ".CC_0000",
                "RTargetRuleSelected": "",
                "Subject": "TestChatCustomer",
                "RTargetPlaceSelected": "a1",
                "RTargetObjSelDBID": "2341",
                "RTargetAgentSelected": "a1",
                "ServiceObjective": 0,
                "ChatServerDBID": "147",
                "CBR-contract_DBIDs": "",
                "PlaceInQueueSeq": "99455798",
                "CBR-Interaction_cost": "",
```

```
                "ChatServerPort": "7160",
                "CBR-IT-path_DBIDs": "",
                "subscriberID": "CC_0000",
                "RStrategyDBID": "583",
                "CBR-actual_volume": ""
            },
            "id": "00016aB14RQD005N",
            "receivedDate": "2015-10-31 23:56:27.000+0200",
            "participants": [],
            "chatType": "Inbound",
            "capabilities": []
        }
    ]
}
```

Workitem:

```
{
    "statusCode": 0,
    "workitem": [
        ...
    ]
}
```

For details on the result, please refer to the Workbin Resource reference.

Get Multiple Workbins Content with Subresources by User

Request URL	/api/v2/*{userId}*/workbins?workbinIds=workbinId1,workbinId2,...⊂reso OR /api/v2/workbins?workbinIds=workbinId1,workbinId2,...⊂resources=*
HTTP Method	GET
Required Features	api-multimedia

Request

```
GET api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,
a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4⊂resources=*
```

OR

```
GET api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,
a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4⊂resources=*
```

Response

```
{
    "statusCode": 0,
    "workbins": {
        "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4": {
            "workbinName": "Facebook Workbin Draft",
            "id": "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
```

```
            "displayName": "Facebook Workbin Draft",
            "uri": "http://localhost:8090/api/v2/workbins/
a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
            "type": "Agent"
        },
        "aee812a5-7396-4dd9-b180-230f1c1fb085": {
            "workbinName": "testWorkbin",
            "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
            "displayName": "testWorkbin",
            "uri": "http://localhost:8090/api/v2/workbins/
aee812a5-7396-4dd9-b180-230f1c1fb085",
            "chats": [
                {
                    "userData": {
                        "Workbin": "testWorkbin",
                        "RRequestedSkills": null,
                        "RRequestedSkillCombination": "",
                        "RTargetObjectSelected": "Chat distribution for processing",
                        "InteractionId": "00016aB14RQD007D",
                        "RTargetAgentGroup": "Chat distribution for processing",
                        "ServiceType": "default",
                        "ChatServerModeHA": "true",
                        "PegAGChat distribution for processing": 1,
                        "RTenant": "Environment",
                        "RVQID": "",
                        "WorkbinAgentId": "a1",
                        "RTargetRequested": "Chat distribution for processing",
                        "RVQDBID": "",
                        "RStrategyName": "Chat inbound strategy",
                        "RTargetTypeSelected": "2",
                        "ChatServerAppName": "esv_chat_srv",
                        "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                        "CustomerSegment": ".CC_0000",
                        "RTargetRuleSelected": "",
                        "Subject": "TestChatCustomer",
                        "RTargetPlaceSelected": "a1",
                        "RTargetObjSelDBID": "2341",
                        "RTargetAgentSelected": "a1",
                        "ServiceObjective": 0,
                        "ChatServerDBID": "147",
                        "CBR-contract_DBIDs": "",
                        "PlaceInQueueSeq": "100644457",
                        "CBR-Interaction_cost": "",
                        "ChatServerPort": "7160",
                        "CBR-IT-path_DBIDs": "",
                        "subscriberID": "CC_0000",
                        "RStrategyDBID": "583",
                        "CBR-actual_volume": ""
                    },
                    "id": "00016aB14RQD007D",
                    "uri": "http://localhost:8090/api/v2/chats/00016aB14RQD007D",
                    "receivedDate": "2015-11-02 14:30:51.000+0200",
                    "participants": [],
                    "chatType": "Inbound",
                    "capabilities": []
                }
            ],
            "type": "Agent"
        }
    }
}
```


For details on the result, please refer to the Workbin Resource reference.

AddInteractionToWorkbin

This operation is part of the Workbins API section of the Web Services API.

Overview

This request assigns an interaction to a workbin.

Request URL	/api/v2/workbins/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	AddInteractionToWorkbin
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)

Samples

Request

The request involves sending a JSON body as well as adhering to the url path listed above.

```
POST api/v2/workbins/3434543fafwe987
```

Listed below are possible valid JSON for requests:

AddInteraction

```
{
  "operationName": "AddInteraction",
  "uri": ".../FE7978FEWFE" // this only for V1 -- FB and TW
}
```

AddEmail

```
{
```

```
  "operationName": "AddEmail",
  "uri": ".../FE7978FEWFE"
}
```

AddChat

```
{
  "operationName": "AddChat",
  "uri": ".../FE7978FEWFE"
}
```

AddWorkitem

```
{
  "operationName": "AddWorkitem",
  "uri": ".../FE7978FEWFE"
}
```

Response

The response consists of an HTTP response, and cometd response. For details on the result, please refer to the Workbin Resource reference.

HTTP response

```
{
   "statusCode": 0,
   "referenceId": 14
}
```

Cometd responses

```
{
workbinstatechange
}

{
   u'workitem': {
       u'userData': {
           u'RTargetTypeSelected': u'2',
           u'RTargetObjectSelected': u'?: 2>1',
           u'RVQID': u,
           u'RTargetObjSelDBID': u,
           u'CBR-Interaction_cost': u,
           u'CBR-contract_DBIDs': u,
           u'RTargetAgentSelected': u'MaratTest',
           u'CBR-IT-path_DBIDs': u,
           u'RTargetRuleSelected': u,
           u'RTargetPlaceSelected': u,
           u'CBR-actual_volume': u,
           u'RTenant': u'Environment',
           u'RRequestedSkills': None,
           u'RRequestedSkillCombination': u,
           u'RVQDBID': u,
           u'RStrategyDBID': u'197',
           u'CustomerSegment': u'default',
           u'PegAG?: 2>1': 1,
           u'ServiceType': u'default',
           u'ServiceObjective': 0,
           u'RTargetRequested': u'?: 2>1',
```

```
            u'RTargetAgentGroup': u'?: 2>1',
            u'RStrategyName': u'RouteWorkitemToAgent'
        },
        u'receivedDate': u'2014-04-1621: 03: 21.000-0700',
        u'uri': u'http: //localhost: 8080/api/v2/workitems/02F0ASAK8EAFA00W',
        u'capabilities': [

        ],
        u'state': u'InWorkbin',
        u'id': u'02F0ASAK8EAFA00W'
    },
    u'referenceId': 14,
    u'notificationType': u'StatusChange',
    u'messageType': u'WorkitemStateChangeMessage'
}messageType[
    WorkitemStateChangeMessage
]
```

PullInteractionFromWorkbin

This operation is part of the Workbins API section of the Web Services API.

Overview

Agent can grab an interaction from a workbin. Removes the association between an interaction and a workbin and restores the user's ownership of the Interaction.

Parameters

Request URL	/api/v2/workbins/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameter	Value
nickname	The agent nickname as displayed to the customer. Used for PullChat only.

> **Important**
>
> To use the **PullChat** operation, you must enable the **enableNotificationOnPullChat** and **enableJoinOnPullChat** options. For details, refer to Web Services configuration options.

Sample

The request involves sending a JSON body as well as adhering to the url path listed above.

Request

```
POST api/v2/workbins/3434543fafwe987
```

Listed below are possible valid JSON for requests:

```
{
  "operationName": "PullInteraction|PullChat|PullEmail|PullWorkitem",
  "id": "FE7978FEWFE"
```

```
}
```

Response

The response consists of an HTTP response, and several cometd responses. For details on the JSON body result, please refer to the Workbin Resource reference.

HTTP response

```
{
   "statusCode": 0,
   "referenceId": 17
}
```

CometD Responses

```
{
   u'workitem': {
       u'userData': {
           u'SubmittedAt': u'2014-04-17T04: 03: 21Z',
           u'RTargetTypeSelected': u'2',
           u'RTargetObjectSelected': u'?: 2>1',
           u'RVQID': u,
           u'InteractionId': u'02F0ASAK8EAFA00W',
           u'AssignedAt': u'2014-04-17T04: 03: 25Z',
           u'RTargetObjSelDBID': u,
           u'CBR-IT-path_DBIDs': u,
           u'Workbin': u'testWorkbin',
           u'RTargetAgentSelected': u'MaratTest',
           u'CBR-Interaction_cost': u,
           u'CBR-contract_DBIDs': u,
           u'PlacedInQueueAt': u'2014-04-17T04: 03: 56Z',
           u'DeliveredAt': u'2014-04-17T04: 03: 25Z',
           u'SubmittedBy': u'es_inx_wscp',
           u'SubmitSeq': u'71051572',
           u'IsHeld': 0,
           u'RTargetPlaceSelected': u,
           u'CBR-actual_volume': u,
           u'RTenant': u'Environment',
           u'RRequestedSkills': None,
           u'AssignedTo': u'MaratTest',
           u'IsLocked': 0,
           u'RRequestedSkillCombination': u,
           u'RVQDBID': u,
           u'RStrategyDBID': u'197',
           u'CustomerSegment': u'default',
           u'PlaceInQueueSeq': u'71051592',
           u'PegAG?: 2>1': 1,
           u'IsOnline': 0,
           u'ServiceType': u'default',
           u'RTargetRuleSelected': u,
           u'WorkbinAgentId': u'MaratTest',
           u'MovedToQueueAt': u'2014-04-17T04: 03: 56Z',
           u'ReceivedAt': u'2014-04-17T04: 03: 21Z',
           u'RTargetRequested': u'?: 2>1',
           u'RTargetAgentGroup': u'?: 2>1',
           u'RStrategyName': u'RouteWorkitemToAgent',
           u'ServiceObjective': 0
       },
       u'state': u'Processing',
       u'id': u'02F0ASAK8EAFA00W',
```

```
       u'capabilities': [
           u'Transfer',
           u'AttachUserData',
           u'UpdateUserData',
           u'DeleteUserData',
           u'SetInFocus',
           u'Complete'
       ]
   },
   u'referenceId': 17,
   u'notificationType': u'StatusChange',
   u'messageType': u'WorkitemStateChangeMessage'
}messageType[
   WorkitemStateChangeMessage
]
```

Subscribe To Workbin Notifications

This operation is part of the Workbins API section of the Web Services API.

Overview

Agent can observe what is happening in a workbin by subscribing to a Workbin's CometD notifications.

Samples

Subscribe to Workbin Notifications

Request URL	/api/v2/me/workbins/*{workbinId}* OR /api/v2/workbins/*{workbinId}*
HTTP Method	POST
Required Features	api-multimedia

Request

```
POST api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085
{
  "operationName": "Subscribe"
}
```

HTTP Response

```
{
   "statusCode": 0,
   "referenceId": 14
}
```

CometD Response

```
{
    "stateResource": "Subscribed",
    "id': "aee812a5-7396-4dd9-b180-230f1c1fb085",
    "messageType': "WorkbinSubscriptionStateChangeMessage"
}
```

Subscribe to Multiple Workbin Notifications

Request URL	/api/v2/me/workbins?workbinIds=workbinId1,workbinId2,... OR /api/v2/workbins?workbinIds=workbinId1,workbinId2,...
HTTP Method	POST
Required Features	api-multimedia

Request

```
POST /api/v2/me/
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4
{
  "operationName": "Subscribe"
}
```

HTTP Response

```
{
    "statusCode": 0,
    "referenceIds": {
        "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4": 57,
        "aee812a5-7396-4dd9-b180-230f1c1fb085": 56
    }
}
```

CometD Responses

```
{
    "stateResource": "Subscribed",
    "id': "aee812a5-7396-4dd9-b180-230f1c1fb085",
    "messageType': "WorkbinSubscriptionStateChangeMessage"
}

{
    "stateResource": "Subscribed",
    "id': "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
    "messageType': "WorkbinSubscriptionStateChangeMessage"
}
```

Subscribe to Workbin Notifications by User

Request URL	/api/v2/users/*{userId}*/workbins/*{workbinId}*
HTTP Method	POST
Required Features	api-multimedia

Request

```
POST api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/workbins/
aee812a5-7396-4dd9-b180-230f1c1fb085
{
  "operationName": "Subscribe"
```

```
}
```

HTTP Response

```
{
   "statusCode": 0,
   "referenceId": 13
}
```

CometD Response

```
{
    "workbinUserId": "e6f2ad1b26ea4e9b8dd907eabe167522",
    "stateResource": "Subscribed",
    "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
    "messageType": "WorkbinSubscriptionStateChangeMessage"
}
```

Subscribe to Multiple Workbin Notifications by User

Request URL	/api/v2/users/*{userId}*/workbins?workbinIds=workbinId1,workbinId2,...
HTTP Method	POST
Required Features	api-multimedia

Request

```
POST /api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,
aee812a5-7396-4dd9-b180-230f1c1fb085
{
  "operationName": "Subscribe"
}
```

HTTP Response

```
{
    "statusCode": 0,
    "referenceIds": {
        "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4": 133,
        "aee812a5-7396-4dd9-b180-230f1c1fb085": 134
    }
}
```

CometD Responses

```
{
    "stateResource": "Subscribed",
    "id': "aee812a5-7396-4dd9-b180-230f1c1fb085",
    "messageType': "WorkbinSubscriptionStateChangeMessage"
}

{
    "stateResource": "Subscribed",
    "id': "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
    "messageType': "WorkbinSubscriptionStateChangeMessage"
}
```

Unsubscribe from Workbin Notifications

This operation is part of the Workbins API section of the Web Services API.

Overview

Agent can unsubscribe from a workbin's CometD notifications.

Samples

Unsubscribe from Workbin Notifications

Request URL	/api/v2/me/workbins/*{workbinId}* OR /api/v2/workbins/*{workbinId}*
HTTP Method	POST
Required Features	api-multimedia

Request

```
POST api/v2/me/workbins/aee812a5-7396-4dd9-b180-230f1c1fb085
{
  "operationName": "Unsubscribe"
}
```

HTTP Response

```
{
   "statusCode": 0,
   "referenceId": 105
}
```

CometD Response

```
{
    "stateResource": "Unsubscribed",
    "id': "aee812a5-7396-4dd9-b180-230f1c1fb085",
    "messageType': "WorkbinSubscriptionStateChangeMessage"
}
```

Unsubscribe from Multiple Workbin Notifications

Request URL	/api/v2/me/workbins?workbinIds=workbinId1,workbinId2,... OR /api/v2/workbins?workbinIds=workbinId1,workbinId2,...
HTTP Method	POST
Required Features	api-multimedia

Request

```
POST /api/v2/me/
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4
{
  "operationName": "Unsubscribe"
}
```

HTTP Response

```
{
    "statusCode": 0,
    "referenceIds": {
        "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4": 147,
        "aee812a5-7396-4dd9-b180-230f1c1fb085": 146
    }
}
```

CometD Responses

```
{
    "stateResource": "Unsubscribed",
    "id': "aee812a5-7396-4dd9-b180-230f1c1fb085",
    "messageType': "WorkbinSubscriptionStateChangeMessage"
}

{
    "stateResource": "Unsubscribed",
    "id': "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
    "messageType': "WorkbinSubscriptionStateChangeMessage"
}
```

Unsubscribe from Workbin Notifications by User

Request URL	/api/v2/users/*{userId}*/workbins/*{workbinId}*
HTTP Method	POST
Required Features	api-multimedia

Request

```
POST api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/workbins/
aee812a5-7396-4dd9-b180-230f1c1fb085
{
  "operationName": "Unsubscribe"
```

```
}
```

HTTP Response

```
{
   "statusCode": 0,
   "referenceId": 156
}
```

CometD Response

```
{
    "workbinUserId": "e6f2ad1b26ea4e9b8dd907eabe167522",
    "stateResource": "Unsubscribed",
    "id": "aee812a5-7396-4dd9-b180-230f1c1fb085",
    "messageType": "WorkbinSubscriptionStateChangeMessage"
}
```

Unsubscribe from Multiple Workbin Notifications by User

Request URL	/api/v2/users/*{userId}*/workbins?workbinIds=workbinId1,workbinId2,...
HTTP Method	POST
Required Features	api-multimedia

Request

```
POST /api/v2/users/e6f2ad1b26ea4e9b8dd907eabe167522/
workbins?workbinIds=aee812a5-7396-4dd9-b180-230f1c1fb085,
aee812a5-7396-4dd9-b180-230f1c1fb085
{
  "operationName": "Unsubscribe"
}
```

HTTP Response

```
{
    "statusCode": 0,
    "referenceIds": {
        "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4": 166,
        "aee812a5-7396-4dd9-b180-230f1c1fb085": 165
    }
}
```

CometD Response

```
{
    "stateResource": "Unsubscribed",
    "id': "aee812a5-7396-4dd9-b180-230f1c1fb085",
    "messageType': "WorkbinSubscriptionStateChangeMessage"
}

{
    "stateResource": "Unsubscribed",
    "id': "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
    "messageType': "WorkbinSubscriptionStateChangeMessage"
}
```

PullInteractionFromWorkbin for Supervisor

This operation is part of the Workbins API section of the Web Services API.

Overview

Supervisor can grab an interaction from an agent's workbin. Removes the association between an interaction and a workbin and restores the user's ownership of the Interaction.

Parameters

Request URL	/api/v2/users/{userId}/workbins/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameter	Value
nickname	The agent nickname as displayed to the customer. Used for PullChat only.

> **Important**
>
> To use the **PullChat** operation, you must enable the **enableNotificationOnPullChat** and **enableJoinOnPullChat** options. For details, refer to Web Services configuration options.

Samples

Request

The request involves sending a JSON body as well as adhering to the URL path listed above.

```
POST api/v2/users/00025aA4V4DR00P5/workbins/3434543fafwe987
```

Listed below are possible valid JSON for requests:

```
{
  "operationName": "PullInteraction|PullChat|PullEmail|PullWorkitem",
  "id": "FE7978FEWFE"
}
```

Response

The response consists of an HTTP response, and several cometd responses. For details on the JSON body result, please refer to the Workbin Resource.

HTTP response

```
{
   "statusCode": 0,
   "referenceId": 17
}
```

Cometd responses

```
{
   u'workitem': {
       u'userData': {
           u'SubmittedAt': u'2014-04-17T04: 03: 21Z',
           u'RTargetTypeSelected': u'2',
           u'RTargetObjectSelected': u'?: 2>1',
           u'RVQID': u,
           u'InteractionId': u'02F0ASAK8EAFA00W',
           u'AssignedAt': u'2014-04-17T04: 03: 25Z',
           u'RTargetObjSelDBID': u,
           u'CBR-IT-path_DBIDs': u,
           u'Workbin': u'testWorkbin',
           u'RTargetAgentSelected': u'MaratTest',
           u'CBR-Interaction_cost': u,
           u'CBR-contract_DBIDs': u,
           u'PlacedInQueueAt': u'2014-04-17T04: 03: 56Z',
           u'DeliveredAt': u'2014-04-17T04: 03: 25Z',
           u'SubmittedBy': u'es_inx_wscp',
           u'SubmitSeq': u'71051572',
           u'IsHeld': 0,
           u'RTargetPlaceSelected': u,
           u'CBR-actual_volume': u,
           u'RTenant': u'Environment',
           u'RRequestedSkills': None,
           u'AssignedTo': u'MaratTest',
           u'IsLocked': 0,
           u'RRequestedSkillCombination': u,
           u'RVQDBID': u,
           u'RStrategyDBID': u'197',
           u'CustomerSegment': u'default',
           u'PlaceInQueueSeq': u'71051592',
           u'PegAG?: 2>1': 1,
           u'IsOnline': 0,
           u'ServiceType': u'default',
           u'RTargetRuleSelected': u,
           u'WorkbinAgentId': u'MaratTest',
           u'MovedToQueueAt': u'2014-04-17T04: 03: 56Z',
           u'ReceivedAt': u'2014-04-17T04: 03: 21Z',
           u'RTargetRequested': u'?: 2>1',
           u'RTargetAgentGroup': u'?: 2>1',
           u'RStrategyName': u'RouteWorkitemToAgent',
           u'ServiceObjective': 0
       },
       u'state': u'Processing',
       u'id': u'02F0ASAK8EAFA00W',
       u'capabilities': [
           u'Transfer',
```

```
           u'AttachUserData',
           u'UpdateUserData',
           u'DeleteUserData',
           u'SetInFocus',
           u'Complete'
       ]
   },
   u'referenceId': 17,
   u'notificationType': u'StatusChange',
   u'messageType': u'WorkitemStateChangeMessage'
}messageType[
   WorkitemStateChangeMessage
]
```

AddInteractionToWorkbin for Supervisor

This operation is part of the Workbins API section of the Web Services API.

Overview

Supervisor can assign an interaction to an agent's workbin.

Parameters

Request URL	/api/v2/users/{userId}/workbins/{id}
HTTP Method	POST
Required Features	api-multimedia

Samples

Request

The request involves sending a JSON body as well as adhering to the URL path listed above.

```
POST api/v2/users/00025aA4V4DR00P5/workbins/3434543fafwe987
```

Listed below are possible valid JSON for requests:

AddInteraction

```
{
  "operationName": "AddInteraction",
  "uri": ".../FE7978FEWFE" // this only for V1 -- FB and TW
}
```

AddEmail

```
{
  "operationName": "AddEmail",
  "uri": ".../FE7978FEWFE"
}
```

AddChat

```
{
  "operationName": "AddChat",
  "uri": ".../FE7978FEWFE"
```

```
}
```

AddWorkitem

```
{
  "operationName": "AddWorkitem",
  "uri": ".../FE7978FEWFE"
}
```

Response

The response consists of an HTTP response, and several cometd responses. For details on the JSON body result, please refer to the Workbin Resource.

HTTP response

```
{
   "statusCode": 0,
   "referenceId": 14
}
```

Cometd responses

```
{
workbinstatechange
}

{
   u'workitem': {
       u'userData': {
           u'RTargetTypeSelected': u'2',
           u'RTargetObjectSelected': u'?: 2>1',
           u'RVQID': u,
           u'RTargetObjSelDBID': u,
           u'CBR-Interaction_cost': u,
           u'CBR-contract_DBIDs': u,
           u'RTargetAgentSelected': u'MaratTest',
           u'CBR-IT-path_DBIDs': u,
           u'RTargetRuleSelected': u,
           u'RTargetPlaceSelected': u,
           u'CBR-actual_volume': u,
           u'RTenant': u'Environment',
           u'RRequestedSkills': None,
           u'RRequestedSkillCombination': u,
           u'RVQDBID': u,
           u'RStrategyDBID': u'197',
           u'CustomerSegment': u'default',
           u'PegAG?: 2>1': 1,
           u'ServiceType': u'default',
           u'ServiceObjective': 0,
           u'RTargetRequested': u'?: 2>1',
           u'RTargetAgentGroup': u'?: 2>1',
           u'RStrategyName': u'RouteWorkitemToAgent'
       },
       u'receivedDate': u'2014-04-1621: 03: 21.000-0700',
       u'uri': u'http: //localhost: 8080/api/v2/workitems/02F0ASAK8EAFA00W',
       u'capabilities': [

       ],
       u'state': u'InWorkbin',
```

```
       u'id': u'02F0ASAK8EAFA00W'
   },
   u'referenceId': 14,
   u'notificationType': u'StatusChange',
   u'messageType': u'WorkitemStateChangeMessage'
}messageType[
   WorkitemStateChangeMessage
]
```

GetGroupWorkbinContent

This operation is part of the Workbins API section of the Web Services API.

Get Content for an AgentGroup Workbin with Subresources

Get content for the specified AgentGroup workbin with its subresources.

Request URL	/api/v2/me/workbins/*{workbinId}*?subresources=*{subresources}*&agentGroup
HTTP method	GET
Required features	api-multimedia

Possible values for the `subresources` are *, chat, email, facebook, tweet, facebooksession, workitem, and openmedia.

Sample

Request

```
GET api/v2/me/workbins/
1c979a85-edd7-4540-8a58-b74fbc8328af?subresources=*&agentGroup=MyAgentGroup
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.


```
{
    "statusCode": 0,
    "workbin": {
        "chats": [
            {
                "capabilities": [],
                "chatType": "Inbound",
                "id": "0001BaBFVPR2004A",
                "participants": [],
                "receivedDate": "2016-04-15 20:52:35.000+0300",
                "userData": {
                    "CBR-IT-path_DBIDs": "",
                    "CBR-Interaction_cost": "",
                    "CBR-actual_volume": "",
                    "CBR-contract_DBIDs": "",
                    "ChatAnsweredByAgentAt": "2016-04-15T17:52:42Z",
                    "ChatServerAppName": "esv_chat_srv",
                    "ChatServerDBID": "147",
                    "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                    "ChatServerPort": "7160",
                    "CustomerSegment": "default",
```

```
                    "InteractionId": "0001BaBFVPR2004A",
                    "OccuredAt": "2016-04-15T17:52:37Z",
                    "PegAG?:2>1": 1,
                    "PlaceInQueueSeq": "86805927",
                    "RRequestedSkillCombination": "",
                    "RRequestedSkills": None,
                    "RStrategyDBID": "472",
                    "RStrategyName": "CloudPoDSimpleChatInStrategy",
                    "RTargetAgentGroup": "?:2>1",
                    "RTargetAgentSelected": "a1",
                    "RTargetObjSelDBID": "",
                    "RTargetObjectSelected": "?:2>1",
                    "RTargetPlaceSelected": "a1",
                    "RTargetRequested": "?:2>1",
                    "RTargetRuleSelected": "",
                    "RTargetTypeSelected": "2",
                    "RTenant": "Environment",
                    "RVQDBID": "",
                    "RVQID": "",
                    "ServiceObjective": 0,
                    "ServiceType": "default",
                    "Subject": "TestChatCustomer",
                    "Workbin": "testAgentGroupWorkbin",
                    "WorkbinAgentGroupId": "MyAgentGroup"}}],
        "displayName": "testAgentGroupWorkbin",
        "id": "1c979a85-edd7-4540-8a58-b74fbc8328af",
        "type": "AgentGroup",
        "uri": "http://localhost:8090/api/v2/workbins/1c979a85-edd7-4540-8a58-b74fbc8328af",
        "workbinName": "testAgentGroupWorkbin"
    }
}
```


Get Content for an AgentGroup Workbin with Media Type

Get content for the specified AgentGroup workbin with the media type.

Request URL	/api/v2/me/workbins/*{workbinId}*/*{mediaType}*?fields=*&agentGroup=*{agen*
HTTP method	GET
Required features	api-multimedia

Possible values for the `mediaType` parameter are *, chat, email, facebook, tweet, facebooksession, workitem, openmedia.

Sample

Request

```
GET api/v2/me/workbins/1c979a85-edd7-4540-8a58-b74fbc8328af/
chat?fields=*&agentGroup=MyAgentGroup
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to

the workbin resource.


```
{
    "statusCode": 7,
    "chat": [
        {
            "capabilities": [

            ],
            "chatType": "Inbound",
            "id": "0001BaBFVPR20042",
            "participants": [

            ],
            "receivedDate": "2016-04-15 20:33:35.000+0300",
            "state": "InWorkbin",
            "userData": {
                "CBR-IT-path_DBIDs": "",
                "CBR-Interaction_cost": "",
                "CBR-actual_volume": "",
                "CBR-contract_DBIDs": "",
                "ChatAnsweredByAgentAt": "2016-04-15T17:33:42Z",
                "ChatServerAppName": "esv_chat_srv",
                "ChatServerDBID": "147",
                "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                "ChatServerPort": "7160",
                "CustomerSegment": "default",
                "InteractionId": "0001BaBFVPR20042",
                "OccuredAt": "2016-04-15T17:33:38Z",
                "PegAG?: 2>1": 1,
                "PlaceInQueueSeq": "86803243",
                "RRequestedSkillCombination": "",
                "RRequestedSkills": None,
                "RStrategyDBID": "472",
                "RStrategyName": "CloudPoDSimpleChatInStrategy",
                "RTargetAgentGroup": "?: 2>1",
                "RTargetAgentSelected": "a1",
                "RTargetObjSelDBID": "",
                "RTargetObjectSelected": "?: 2>1",
                "RTargetPlaceSelected": "a1",
                "RTargetRequested": "?: 2>1",
                "RTargetRuleSelected": "",
                "RTargetTypeSelected": "2",
                "RTenant": "Environment",
                "RVQDBID": "",
                "RVQID": "",
                "ServiceObjective": 0,
                "ServiceType": "default",
                "Subject": "TestChatCustomer",
                "Workbin": "testAgentGroupWorkbin",
                "WorkbinAgentGroupId": "MyAgentGroup"
            }
        }
    ],
}
```


Get Content for Multiple AgentGroup Workbins with Subresources

Get content for the specified AgentGroup workbins with subresources.

Request URL	/api/v2/me/workbins?workbinIds={*workbinId1,workbinId2,...*}⊂resources={*su*
HTTP method	GET
Required features	api-multimedia

Possible values for the `subresources` are *, chat, email, facebook, tweet, facebooksession, workitem, and openmedia.

Sample

Request

```
GET api/v2/me/
workbins?workbinIds=1c979a85-edd7-4540-8a58-b74fbc8328af,a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4⊂resources=*&agent
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.

```
{
    "statusCode": 0,
    "workbins": {
        "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4": {
            "workbinName": "Facebook Workbin Draft",
            "id": "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
            "displayName": "Facebook Workbin Draft",
            "uri": "http://localhost:8090/api/v2/workbins/
a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
            "type": "AgentGroup"
        },
        "1c979a85-edd7-4540-8a58-b74fbc8328af":
        {
            "chats": [{
                "capabilities": [],
                "chatType": "Inbound",
                "id": "0001BaBFVPR2004C",
                "participants": [],
                "receivedDate": "2016-04-15 20:56:21.000+0300",
                "userData": {
                    "CBR-IT-path_DBIDs": "",
                    "CBR-Interaction_cost": "",
                    "CBR-actual_volume": "",
                    "CBR-contract_DBIDs": "",
                    "ChatAnsweredByAgentAt": "2016-04-15T17:56:28Z",
                    "ChatServerAppName": "esv_chat_srv",
                    "ChatServerDBID": "147",
                    "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                    "ChatServerPort": "7160",
                    "CustomerSegment": "default",
                    "InteractionId": "0001BaBFVPR2004C",
                    "OccuredAt": "2016-04-15T17:56:25Z",
                    "PegAG?:2>1": 1,
                    "PlaceInQueueSeq": "86806482",
                    "RRequestedSkillCombination": "",
                    "RRequestedSkills": None,
                    "RStrategyDBID": "472",
```

```
                    "RStrategyName": "CloudPoDSimpleChatInStrategy",
                    "RTargetAgentGroup": "?:2>1",
                    "RTargetAgentSelected": "a1",
                    "RTargetObjSelDBID": "",
                    "RTargetObjectSelected": "?:2>1",
                    "RTargetPlaceSelected": "a1",
                    "RTargetRequested": "?:2>1",
                    "RTargetRuleSelected": "",
                    "RTargetTypeSelected": "2",
                    "RTenant": "Environment",
                    "RVQDBID": "",
                    "RVQID": "",
                    "ServiceObjective": 0,
                    "ServiceType": "default",
                    "Subject": "TestChatCustomer",
                    "Workbin": "testAgentGroupWorkbin",
                    "WorkbinAgentGroupId": "MyAgentGroup"
                }
            }],
            "displayName": "testAgentGroupWorkbin",
            "id": "1c979a85-edd7-4540-8a58-b74fbc8328af",
            "type": "AgentGroup",
            "uri": "http://localhost:8090/api/v2/workbins/
1c979a85-edd7-4540-8a58-b74fbc8328af",
            "workbinName": "testAgentGroupWorkbin"
        }
    }
}
```


Get Content for a PlaceGroup Workbin with Subresources

Get content for the specified PlaceGroup workbin with subresources.

Request URL	/api/v2/me/workbins/*{workbinId}*?subresources=*{subresources}*&placeGroup
HTTP method	GET
Required features	api-multimedia

Possible values for the `subresources` are *, chat, email, facebook, tweet, facebooksession, workitem, and openmedia.

Sample

Request

```
GET api/v2/me/workbins/
be79c8ab-596d-4bd6-a711-63e6aaaa17a6?subresources=*&placeGroup=MyPlaceGroup
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.

```
{
    "statusCode": 0,
    "workbin": {
        "chats": [
            {
                "capabilities": [],
                "chatType": "Inbound",
                "id": "0001BaBFVPR2004E",
                "participants": [],
                "receivedDate": "2016-04-15 21:10:56.000+0300",
                "userData": {
                    "CBR-IT-path_DBIDs": "",
                    "CBR-Interaction_cost": "",
                    "CBR-actual_volume": "",
                    "CBR-contract_DBIDs": "",
                    "ChatServerAppName": "esv_chat_srv",
                    "ChatServerDBID": "147",
                    "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                    "ChatServerPort": "7160",
                    "CustomerSegment": "default",
                    "InteractionId": "0001BaBFVPR2004E",
                    "OccuredAt": "2016-04-15T18:10:59Z",
                    "PegAG?:2>1": 1,
                    "PlaceInQueueSeq": "86808499",
                    "RRequestedSkillCombination": "",
                    "RRequestedSkills": None,
                    "RStrategyDBID": "472",
                    "RStrategyName": "CloudPoDSimpleChatInStrategy",
                    "RTargetAgentGroup": "?:2>1",
                    "RTargetAgentSelected": "a1",
                    "RTargetObjSelDBID": "",
                    "RTargetObjectSelected": "?:2>1",
                    "RTargetPlaceSelected": "a1",
                    "RTargetRequested": "?:2>1",
                    "RTargetRuleSelected": "",
                    "RTargetTypeSelected": "2",
                    "RTenant": "Environment",
                    "RVQDBID": "",
                    "RVQID": "",
                    "ServiceObjective": 0,
                    "ServiceType": "default",
                    "Subject": "TestChatCustomer",
                    "Workbin": "testPlaceGroupWorkbin",
                    "WorkbinAgentGroupId": "MyPlaceGroup"}}],
        "displayName": "testPlaceGroupWorkbin",
        "id": "be79c8ab-596d-4bd6-a711-63e6aaaa17a6",
        "type": "PlaceGroup",
        "uri": "http://localhost:8090/api/v2/workbins/be79c8ab-596d-4bd6-a711-63e6aaaa17a6",
        "workbinName": "testPlaceGroupWorkbin"
    }
}
```


Get Content for a PlaceGroup Workbin with Media Type

Get content for the specified PlaceGroup workbin with media type.

Request URL	/api/v2/me/workbins/*{workbinId}*/*{mediaType}*?fields=*&placeGroup=*{place*
HTTP method	GET
Required features	api-multimedia

Possible values for the `mediaType` parameter are *, chat, email, facebook, tweet, facebooksession, workitem, openmedia.

Sample

Request

```
GET api/v2/me/workbins/be79c8ab-596d-4bd6-a711-63e6aaaa17a6/
chat?fields=*&placeGroup=MyPlaceGroup
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.


```
{
    "statusCode": 7,
    "chat": [
        {
            "capabilities": [

            ],
            "chatType": "Inbound",
            "id": "0001BaBFVPR2004E",
            "participants": [

            ],
            "receivedDate": "2016-04-15 21:10:56.000+0300",
            "state": "InWorkbin",
            "userData": {
                "CBR-IT-path_DBIDs": "",
                "CBR-Interaction_cost": "",
                "CBR-actual_volume": "",
                "CBR-contract_DBIDs": "",
                "ChatServerAppName": "esv_chat_srv",
                "ChatServerDBID": "147",
                "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                "ChatServerPort": "7160",
                "CustomerSegment": "default",
                "InteractionId": "0001BaBFVPR2004E",
                "OccuredAt": "2016-04-15T18:10:59Z",
                "PegAG?: 2>1": 1,
                "PlaceInQueueSeq": "86808499",
                "RRequestedSkillCombination": "",
                "RRequestedSkills": None,
                "RStrategyDBID": "472",
                "RStrategyName": "CloudPoDSimpleChatInStrategy",
                "RTargetAgentGroup": "?: 2>1",
                "RTargetAgentSelected": "a1",
                "RTargetObjSelDBID": "",
                "RTargetObjectSelected": "?: 2>1",
                "RTargetPlaceSelected": "a1",
```

```
                "RTargetRequested": "?: 2>1",
                "RTargetRuleSelected": "",
                "RTargetTypeSelected": "2",
                "RTenant": "Environment",
                "RVQDBID": "",
                "RVQID": "",
                "ServiceObjective": 0,
                "ServiceType": "default",
                "Subject": "TestChatCustomer",
                "Workbin": "testPlaceGroupWorkbin",
                "WorkbinAgentGroupId": "MyPlaceGroup"
            }
        }
    ],
}
```


Get Content for Multiple PlaceGroup Workbins with Subresources

Get content for the specified PlaceGroup workbins with subresources.

Request URL	/api/v2/me/ workbins?*{workbinIds=workbinId1,workbinId2,...}*⊂resources=*{su* &placeGroup=*{placeGroupName}*
HTTP method	GET
Required features	api-multimedia

Possible values for the `subresources` parameter are *, chat, email, facebook, tweet, facebooksession, workitem, openmedia.

Sample

Request

```
GET api/v2/me/
workbins?workbinIds=be79c8ab-596d-4bd6-a711-63e6aaaa17a6,a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4⊂resources=*&place
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.


```
{
    "statusCode": 0,
    "workbins": {
        "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4": {
            "workbinName": "Facebook Workbin Draft",
            "id": "a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
            "displayName": "Facebook Workbin Draft",
            "uri": "http://localhost:8090/api/v2/workbins/
a91ee1c2-9cfe-43b6-8193-fd39cd89d5b4",
            "type": "AgentGroup"
        },
```

```
        "be79c8ab-596d-4bd6-a711-63e6aaaa17a6":
        {
            "chats": [{
                "capabilities": [],
                "chatType": "Inbound",
                "id": "0001BaBFVPR2004E",
                "participants": [],
                "receivedDate": "2016-04-15 21:10:56.000+0300",
                "userData": {
                    "CBR-IT-path_DBIDs": "",
                    "CBR-Interaction_cost": "",
                    "CBR-actual_volume": "",
                    "CBR-contract_DBIDs": "",
                    "ChatServerAppName": "esv_chat_srv",
                    "ChatServerDBID": "147",
                    "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                    "ChatServerPort": "7160",
                    "CustomerSegment": "default",
                    "InteractionId": "0001BaBFVPR2004E",
                    "OccuredAt": "2016-04-15T18:10:59Z",
                    "PegAG?:2>1": 1,
                    "PlaceInQueueSeq": "86808499",
                    "RRequestedSkillCombination": "",
                    "RRequestedSkills": None,
                    "RStrategyDBID": "472",
                    "RStrategyName": "CloudPoDSimpleChatInStrategy",
                    "RTargetAgentGroup": "?:2>1",
                    "RTargetAgentSelected": "a1",
                    "RTargetObjSelDBID": "",
                    "RTargetObjectSelected": "?:2>1",
                    "RTargetPlaceSelected": "a1",
                    "RTargetRequested": "?:2>1",
                    "RTargetRuleSelected": "",
                    "RTargetTypeSelected": "2",
                    "RTenant": "Environment",
                    "RVQDBID": "",
                    "RVQID": "",
                    "ServiceObjective": 0,
                    "ServiceType": "default",
                    "Subject": "TestChatCustomer",
                    "Workbin": "testPlaceGroupWorkbin",
                    "WorkbinAgentGroupId": "MyPlaceGroup"
                }
            }],
            "displayName": "testPlaceGroupWorkbin",
            "id": "be79c8ab-596d-4bd6-a711-63e6aaaa17a6",
            "type": "PlaceGroup",
            "uri": "http://localhost:8090/api/v2/workbins/
be79c8ab-596d-4bd6-a711-63e6aaaa17a6",
            "workbinName": "testPlaceGroupWorkbin"
        }
    }
}
```

AddInteraction to a Group Workbin

This operation is part of the Workbins API section of the Web Services API.

AddInteraction to an AgentGroup Workbin

Associates an interaction with an AgentGroup workbin.

Request URL	/api/v2/me/workbins/*{id}*?agentGroup=*{agentGroupName}*
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	AddInteraction. Other valid values are: AddChat, AddEmail, AddWorkitem, AddTweet, AddFacebook, AddFacebooksession and AddOpenmedia.
id	The ID of the interaction to add to the workbin.
saveLAR	If "true", Web Services sets information about the agent performing the operation in the Contact Profile to be used for Last Agent Routing. (optional)

Sample

Request

```
POST api/v2/me/workbins/6c715fa9-de16-4d23-b07c-cbcb1caf3e07?agentGroup=MyAgentGroup
{
    "operationName": "AddChat",
    "id": "0001BaBFVPR20035"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.

```
{
   "statusCode": 0,
   "referenceId": 16
}
```

CometD notification


```
{
    "action": "ItemAdded",
    "agentGroup": "MyAgentGroup",
    "chatStateResourceV2": {"capabilities": [],
                        "chatType": "Inbound",
                        "id": "0001BaBFVPR20035",
                        "participants": [],
                        "receivedDate": "2016-04-08 15:05:57.000+0300",
                        "userData": {"CBR-IT-path_DBIDs": "",
                                     "CBR-Interaction_cost": "",
                                     "CBR-actual_volume": "",
                                     "CBR-contract_DBIDs": "",
                                     "ChatServerAppName": "esv_chat_srv",
                                     "ChatServerDBID": "147",
                                     "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                                     "ChatServerPort": "7160",
                                     "CustomerSegment": "default",
                                     "OccuredAt": "2016-04-08T12:06:01Z",
                                     "PegAG?:2>1": 1,
                                     "RRequestedSkillCombination": "",
                                     "RRequestedSkills": None,
                                     "RStrategyDBID": "472",
                                     "RStrategyName": "CloudPoDSimpleChatInStrategy",
                                     "RTargetAgentGroup": "?:2>1",
                                     "RTargetAgentSelected": "a1",
                                     "RTargetObjSelDBID": "",
                                     "RTargetObjectSelected": "?:2>1",
                                     "RTargetPlaceSelected": "a1",
                                     "RTargetRequested": "?:2>1",
                                     "RTargetRuleSelected": "",
                                     "RTargetTypeSelected": "2",
                                     "RTenant": "Environment",
                                     "RVQDBID": "",
                                     "RVQID": "",
                                     "ServiceObjective": 0,
                                     "ServiceType": "default",
                                     "Subject": "TestChatCustomer"}},
    "id": "6c715fa9-de16-4d23-b07c-cbcb1caf3e07",
    "messageType": "WorkbinStateChangeMessage"
}
```


AddInteraction to a PlaceGroup Workbin

Associates an interaction with a PlaceGroup workbin.

Request URL	/api/v2/me/workbins/*{id}*?placeGroup=*{placeGroupName}*
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	AddInteraction. Other valid values are: AddChat, AddEmail, AddWorkitem, AddTweet, AddFacebook, AddFacebooksession and AddOpenmedia.
id	The ID of the interaction to add to the workbin.
saveLAR	If "true", Web Services sets information about the agent performing the operation in the Contact Profile to be used for Last Agent Routing. (optional)

Sample

Request

```
POST api/v2/me/workbins/5d487e69-a393-4228-a06f-6a4015ab1b54?placeGroup=MyPlaceGroup
{
    "operationName": "AddChat",
    "id": "0001BaBFVPR20039"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.

```
{
   "statusCode": 0,
   "referenceId": 17
}
```

CometD notification

```
{
    "action": "ItemAdded",
    "chatStateResourceV2": {"capabilities": [],
                        "chatType": "Inbound",
                        "id": "0001BaBFVPR20039",
                        "participants": [],
                        "receivedDate": "2016-04-08 15:31:30.000+0300",
                        "userData": {"CBR-IT-path_DBIDs": "",
                                     "CBR-Interaction_cost": "",
                                     "CBR-actual_volume": "",
                                     "CBR-contract_DBIDs": "",
                                     "ChatServerAppName": "esv_chat_srv",
                                     "ChatServerDBID": "147",
                                     "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                                     "ChatServerPort": "7160",
                                     "CustomerSegment": "default",
                                     "OccuredAt": "2016-04-08T12:31:33Z",
                                     "PegAG?:2>1": 1,
                                     "RRequestedSkillCombination": "",
                                     "RRequestedSkills": None,
                                     "RStrategyDBID": "472",
                                     "RStrategyName": "CloudPoDSimpleChatInStrategy",
```

```
                                        "RTargetAgentGroup": "?:2>1",
                                        "RTargetAgentSelected": "a1",
                                        "RTargetObjSelDBID": "",
                                        "RTargetObjectSelected": "?:2>1",
                                        "RTargetPlaceSelected": "a1",
                                        "RTargetRequested": "?:2>1",
                                        "RTargetRuleSelected": "",
                                        "RTargetTypeSelected": "2",
                                        "RTenant": "Environment",
                                        "RVQDBID": "",
                                        "RVQID": "",
                                        "ServiceObjective": 0,
                                        "ServiceType": "default",
                                        "Subject": "TestChatCustomer"}},
    "id": "5d487e69-a393-4228-a06f-6a4015ab1b54",
    "messageType": "WorkbinStateChangeMessage",
    "placeGroup": "MyPlaceGroup"
}
```

PullInteraction from a Group Workbin

This operation is part of the Workbins API section of the Web Services API.

PullInteraction from an AgentGroup Workbin

Removes the association between an interaction and an AgentGroup workbin.

Request URL	/api/v2/me/workbins/*{id}*?agentGroup=*{agentGroupName}*
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	PullInteraction. Other valid values are: PullChat, PullEmail, PullWorkitem, PullTweet, PullFacebook, PullFacebooksession and PullOpenmedia.
id	The ID of the interaction to remove from the workbin.

Sample

Request

```
POST api/v2/me/workbins/6c715fa9-de16-4d23-b07c-cbcb1caf3e07?agentGroup=MyAgentGroup
{
    "operationName": "PullChat",
    "id": "0001BaBFVPR20035"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.

```
{
   "statusCode": 0,
   "referenceId": 77
}
```

CometD notification

```
{
```

```
    "action": "ItemRemoved",
    "agentGroup": "MyAgentGroup",
    "chatStateResourceV2": {"capabilities": [],
                            "chatType": "Inbound",
                            "id": "0001BaBFVPR20035",
                            "participants": [],
                            "receivedDate": "2016-04-08 15:05:57.000+0300",
                            "userData": {"CBR-IT-path_DBIDs": "",
                                         "CBR-Interaction_cost": "",
                                         "CBR-actual_volume": "",
                                         "CBR-contract_DBIDs": "",
                                         "ChatAnsweredByAgentAt": "2016-04-08T12:06:05Z",
                                         "ChatServerAppName": "esv_chat_srv",
                                         "ChatServerDBID": "147",
                                         "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                                         "ChatServerPort": "7160",
                                         "CustomerSegment": "default",
                                         "OccuredAt": "2016-04-08T12:06:01Z",
                                         "PegAG?:2>1": 1,
                                         "RRequestedSkillCombination": "",
                                         "RRequestedSkills": None,
                                         "RStrategyDBID": "472",
                                         "RStrategyName": "CloudPoDSimpleChatInStrategy",
                                         "RTargetAgentGroup": "?:2>1",
                                         "RTargetAgentSelected": "a1",
                                         "RTargetObjSelDBID": "",
                                         "RTargetObjectSelected": "?:2>1",
                                         "RTargetPlaceSelected": "a1",
                                         "RTargetRequested": "?:2>1",
                                         "RTargetRuleSelected": "",
                                         "RTargetTypeSelected": "2",
                                         "RTenant": "Environment",
                                         "RVQDBID": "",
                                         "RVQID": "",
                                         "ServiceObjective": 0,
                                         "ServiceType": "default",
                                         "Subject": "TestChatCustomer"}},
    "id": "6c715fa9-de16-4d23-b07c-cbcb1caf3e07",
    "messageType": "WorkbinStateChangeMessage"
}
```


PullInteraction from a PlaceGroup Workbin

Removes the association between an interaction and a PlaceGroup workbin.

Request URL	/api/v2/me/workbins/*{id}*?placeGroup=*{placeGroupName}*
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	PullInteraction. Other valid values are: PullChat,

Parameter	Value
	PullEmail, PullWorkitem, PullTweet, PullFacebook, PullFacebooksession and PullOpenmedia.
id	The ID of the interaction to remove from the workbin.

Sample

Request

```
POST api/v2/me/workbins/5d487e69-a393-4228-a06f-6a4015ab1b54?placeGroup=MyPlaceGroup
{
    "operationName": "PullChat",
    "id": "0001BaBFVPR20039"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.

```
{
   "statusCode": 0,
   "referenceId": 18
}
```

CometD notification

```
{
    "action": "ItemRemoved",
    "chatStateResourceV2": {"capabilities": [],
                        "chatType": "Inbound",
                        "id": "0001BaBFVPR20039",
                        "participants": [],
                        "receivedDate": "2016-04-08 15:31:30.000+0300",
                        "userData": {"CBR-IT-path_DBIDs": "",
                                     "CBR-Interaction_cost": "",
                                     "CBR-actual_volume": "",
                                     "CBR-contract_DBIDs": "",
                                     "ChatAnsweredByAgentAt": "2016-04-08T12:31:37Z",
                                     "ChatServerAppName": "esv_chat_srv",
                                     "ChatServerDBID": "147",
                                     "ChatServerHost": "dev-ip9-152.gws.genesys.com",
                                     "ChatServerPort": "7160",
                                     "CustomerSegment": "default",
                                     "OccuredAt": "2016-04-08T12:31:33Z",
                                     "PegAG?:2>1": 1,
                                     "RRequestedSkillCombination": "",
                                     "RRequestedSkills": None,
                                     "RStrategyDBID": "472",
                                     "RStrategyName": "CloudPoDSimpleChatInStrategy",
                                     "RTargetAgentGroup": "?:2>1",
                                     "RTargetAgentSelected": "a1",
                                     "RTargetObjSelDBID": "",
                                     "RTargetObjectSelected": "?:2>1",
                                     "RTargetPlaceSelected": "a1",
                                     "RTargetRequested": "?:2>1",
```

```
                                        "RTargetRuleSelected": "",
                                        "RTargetTypeSelected": "2",
                                        "RTenant": "Environment",
                                        "RVQDBID": "",
                                        "RVQID": "",
                                        "ServiceObjective": 0,
                                        "ServiceType": "default",
                                        "Subject": "TestChatCustomer"}},
    "id": "5d487e69-a393-4228-a06f-6a4015ab1b54",
    "messageType": "WorkbinStateChangeMessage",
    "placeGroup": "MyPlaceGroup"
}
```

Subscribe to Group Workbin Notifications

This operation is part of the Workbins API section of the Web Services API.

Subscribe to an AgentGroup Workbin's Notifications

Subscribes to CometD notifications for the specified AgentGroup workbin.

> **Important**
> This functionality requires Interaction Server 8.5.103.05 or later.

Request URL	/api/v2/me/workbins/*{id}*?agentGroup=*{agentGroupName}*
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	Subscribe

Sample

Request

```
POST api/v2/me/workbins/6c715fa9-de16-4d23-b07c-cbcb1caf3e07?agentGroup=MyAgentGroup
{
    "operationName": "Subscribe"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.

```
{
   "statusCode": 0,
   "referenceId": 74
}
```

CometD notification

```
{
    "agentGroup": "MyAgentGroup",
    "id": "6c715fa9-de16-4d23-b07c-cbcb1caf3e07",
    "messageType": "WorkbinSubscriptionStateChangeMessage",
    "referenceId": 74,
    "stateResource": "Subscribed"
}
```

Subscribe to a PlaceGroup Workbin's Notifications

Subscribes to CometD notifications for the specified PlaceGroup workbin.

> **Important**
> This functionality requires Interaction Server 8.5.103.05 or later.

Request URL	/api/v2/me/workbins/*{id}*?placeGroup=*{placeGroupName}*
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	Subscribe

Sample

Request

```
POST api/v2/me/workbins/5d487e69-a393-4228-a06f-6a4015ab1b54?placeGroup=MyPlaceGroup
{
    "operationName": "Subscribe"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.

```
{
   "statusCode": 0,
   "referenceId": 14
}
```

CometD notification

```
{
    "id": "5d487e69-a393-4228-a06f-6a4015ab1b54",
    "messageType": "WorkbinSubscriptionStateChangeMessage",
    "placeGroup": "MyPlaceGroup",
    "referenceId": 14,
    "stateResource": "Subscribed"
}
```

Unsubscribe from Group Workbin Notifications

This operation is part of the Workbins API section of the Web Services API.

Unsubscribe from an AgentGroup Workbin's Notifications

Unsubscribes from CometD notifications for the specified AgentGroup workbin.

Request URL	/api/v2/me/workbins/*{id}*?agentGroup=*{agentGroupName}*
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	Unsubscribe

Sample

Request

```
POST api/v2/me/workbins/6c715fa9-de16-4d23-b07c-cbcb1caf3e07?agentGroup=MyAgentGroup
{
    "operationName": "Unsubscribe"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.

```
{
   "statusCode": 0,
   "referenceId": 80
}
```

CometD notification

```
{
    "agentGroup": "MyAgentGroup",
    "id": "6c715fa9-de16-4d23-b07c-cbcb1caf3e07",
    "messageType": "WorkbinSubscriptionStateChangeMessage",
```

```
    "referenceId": 80,
    "stateResource": "Unsubscribed"
}
```

Unsubscribe from a PlaceGroup Workbin's Notifications

Unsubscribes from CometD notifications for the specified PlaceGroup workbin.

Request URL	/api/v2/me/workbins/*{id}*?placeGroup=*{placeGroupName}*
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value
operationName	Unsubscribe

Sample

Request

```
api/v2/me/workbins/5d487e69-a393-4228-a06f-6a4015ab1b54?placeGroup=MyPlaceGroup
{
    "operationName": "Unubscribe"
}
```

HTTP response

The response consists of an HTTP response and a CometD response. For details on the result, refer to the workbin resource.

```
{
   "statusCode": 0,
   "referenceId": 21
}
```

CometD notification

```
{
    "id": "5d487e69-a393-4228-a06f-6a4015ab1b54",
    "messageType": "WorkbinSubscriptionStateChangeMessage",
    "referenceId": 21,
    "stateResource": "Unsubscribed"
}
```

RequestStats

This operation is part of the Workbins API section of the Web Services API.

Overview

Agents can request statistics for a workbin.

Request URL	/api/v2/workbins/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

operationName	RequestStats

Sample

The request involves sending a JSON body as well as adhering to the URL path listed above.

Request

```
POST api/v2/workbins/6c715fa9-de16-4d23-b07c-cbcb1caf3e07
{
    "operationName": "RequestStats"
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
 {
    "statusCode": 0,
    "referenceId": 7
 }
```

CometD Response


```
{
   "workbinStats":{
      "abc2ad1b26ea4e9b8dd907eabe1672e4":{
         "MaxMovedToQueueAt":"2017-09-12T18:05:40Z",
         "MinMovedToQueueAt":"2017-09-12T18:05:40Z",
         "NumberOfInteractions":1
      }
   },
   "id":"6c715fa9-de16-4d23-b07c-cbcb1caf3e07",
   "workbinType":"Agent",
   "messageType": "WorkbinStatsMessage",
   "referenceId": 7
}
```

RequestAgentStats

This operation is part of the Workbins API section of the Web Services API.

Overview

Users can request statistics for workbins that have a specified type for a specified owner.

Request URL	/api/v2/workbins
HTTP Method	POST
Required Features	api-multimedia

Request Agent Workbins Stats

Parameters

Parameter	Value
operationName	RequestAgentStats

Sample

The request involves sending a JSON body as well as adhering to the URL path listed above.

Request

```
POST api/v2/workbins
{
    "operationName": "RequestAgentStats"
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
   "statusCode": 0,
   "referenceId": 1
}
```

CometD Response

```
{
   "workbinStats":{
      "bf839abe-81de-4e30-9fa7-f7b8ec0d6415":{
         "Count":1,
         "Owner":"28383e5523c7479cae4afa8df88d66df",
         "Type":"Agent"
      }
   },
   "messageType": "WorkbinStatsMessage",
   "referenceId": 1
}
```

Request Place Workbins Stats

Parameters

Parameter	Value
operationName	RequestAgentStats
workbinType	Place
workbinOwner	place name

Sample

The request involves sending a JSON body as well as adhering to the URL path listed above.

Request

```
POST api/v2/workbins
{
    "operationName": "RequestAgentStats",
    "workbinType": "Place",
    "workbinOwner": "Place1",
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
   "statusCode": 0,
   "referenceId": 2
}
```

CometD Response

```
{
   "workbinStats":{
      "861640a2-154e-4025-8e4f-49b74f805b6d":{
         "Count":1,
```

```
            "Owner":"Place1",
            "Type":"Place"
         }
      },
      "messageType": "WorkbinStatsMessage",
      "referenceId": 2
   }
```

Request Agent Group Workbins Stats

Parameters

Parameter	Value
operationName	RequestAgentStats
workbinType	AgentGroup
workbinOwner	agent group name

Sample

The request involves sending a JSON body as well as adhering to the URL path listed above.

Request

```
POST api/v2/workbins
{
    "operationName": "RequestAgentStats",
    "workbinType": "AgentGroup",
    "workbinOwner": "ServiceAgentGroup",
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
   "statusCode": 0,
   "referenceId": 3
}
```

CometD Response

```
{
   "workbinStats":{
      "39ac7955-8f82-4610-8090-7a6905a18073":{
         "Count":1,
         "Owner":"ServiceAgentGroup",
         "Type":"AgentGroup"
      }
   },
```

```
   "messageType": "WorkbinStatsMessage",
   "referenceId": 3
}
```

Request Place Group Workbins Stats

Parameters

Parameter	Value
operationName	RequestAgentStats
workbinType	PlaceGroup
workbinOwner	place group name

Sample

The request involves sending a JSON body as well as adhering to the URL path listed above.

Request

```
POST api/v2/workbins
{
    "operationName": "RequestAgentStats",
    "workbinType": "PlaceGroup",
    "workbinOwner": "ServicePlaceGroup",
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
   "statusCode": 0,
   "referenceId": 4
}
```

CometD Response

```
{
   "workbinStats":{
      "b28f9314-0a0d-451d-9a9a-45588dcc38c1":{
         "Count":1,
         "Owner":"ServicePlaceGroup",
         "Type":"PlaceGroup"
      }
   },
   "messageType": "WorkbinStatsMessage",
   "referenceId": 4
}
```

Request Agent Workbins Stats by User

Overview

Users can request statistics for workbins for a specific agent.

Request URL	/api/v2/users/{userId}/workbins
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	RequestAgentStats

Sample

The request involves sending a JSON body as well as adhering to the URL path listed above.

Request

```
POST api/v2/users/28383e5523c7479cae4afa8df88d66df/workbins
{
    "operationName": "RequestAgentStats"
}
```

Response

The response consists of an HTTP response and a CometD response.

HTTP response

```
{
   "statusCode": 0,
   "referenceId": 5
}
```

CometD Response

```
{
   "workbinStats":{
      "bf839abe-81de-4e30-9fa7-f7b8ec0d6415":{
         "Count":1,
         "Owner":"28383e5523c7479cae4afa8df88d66df",
         "Type":"Agent"
      }
   },
   "messageType": "WorkbinStatsMessage",
   "referenceId": 5
}
```

Workitem API

This document provides guidance for developers building workitem-related client applications and describes the Workitem API portion of the Web Services API.

Overview

Workitems are custom media types or tasks that are processed by the intelligent Workload Distribution (iWD) solution.

Resources

Resource

Workitem Control

Create

Accept

Reject

SetInFocus

Complete

User Data

AttachUserData

UpdateUserData

DeleteUserData

Conference & Transfer

Transfer

CometD notifications

You can subscribe to the **/v2/me/workitems** topic to receive CometD notifications for the Workitem API. This topic provides messages related to workitems, including changes to workitem state and updates to workitem data. It supports the following message types:

- WorkitemStateChangeMessage

WorkitemStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case WorkitemStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the workitem has changed. • PropertiesUpdated — The workitem data has changed. • Error — This is sent when an operation on the workitem resource fails.
data.workitem	A workitem resource with the updated state and capabilities.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
   "data":{
      "workitem":{
         "state":"Processing",
         "capabilities":[
            "Transfer",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetInFocus",
            "Complete"
         ],
```

```
         "id":"03W0GH2KD56YV000",
         "workitemType":"Inbound",
         "uri":"http://10.10.15.212:9090/api/v2/workitems/03W0GH2KD56YV000"
      },
      "referenceId":8,
      "notificationType":"StatusChange",
      "messageType":"WorkitemStateChangeMessage"
   }
}
```

Workitem Resource

Overview

The Workitem API part of the Web Services API includes properties that describe the current state of the workitem and the available operations based on the current state.

A full description of the properties included on the workitem resource and their possible values can be found here.

For the Workitem API, workitems are returned from **GET** requests to **/api/v2/me/workitems?fields=***

See the RecoveringExistingState page for examples.

Sample Data


```
"workitem": {
    "userData": {
        "RTargetTypeSelected": "2",
        "RTargetObjectSelected": "Workitems",
        "RVQID": "",
        "RTargetObjSelDBID": "158",
        "CBR-Interaction_cost": "",
        "CBR-contract_DBIDs": "",
        "RTargetAgentSelected": "htcc1",
        "CBR-IT-path_DBIDs": "",
        "RTargetRuleSelected": "",
        "RTargetPlaceSelected": "htcc1",
        "CBR-actual_volume": "",
        "RTenant": "Environment",
        "RRequestedSkills": None,
        "RRequestedSkillCombination": "",
        "RVQDBID": "",
        "RStrategyDBID": "906",
        "CustomerSegment": "default",
        "ServiceType": "default",
        "ServiceObjective": 0,
        "RTargetRequested": "Workitems",
        "RTargetAgentGroup": "Workitems",
        "PegAGWorkitems": 1,
        "RStrategyName": "Workitem"
    },
    "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT010",
    "capabilities": [
        "Accept",
        "Reject"
    ],
    "state": "Invited",
    "id": "03W07R2K4VAYT010",
    "receivedDate": "2014-03-26 16:02:22.000+0200"
```

```
}
```

Workitem Create

This operation is part of the Workitem API section of the Web Services API.

Overview

This request creates a workitem interaction.

Request URL	/api/v2/me/workitems
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Create
queueUri	URI of the queue that the interaction was in previously
parentId	Parent interaction id (optional)

Sample

Request

```
POST api/v2/me/workitems
{
  "operationName": "Create",
  "queueUri": "http://localhost:8080/api/v2/queues/995655ec-81a5-46b0-82d0-3f2c5eca263d"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 8
}
```

Notification


```
{
    "workitem": {
        "state": "Processing",
        "capabilities": [
            "Transfer",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetInFocus",
            "Complete"
        ],
        "id": "03W0GH2KD56YV000",
        "workitemType": "Inbound",
        "uri": "http://10.10.15.212:9090/api/v2/workitems/03W0GH2KD56YV000"
    },
    "referenceId": 8,
    "notificationType": "StatusChange",
    "messageType": "WorkitemStateChangeMessage"
}
```

Workitem Accept

This operation is part of the Workitem API section of the Web Services API.

Overview

This request accepts an incoming workitem interaction.

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

Parameters

Parameter	Value
operationName	Accept

Sample

Request

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

Response

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

Notification

Status changed to Processing

```
{
    "workitem": {
        "userData": {
```

```
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Workitems",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Workitems",
            "RTargetAgentGroup": "Workitems",
            "PegAGWorkitems": 2,
            "RStrategyName": "Workitem"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT010",
        "capabilities": [
            "Transfer",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetInFocus",
            "Complete"
        ],
        "state": "Processing",
        "id": "03W07R2K4VAYT010"
    },
    "referenceId": 6,
    "notificationType": "StatusChange",
    "messageType": "WorkitemStateChangeMessage"
}
```

Workitem Reject

This operation is part of the Workitem API section of the Web Services API.

Overview

This request rejects an incoming workitem interaction.

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

Parameters

Parameter	Value
operationName	Reject

Sample

Request

```
POST api/v2/me/workitems/03W07R2K4VAYT011
{
  "operationName": "Reject"
}
```

Response

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

Notification

Status changed to Completed

```
{
    "workitem": {
        "userData": {
```

```
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Workitems",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Workitems",
            "RTargetAgentGroup": "Workitems",
            "PegAGWorkitems": 1,
            "RStrategyName": "Workitem"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT011",
        "capabilities": [

        ],
        "state": "Completed",
        "id": "03W07R2K4VAYT011"
    },
    "referenceId": 6,
    "notificationType": "StatusChange",
    "messageType": "WorkitemStateChangeMessage"
}
```

Workitem SetInFocus

This operation is part of the Workitem API section of the Web Services API.

Overview

This request will set the focus parameter for the interaction. This is useful if an agent is handling more than one interaction and will aid in the proper reporting of time spent on each interaction.

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

Parameters

Parameter	Value
operationName	SetInFocus
inFocus	Boolean parameter **true** or **false**

Sample

Request

```
POST api/v2/me/workitems/0071023821aec011
{
  "operationName": "SetInFocus",
  "inFocus": [true or false]
}
```

Response

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

Workitem Complete

This operation is part of the Workitem API section of the Web Services API.

Overview

This request marks a workitem interaction as `Complete`. If a `queueName` is also specified, the workitem interaction will be placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queueName	name-of-the-queue to put workitem interaction (optional)

Sample

Request

```
POST api/v2/me/workitems/03W07R2K4VAYT010
{
  "operationName": "Complete"
}
```

or

```
POST api/v2/me/workitems/03W07R2K4VAYT010
{
  "operationName": "Complete",
  "queueName": "PostProcessingQueue"
}
```

Response

```
{
```

```
  "statusCode": 0,
  "referenceId" 8
}
```

Notification


```
{
    "workitem": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Workitems",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "UserData2": 123456789,
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "UserData1": "DATA1",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Workitems",
            "RTargetAgentGroup": "Workitems",
            "PegAGWorkitems": 2,
            "RStrategyName": "Workitem"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT010",
        "capabilities": [

        ],
        "state": "Completed",
        "id": "03W07R2K4VAYT010"
    },
    "referenceId": 8,
    "notificationType": "StatusChange",
    "messageType": "WorkitemStateChangeMessage"
}
```

Workitem AttachUserData

This operation is part of the Workitem API section of the Web Services API.

Overview

This request attaches the specified data to the interaction.

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

Parameters

Parameter	Value
operationName	AttachUserData
userData	The data to attach

Sample

Request

```
POST api/v2/me/workitems/03W07R2K4VAYT010
{
  "operationName": "AttachUserData",
  "userData": {
      "UserData1":"DATA1",
      "UserData2":123456789
   }
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 7
}
```

Notification


```
{
    "workitem": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Workitems",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "UserData2": 123456789,
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "UserData1": "DATA1",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Workitems",
            "RTargetAgentGroup": "Workitems",
            "PegAGWorkitems": 2,
            "RStrategyName": "Workitem"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT010",
        "capabilities": [
            "Transfer",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetInFocus",
            "Complete"
        ],
        "state": "Processing",
        "id": "03W07R2K4VAYT010"
    },
    "referenceId": 7,
    "notificationType": "PropertiesUpdated",
    "messageType": "WorkitemStateChangeMessage"
}
```

Workitem UpdateUserData

This operation is part of the Workitem API section of the Web Services API.

Overview

This request overwrites the specified keys with the specified values in the existing data.

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

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The data to attach

Sample

Request

```
POST api/v2/me/workitems/03W07R2K4VAYT010
{
  "operationName": "UpdateUserData",
  "userData": {
      "UserData1":"DATAUPDATE-@123",
      "UserData2":123456789
   }
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 7
}
```

Notification


```
{
    "workitem": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Workitems",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "UserData2": 123456789,
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "UserData1": ""DATAUPDATE-@123"",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Workitems",
            "RTargetAgentGroup": "Workitems",
            "PegAGWorkitems": 2,
            "RStrategyName": "Workitem"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT010",
        "capabilities": [
            "Transfer",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetInFocus",
            "Complete"
        ],
        "state": "Processing",
        "id": "03W07R2K4VAYT010"
    },
    "referenceId": 7,
    "notificationType": "PropertiesUpdated",
    "messageType": "WorkitemStateChangeMessage"
}
```

Workitem DeleteUserData

This operation is part of the Workitem API section of the Web Services API.

Overview

This request deletes the specified key from the attached data of an interaction.

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

Parameters

Parameter	Value
operationName	DeleteUserData
keys	The user data keys to delete

Sample

Request

```
POST api/v2/me/workitems/03W07R2K4VAYT010
{
  "operationName": "DeleteUserData",
  "keys": ["UserData1"]
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 7
}
```

Notification

```
{
    "workitem": {
```

```
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Workitems",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "UserData2": 123456789,
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Workitems",
            "RTargetAgentGroup": "Workitems",
            "PegAGWorkitems": 2,
            "RStrategyName": "Workitem"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT010",
        "capabilities": [
            "Transfer",
            "AttachUserData",
            "UpdateUserData",
            "DeleteUserData",
            "SetInFocus",
            "Complete"
        ],
        "state": "Processing",
        "id": "03W07R2K4VAYT010"
    },
    "referenceId": 7,
    "notificationType": "PropertiesUpdated",
    "messageType": "WorkitemStateChangeMessage"
}
```

Workitem Transfer

This operation is part of the Workitem API section of the Web Services API.

Overview

This request transfers a workitem to another user.

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

Parameters

Parameter	Value
operationName	Transfer
targetUri	user or queue to transfer to

Sample

Request

Transfer to Agent

```
POST api/v2/me/workitems/03W07R2K4VAYT013
{
  "operationName": "Transfer",
  "targetUri": "http://localhost:8080/api/v2/contacts/8f24c3856f0c4639acf94d279f34698d"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 16
}
```

Notification

Agent1 interaction status changed to Completed


```
{
    "workitem": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Workitems",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Workitems",
            "RTargetAgentGroup": "Workitems",
            "PegAGWorkitems": 1,
            "RStrategyName": "Workitem"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT013",
        "capabilities": [

        ],
        "state": "Completed",
        "id": "03W07R2K4VAYT013"
    },
    "referenceId": 16,
    "notificationType": "StatusChange",
    "messageType": "WorkitemStateChangeMessage"
}
```


Agent2 received invitation


```
{
    "workitem": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Workitems",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "htcc1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "RTargetPlaceSelected": "htcc1",
            "CBR-actual_volume": "",
            "RTenant": "Environment",
            "RRequestedSkills": None,
```

```
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Workitems",
            "RTargetAgentGroup": "Workitems",
            "PegAGWorkitems": 1,
            "RStrategyName": "Workitem"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT013",
        "capabilities": [
            "Accept",
            "Reject"
        ],
        "state": "Invited",
        "id": "03W07R2K4VAYT013"
    },
    "notificationType": "StatusChange",
    "messageType": "WorkitemStateChangeMessage"
}
```

Channels API

This document describes the Channels API portion of the Web Services API.

Resources

The Channels API includes the following resource:

- Channel resource

Managing channels

A channel represents a particular type of media such as email or chat, but it can also represent specific online platforms such as Salesforce or Facebook. Channels are linked to features in a one-to-many relationship; a feature can have multiple channels, while each channel is only associated with one feature.

Related operations

- Get all channels
- Get channel by ID
- Set channel to Ready
- Set channel to NotReady
- Set all channels to Ready
- Set all channels to NotReady
- Set all channels to DNDOn
- Set all channels to DNDOff

Channel resource

This resource is part of the Channels API section of the Web Services API.

Overview

The channel resource includes the channel and the user state for that channel. Channels are returned from GET requests to **/api/v2/me/channels?fields=***.

Sample Data

```
{
   "channels":[
      {
         "channel":"chat",
         "userState":{
            "id":"9430250E-0A1B-421F-B372-F29E69366DED",
            "displayName":"Ready",
            "state":"Ready"
         }
      },
      {
         "channel":"email",
         "userState":{
            "id":"900D55CC-2BB0-431F-8BF9-D3525B383BE6",
            "displayName":"Not Ready",
            "state":"NotReady"
         }
      },
      {
         "channel": "voice",
         "phoneNumber": "3001",
         "switchName": "SIP_Switch",
         "userActivity": "Idle",
         "userState": {
            "id": "9430250E-0A1B-421F-B372-F29E69366DED",
            "displayName": "Ready",
            "state": "Ready"
       }
   ]
}
```

Resource Details

Field	Description
channel	The name of the channel. For example, email or

Field	Description
	chat.
userState	The user's current state for the channel. This includes the userState's ID, display name, and the state.
switchName	The name of the switch owning the phone number. Note that switchName will be added to voice and instant-message channels only.

Get all channels

This operation is part of the Channels API section of the Web Services API.

Overview

Returns all of a user's channel states.

Request URL	/api/v2/me/channels
HTTP Method	GET
Required Features	api-multimedia

Sample

Request

```
GET /api/v2/me/channels
```

HTTP Response

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

CometD Notification

```
{
   "channels":[
      {
         "channel":"chat",
         "userState":{
            "id":"900D55CC-2BB0-431F-8BF9-D3525B383BE6",
            "displayName":"Not Ready",
            "state":"NotReady"
         }
      },
      {
         "channel":"email",
         "userState":{
            "id":"900D55CC-2BB0-431F-8BF9-D3525B383BE6",
            "displayName":"Not Ready",
            "state":"NotReady"
         }
      }
   ]
```

```
}
```

Get channel by ID

This operation is part of the Channels API section of the Web Services API.

Overview

Returns a user's state for the specified channel.

Request URL	/api/v2/me/channels/*{id}*
HTTP Method	GET
Required Features	api-multimedia

Sample

Request

```
GET /api/v2/me/channels/email
```

HTTP Response

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

CometD Notification

```
{
   "channels":{
      "channel":"email",
      "userState":{
         "id":"900D55CC-2BB0-431F-8BF9-D3525B383BE6",
         "displayName":"Not Ready",
         "state":"NotReady"
      }
   }
}
```

Set channel to Ready

This operation is part of the Channels API section of the Web Services API.

Overview

Sets an agent's channel status to Ready, meaning that the agent is ready to receive interaction invitations for the specified media channel.

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

Parameters

Parameter	Value
operationName	Ready

Sample

Request

```
POST /api/v2/me/channels/chat
{
   "operationName": "Ready"
}
```

HTTP Response

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

Set channel to NotReady

This operation is part of the Channels API section of the Web Services API.

Overview

Sets an agent's channel status to NotReady, meaning the agent is not ready to receive interaction invitations for that channel.

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

Parameters

Parameter	Value
operationName	NotReady

Sample

Request

```
POST /api/v2/me/channels/chat
{
   "operationName": "NotReady"
}
```

HTTP Response

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

Set all channels to Ready

This operation is part of the Channels API section of the Web Services API.

Overview

Sets all of an agent's channel statuses to Ready, meaning that the agent is ready to receive interaction invitations for all media channels.

Request URL	/api/v2/me
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Ready
workmode	This optional parameter specifies which workmode is applied to the Ready operation. Valid values are `ManualIn` and `AutoIn`. **Note:** `workmode` will be applied for voice channel only.

Sample

```
POST /api/v2/me
{
   "operationName": "Ready"
}
```

HTTP Response

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

Set all channels to NotReady

This operation is part of the Channels API section of the Web Services API.

Overview

Sets all of an agent's channel statuses to NotReady, meaning that the agent is not ready to receive interaction invitations for any media channel.

Request URL	/api/v2/me
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	NotReady

Sample

Request

```
POST /api/v2/me
{
   "operationName": "NotReady"
}
```

HTTP Response

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

Set all channels to DNDOn

This operation is part of the Channels API section of the Web Services API.

Overview

Sets the DoNotDisturb status for all devices and channels. This operation overrides other statuses, such as Ready.

Request URL	/api/v2/me
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	DoNotDisturbOn

Sample

Request

```
POST /api/v2/me
{
   "operationName": "DoNotDisturbOn"
}
```

HTTP Response

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

Set all channels to DNDOff

This operation is part of the Channels API section of the Web Services API.

Overview

Turns off the DoNotDisturb status for all devices and channels. This operation overrides other statuses, such as Ready.

Request URL	/api/v2/me
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	DoNotDisturbOff

Sample

Request

```
POST /api/v2/me
{
   "operationName": "DoNotDisturbOff"
}
```

HTTP Response

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

Provisioning API

This document describes the Provisioning API portion of the Web Services API.

Provisioning API

Business Unit API
Devices API
Place Management API
Users API
User Settings API

Business Unit API

This document describes the Business Unit API section of the Provisioning API portion of the Web Services API and provides guidance for developers building voice-related client applications.

Overview

The Business Unit API provides operations related to Business Units.

Currently the relationship between agents, supervisors, skills, and queues is tracked at the contact center level. This works for smaller deployments, but in larger contact centers it makes more sense to form groups that are assigned a subset of these contact center resources in order to display and manipulate data that is relevant for the currently logged in user.

Business Unit is a group with type=`BusinessUnit` It contains the following subresources - users, supervisors, queues and skills:

```
GET /groups/{id}?subresources=*
{
   "name":"Tech Support",
   "contains":["users", "skills", "queues"],
   "users":[{"userName":"user1", etc}],
   "supervisors":[{"userName":"supervisor1", etc}],
   "skills":[{"name":"tech support.Spanish", "description":"Spanish skill"}],
   "queues":[{"name":"queue1", etc}]
   "type":"BusinessUnit"
}
```

As all other sub-resources, "skills" and "queues" are accessible through a call. For example:

```
GET /groups/{id}/skills,
GET /groups/{id}/queues,
GET /groups/(id}/users,
GET /groups/{id}/supervisors or
GET /groups/{id}?subresources=.
```

Groups that contain users will be synchronized with Configuration Server "agent groups" with the associated name as described here. All other resources in the group (for example: skills, queues) does not have a Configuration Server representation of the relationship.

A Configuration Server agent group will always represented as a Business Unit in Web Services which means that other resources may potentially be associated with the group within Web Services.

Business Unit API

Create a Business Unit
Assign a Supervisor
Assign a Queue
Assign a Skill
Assign or Unassign an Agent
Retrieve Content
Retrieve List of Business Units

Scenarios

Scenario	Expected Sequence	Role
Assign supervisor to Business Unit	• Create a new Business Unit • Assign supervisor to Business Unit • Assign queue to Business Unit	Admin
Create a skill associated with a specific Business Unit	• Create a skill using the existing API • Assign queue, skill, and supervisor to a Business Unit	Admin
Create a skill with the same name for two different Business Units	• Because skill name must be unique the skill naming convention must be handled by the User Interface. • For example, the skill names could be `TechSupport.Spanish` and `Sales.Spanish` with the queue name cut out when displayed on the UI) Otherwise the sequence is the same as above.	Admin
Assign a set of agents to the supervisor	• Assign supervisor and agents	Admin

Scenario	Expected Sequence	Role
	to the same Business Unit	
Retrieve all entities the current user is responsible for	• Retrieve Business Unit membership • Determine where the current user is in `supervisors` list • All entities may be retrieved for all Business Units where the current user is a supervisor	Any user
Unassign any entity from Business Unit	• The association is removed between entity and Business Unit	Admin

Create a Business Unit

This operation is part of the Business Unit API section of the Web Services API.

Overview

It is used to create a business unit group containing users, queues, skills.

Example

```
POST /groups
{
    "name":"Tech Support",
    "type":"BusinessUnit"
}
```

Remove Business Unit

This operation is part of the Business Unit API section of the Web Services API.

Overview

Delete a business unit group containing users, queues, skills.

Example

```
DELETE /groups/{id}
```

Assign Supervisor to Business Unit

Overview

This operation is part of the Business Unit API section of the Web Services API.

It is used to assign a supervisor to the business unit. This will also assign the supervisor to the corresponding Configuration Manager agent group's "supervisors" collection.

Example

```
POST /groups/{id}/supervisors
{
   "uris":"<uri of supervisor user>"
}
```

Assign Queue to Business Unit

Overview

This operation is part of the Business Unit API section of the Web Services API.

Assign a queue to a Business Unit.

Bulk assignment operations are available for this operation.

Example

```
POST /groups/{id}/queues
{
   "uris":"<queue uri>"
}
```

Remove Queue from Business Unit

This operation is part of the Business Unit API section of the Web Services API.

Overview

Delete a queue from a business unit.

Example

```
DELETE /groups/{id}/queues/{id}
```

Bulk Assign Queues to a Business Unit

This operation is part of the Business Unit API section of the Web Services API.

Overview

Bulk assign queues to a business unit.

Example

```
POST /groups/{id}/queues
{
   "uris":["queue uri", "queue uri", …]
}
```

Assign Skill to a Business Unit

Overview

This operation is part of the Business Unit API section of the Web Services API.

Assign a skill to a Business Unit.

Bulk assignment operations are available for this operation.

Example

```
POST /groups/{id}/skills
{
    "uris":"<skill uri>"
}
```

Remove Skill from a Business Unit

This operation is part of the Business Unit API section of the Web Services API.

Overview

Delete a skill from a business unit.

Example

```
DELETE /groups/{id}/skills/{id}
```

Bulk Assign Skills to a Business Unit

This operation is part of the Business Unit API section of the Web Services API.

Overview

Bulk assign skills to a business unit.

Example

```
POST /groups/{id}/skills
{
   "uris":["skill uri", "skill uri", …]
}
```

Assign Agent to Business Unit

Overview

This operation is part of the Business Unit API section of the Web Services API.

Assign an agent to the Business Unit.

This will also assign the corresponding Configuration Manager person to the agent group.

Assigning an agent to a Business Unit can be done two ways:

- Assign an Agent to a Business Unit
- Assign a Business Unit to an agent

Bulk assignment operations are available for this operation.

Example - Assign agent to group

```
POST /groups/{id}/users
{
   "uris":"<user uri>"
}
```

Remove Agent from Business Unit

This operation is part of the Business Unit API section of the Web Services API.

Overview

Remove an agent from a Business Unit.

Unassigning an agent from a Business Unit can be done two ways:

- Unassign an Agent to a Business Unit
- Unassign a Business Unit to an agent

Example - Remove an agent from a Business Unit

```
DELETE /groups/{id}/users/{id}
```

Bulk Assign Agents to as Business Unit

This operation is part of the Business Unit API section of the Web Services API.

Overview

Bulk assign agents to a business unit.

Example

```
POST /groups/{id}/users
{
   "uris":["user uri", "user uri", …]
}
```

Assign Business Unit To Agent

This operation is part of the Business Unit API section of the Web Services API.

Overview

Assign a business unit to an agent.

This will also assign the Business Unit to the corresponding Configuration Manager person.

Assigning an agent to a Business Unit can be done two ways:

- Assign an Agent to a Business Unit
- Assign a Business Unit to an agent

Bulk assignment operations are available for this operation.

```
POST /users/{id}/groups
{
   "uris":["group uri"]
}
```

Remove Business Unit from Agent

This operation is part of the Business Unit API section of the Web Services API.

Overview

Remove an agent from a Business Unit.

Example

```
DELETE /users/{id}/groups/{id}
```

Retrieve Business Unit Content

Overview

This operation is part of the Business Unit API section of the Web Services API.

It is used to retrieve business unit content.

Example

```
GET /groups/{id}?subresources=*
{
   "name":"Tech Support",
   "contains":["users", "skills", "queues"],
   "users":[{"userName":"user1", etc}],
   "supervisors":[{"userName":"supervisor1", etc}],
   "skills":[{"name":"tech support.Spanish", "description":"Spanish skill"}],
   "queues":[{"name":"queue1", etc}]
   "type":"BusinessUnit"
}
```

Retrieve Business Units list

Overview

This operation is part of the Business Unit API section of the Web Services API.

Retrieve Business Units.

Example

In this example, we retrieve the agent group named Sales.

```
GET /groups?subresources=*&type=BusinessUnit
{
    "groups":[
           {
               "names": "Sales",
               "contains":["users", "skills", "queues"],
               "type":"BusinessUnit"
           }
     ]
}
```

Devices API

Devices API

Operations
Attributes
List Devices
Create Device
Delete Device
Assign Device

Devices API

Unassign Device
Create and Assign Device to User

Operations

The following operations are available for the /devices URI:

Operation	Description	Permissions
GET	Retrieves a list of all devices for the specified grouping (for example /users/{id}/devices will retrieve a list of devices assigned to the specified user).	• Contact Center Admin • Agent (only for objects owned by this agent)
POST	Creates a new device	Contact Center Admin

In addition, the following operations are supported for individual devices specified by the /devices/{id} URI:

Operation	Description	Permissions
GET	Retrieves information about the specified device.	• Contact Center Admin • Agent (only for objects owned by this agent)
DELETE	Removes the device.	Contact Center Admin

Attributes

Attribute	Type	Description	Access Level
type	String	`ACDPosition`.	GET, POST
vendor	String	Optional. Device vendor.	GET, POST
model	String	Optional. Device model.	GET, POST
phoneNumber	String	Mandatory. The phone number assigned to this device.	GET, POST
userState	AgentState	The current contact center state of the user to whom the device is assigned represented by an agent state object as described in Agent states settings.	GET
country	String	The phone number country information: `"country":{"name":"United States","code":"US","callingCode":"1"}`	GET
location	String	Geographocal location of this phone number	GET
localNumber	String	Phone number in the format of the home country of this phone number	GET
e164number	String	Phone number in E.164 format	GET
doNotDisturb	String	The do not disturb state on this device. Valid values are `On|Off`.	GET
forwardTo	String	The number to which calls are forwarded (if forwarding is enabled)	GET
capabilities	String Array	A list of operations currently available on the device. Possible values for users with role `ROLE_AGENT`: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, ForwardCallsOff In addition, users who have	GET

Attribute	Type	Description	Access Level
		the role ROLE_SUPERVISOR may see one or more of the following: ListenIn, BargeIn, Coach, CancelSupervisorMonitoring,MuteMonitoredUser,UnmuteMonitoredUser The exact combination depends on the particular contact center configuration as well as the current supervisorMonitoringState and supervisorMonitoringMode(see below) set for the device. In addition, if another supervisor is already monitoring the device, these functions will not be available as only one supervisor at a time may monitor a given device.	

supervisorMonitoringState	Object	Structure describing the current state of supervisor monitoring on the device. If supervisor monitoring is not active on the device, this property will be absent.
		
		If included, the structure is as follows:
		
		{ "state": "Coach", "mode": "AllCalls", "scope": "Call", "targetDeviceUri": <device uri> }
		
		• Values
		  • state - ListenIn, Coach, or BargeIn.
		  • mode - NextCall or AllCalls
		  • scope - Call or Agent
		  • targetDeviceUri - The uri of the device being monitored.
			GET

Attribute	Type	Description	Access Level
		For additional details on the possible values for each property, check the corresponding properties in the operation documentation.	
telephonyNetwork	String	This property denotes the type of telephony network the device is associated with. Valid values are `Public` or `Private`. • `Public` - This would be set for a device that is connected over the PSTN via SIP Server. • `Private` - Other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya. If no value is provided for this property on device creation, the default value `Private` is assigned.	GET, POST
voiceServiceUri	String	This attribute is only present when multiple voice services are present and a device needs to be explicitly assigned to one of them.	GET, POST
monitoredUserMuted	boolean	This attribute indicates mute state of the user monitored by the supervisor.	GET

List Devices

This operation allows you to list devices.

Requests

Devices can be listed in the following groupings:

- **All devices in a contact center**
  - requires contact center admin role.
  - Path to be used: **.../api/v2/devices**
- **All devices assigned to a given user**
  - Requires contact center admin role.
  - Path to be used: **...api/v2/users/{userid}/devices**
- **All devices assigned to the current user**
  - Requires contact center agent or login role.
  - Path to be used: **...api/v2/me/devices**

List Device URIs or Devices

Request

The request can return the list of device URIs or the list of devices. To list uris:

```
GET .../devices
```

Response

```
{
   "statusCode":0,
   "uris":[
      "http://172.21.16.123:8080/cloud-web/api/v2/devices/0c754c1f-7a65-4a7f-9a2b-
c5bb5c983653",
      "http://172.21.16.123:8080/cloud-web/api/v2/devices/
406ff680-63c8-4eeb-8c23-f39f538059d1",
      "http://172.21.16.123:8080/cloud-web/api/v2/devices/d6186ffc-af3d-4925-835e-
a9e8dad98051"
   ]
}
```

List Device Fields

Request

To list devices use the `fields=*` query parameter:

```
GET .../devices?fields=*
```

Response


```
{
   "statusCode":0,
   "devices":[
      {
         "id":"0c754c1f-7a65-4a7f-9a2b-c5bb5c983653",
         "deviceState":"Inactive",
         "phoneNumberUri":"http://172.21.16.123:8080/cloud-web/api/v2/phone-numbers/
6658d431-9195-4184-a462-b8a6fd901de8",
         "telephonyNetwork":"Public",
         "model":"CloudDevice",
         "vendor":"Genesys",
         "phoneNumber":"+16509870000",
         "country":{
            "name":"United States",
            "code":"US",
            "callingCode":"1"
         },
         "location":"California",
         "e164Number":"+16509870000",
         "voiceServiceUri":"http://172.21.16.123:8080/cloud-web/api/v2/services/
b40eb01e-199d-4db3-a91f-a0cf104ab2bf"
      },
      {
         "id":"1fd21300-303d-401f-9b4c-0d9c2801433e",
         "deviceState":"Inactive",
         "phoneNumberUri":"http://172.21.16.123:8080/cloud-web/api/v2/phone-numbers/
812a7b7b-0e5b-4025-9443-79363b85773c",
         "telephonyNetwork":"Public",
         "model":"CloudDevice",
         "vendor":"Genesys",
         "phoneNumber":"3001",
         "country":{
            "name":"",
            "code":"",
            "callingCode":""
         },
         "e164Number":"3001",
         "voiceServiceUri":"http://172.21.16.123:8080/cloud-web/api/v2/services/
b40eb01e-199d-4db3-a91f-a0cf104ab2bf"
      },
      ...
   ]
}
```

Create Device

This operation is used to create a device.

Request

- **POST .../api/v2/devices**

> **Important**
> Requires the administrator role

The body includes 1 mandatory parameter:

- `phoneNumber` must be present.

The property `telephonyNetwork` can optionally be provided with a value of `Public` or `Private`. See the device attributes table for additional details.

The `model` and `vendor` properties have been deprecated in Version 2 of the API and will be ignored if present in creation requests.

```
POST .../api/v2/devices
{
  "phoneNumber": "3001"
}
```

The Response contains the `uri` and `id` of the device.

Example

```
{
    "statusCode": 0,
    "id": "0bf06531-9cb7-4d6e-bff3-d910f83a493d",
    "uri": "http://172.21.16.123:8080/cloud-web/api/v2/devices/0bf06531-9cb7-4d6e-
bff3-d910f83a493d"
}
```

If the phone number is already in use, **403 FORBIDDEN** will be returned.

Delete Device

This operation allows you to delete a device by sending the device id in the reuest.

Request

- **.../api/v2/devices/{deviceid}**

> **Important**
> Requires contact center admin role

Example

```
DELETE .../api/v2/devices/{id}
```

Assign Device

A created device can be assigned to user using different paths.

The device is unassigned from previous owner, if it was assigned previously.

The target user must have contact center agent role.

Requests

- **.../api/v2/users/{userId}/devices**
  - Assigns the device to target user
  - Requires contact center admin role.
- **.../api/v2/me/devices**
  - Assigns the device to current user
  - Requires agent role.

Example

The method to be used: POST with body containing URI of device:

```
{
  "uri":"http://172.21.16.123:8080/cloud-web/api/v2/devices/a31dff0a-
d064-4614-9f28-e044290ea266"
}
```

Unassign Device

A device can be unassigned from an agent by using DELETE method:

Requests

- **...api/v2/users/{userid}/devices/{deviceid}**
  - Unassigns device from target user
  - Requires contact center admin role
- **...api/v2/me/devices/{deviceid}**
  - Unassigns device from current user
  - Requires contact center agent role.

Example

```
DELETE .../api/v2/users/{user_id}/devices/{device_id}
```

Create and Assign Device to User

The device can be created and assigned to a user using different paths.

The device is unassigned from previous owner, if it was assigned previously.

The target user must have `Contact Center Agent` role.

Requests

- **.../api/v2/users/{userId}/devices**
  - Creates and assigns the device to target user.
  - Requires contact center admin role.

```
POST .../api/v2/users/{user_id}/devices
{
  "phoneNumber": "3001"
}
```

- **.../api/v2/me/devices**
  - Creates assigns the device to current user.
  - Requires agent role.

```
POST .../api/v2/me/devices
{
  "phoneNumber": "3001"
}
```

The method to be used: POST with body which contains device resource to be used for device creation (see create device section).

Response

```
{
    "statusCode": 0,
    "id": "0bf06531-9cb7-4d6e-bff3-d910f83a493d",
    "uri": "http://172.21.16.123:8080/cloud-web/api/v2/devices/0bf06531-9cb7-4d6e-
bff3-d910f83a493d"
}
```

Place Management API

Overview

You can use the Place Management API to get read and write access to the Place object in Configuration Server.

Basic Place Management Operations

GetPlaces
GetPlaceByID
Create
Update
Delete

Place Assignment

AssignPlaceToUser
UnassignPlaceFromUser
AssignPlaceToBusinessUnit
UnassignPlaceFromBusinessUnit

Device Assignment

AssignDeviceToPlace
UnassignDeviceFromPlace

List Places

This operation is part of the Place Management API section of the Web Services API.

Overview

Retrieves a list of place objects.

Request URL	/api/v2/places?fields=*
HTTP Method	GET
Required Features	api-provisioning-read

Samples

Request

```
GET /api/v2/places?fields=*
```

HTTP Response

```
{
   statusCode: 0
   places:
   [
      {
        id: "2627bd1e-b623-4e7d-a37c-434b9e5a5a27"
        name: "Place2"
        uri: "http://localhost:8080/api/v2/places/2627bd1e-b623-4e7d-a37c-434b9e5a5a27"
        path: "/places/2627bd1e-b623-4e7d-a37c-434b9e5a5a27"
      },
      {
         id: "32da4e85-5aa4-434d-98cd-4ad2bfa95978"
         name: "b.vbdomain"
         uri: "http://localhost:8080/api/v2/places/32da4e85-5aa4-434d-98cd-4ad2bfa95978"
         path: "/places/32da4e85-5aa4-434d-98cd-4ad2bfa95978"
      }
   ]
}
```

List Place by ID

This operation is part of the Place Management API section of the Web Services API.

Overview

Retrieves a place object for the specified ID.

Request URL	/api/v2/places/*{id}*
HTTP Method	GET
Required Features	api-provisioning-read

Samples

Request

```
GET /api/v2/places/2c37d9fd-6ec6-4ac8-a091-ce9143048bf5
```

HTTP Response

```
{
   statusCode: 0
   place: {
      id: "2c37d9fd-6ec6-4ac8-a091-ce9143048bf5"
      name: "JohnS"
      uri: "http://hpe-voicevm-70.genesyslab.com:8090/api/v2/places/
2c37d9fd-6ec6-4ac8-a091-ce9143048bf5"
      path: "/places/2c37d9fd-6ec6-4ac8-a091-ce9143048bf5"
   }
}
```

List Places Assigned to User

This operation is part of the Place Management API section of the Web Services API.

Overview

Retrieves places assigned to the specified user ID.

Request URL	/api/v2/users/*{id}*/places
HTTP Method	GET
Required Features	api-provisioning-read

Samples

Request

```
GET /api/v2/users/2fe900a79ca644bb8e7a11595e1ac842/places
```

HTTP Response

```
{
    "paths": [
        "/places/036c9f75-5234-4e9d-9ec3-ab8ea808f5c2"
    ],
    "statusCode": 0,
    "uris": [
        "http://esx37-ip21-204.gws.genesys.com:8090/api/v2/places/
036c9f75-5234-4e9d-9ec3-ab8ea808f5c2"
    ]
}
```

This request uses the `fields` request parameter:

Request

```
GET /api/v2/users/2fe900a79ca644bb8e7a11595e1ac842/places?fields=*
```

HTTP Response

```
{
    "places": [
        {
```

```
            "id": "3e3eb354-fff4-44ac-a89f-a0f3b4172434",
            "name": "3001",
            "path": "/places/3e3eb354-fff4-44ac-a89f-a0f3b4172434",
            "uri": "http://1.2.3.4:8080/api/v2/places/3e3eb354-fff4-44ac-a89f-a0f3b4172434"
        }
    ],
    "statusCode": 0
}
```

This request uses the `subresources` request parameter:

Request

```
GET /api/v2/users/2fe900a79ca644bb8e7a11595e1ac842/places?subresources=*
```

HTTP Response

```
{
    "places": [
        {
            "id": "3e3eb354-fff4-44ac-a89f-a0f3b4172434",
            "name": "3001",
            "path": "/places/3e3eb354-fff4-44ac-a89f-a0f3b4172434",
            "uri": "http://1.2.3.4:8080/api/v2/places/3e3eb354-fff4-44ac-a89f-a0f3b4172434"
        }
    ],
    "statusCode": 0
}
```

List Places Assigned to Business Unit

This operation is part of the Place Management API section of the Web Services API.

Overview

Retrieves places assigned to the specified business unit ID.

Request URL	/api/v2/groups/*{id}*/places
HTTP Method	GET
Required Features	api-provisioning-read

Samples

Request

```
GET /api/v2/groups/2-6c439a40-55aa-4ecf-a52e-a6a7cd03cd28/places
```

HTTP Response

```
{
    "paths": [
        "/places/d6d40340-1e28-4d3b-bf6c-a09c59d3033f"
    ],
    "statusCode": 0,
    "uris": [
        "http://1.2.3.4:8080/api/v2/places/d6d40340-1e28-4d3b-bf6c-a09c59d3033f"
    ]
}
```

This request uses the `fields` request parameter:

Request

```
GET /api/v2/groups/2-6c439a40-55aa-4ecf-a52e-a6a7cd03cd28/places?fields=*
```

HTTP Response

```
{
```

```
    "places": [
        {
            "id": "3e3eb354-fff4-44ac-a89f-a0f3b4172434",
            "name": "3001",
            "path": "/places/3e3eb354-fff4-44ac-a89f-a0f3b4172434",
            "uri": "http://1.2.3.4:8080/api/v2/places/3e3eb354-fff4-44ac-a89f-a0f3b4172434"
        }
    ],
    "statusCode": 0
}
```


This request uses the `subresources` request parameter:

Request

```
GET /api/v2/groups/2-6c439a40-55aa-4ecf-a52e-a6a7cd03cd28/places?subresources=*
```

HTTP Response


```
{
    "places": [
        {
            "id": "3e3eb354-fff4-44ac-a89f-a0f3b4172434",
            "name": "3001",
            "path": "/places/3e3eb354-fff4-44ac-a89f-a0f3b4172434",
            "uri": "http://1.2.3.4:8080/api/v2/places/3e3eb354-fff4-44ac-a89f-a0f3b4172434"
        }
    ],
    "statusCode": 0
}
```

Create

This operation is part of the Place Management API section of the Web Services API.

Overview

Creates a new place.

Request URL	api/v2/places
HTTP Method	POST
Required Features	api-provisioning-write

Parameters

Parameter	Value
name	The name of the place.

Samples

Request

```
POST /api/v2/places
{
  "name":"JoshW"
}
```

HTTP Response

```
{
   statusCode: 0
   id: "15f4b6e7-f8f7-4039-b2f0-23ee146a7e8b"
   path: "/places/15f4b6e7-f8f7-4039-b2f0-23ee146a7e8b"
   uri: "http://hpe-voicevm-70.genesyslab.com:8090/api/v2/places/
15f4b6e7-f8f7-4039-b2f0-23ee146a7e8b"
}
```

Update

This operation is part of the Place Management API section of the Web Services API.

Overview

Updates the specified place.

Request URL	/api/v2/places/*{id}*
HTTP Method	PUT
Required Features	api-provisioning-write

Parameters

Parameter	Value
name	The updated name of the place.

Samples

Request

```
PUT /api/v2/places/15f4b6e7-f8f7-4039-b2f0-23ee146a7e8b
{
  "name":"JoshQ"
}
```

Response

```
{
   statusCode: 0
}
```

Delete

This operation is part of the Place Management API section of the Web Services API.

Overview

Deletes the specified place.

Request URL	/api/v2/places/*{id}*
HTTP Method	DELETE
Required Features	api-provisioning-write

Samples

Request

```
DELETE /api/v2/places/a0eead68-d155-4d37-aa71-835ce3c8423e
```

HTTP Response

```
{
   statusCode: 0
}
```

Assign Device to Place

This operation is part of the Place Management API section of the Web Services API.

Overview

Assigns a device to a place.

Request URL	/api/v2/places/{id}/devices
HTTP Method	POST
Required Features	api-provisioning-write

Parameters

Parameter	Value
path	The path of the device to assign.

Samples

Request

```
POST /api/v2/places/15f4b6e7-f8f7-4039-b2f0-23ee146a7e8b/devices
{
    "path": "/devices/690cb3ce-a11a-431c-8ff8-ed1de32219a0"
}
```

HTTP Response

```
{
   "statusCode":0,
   "paths":[
      "/devices/690cb3ce-a11a-431c-8ff8-ed1de32219a0"
   ],
   "uris":[
      "http://hpe-voicevm-70.genesyslab.com:8090/api/v2/devices/690cb3ce-
a11a-431c-8ff8-ed1de32219a0"
   ]
}
```

Unassign Device from Place

This operation is part of the Place Management API section of the Web Services API.

Overview

Unassigns a device from a place.

Request URL	/api/v2/places/{id}/devices/{id}
HTTP Method	DELETE
Required Features	api-provisioning-write

Samples

Request

```
DELETE /api/v2/places/15f4b6e7-f8f7-4039-b2f0-23ee146a7e8b/devices/690cb3ce-
a11a-431c-8ff8-ed1de32219a0
```

HTTP Response

```
{
   statusCode: 0
}
```

Assign Place to User

This operation is part of the Place Management API section of the Web Services API.

Overview

Assigns a place to a user.

Request URL	/api/v2/users/{id}/places
HTTP Method	POST
Required Features	api-provisioning-write

Parameters

Parameter	Value
path	The path of the place to assign to the user.
paths	The paths of several places to assign to the user.
uri	The uri of the place to assign to the user.
uris	The uris of several places to assign to the user.

> **Important**
> All parameters are independent and can be used separately from each other.

Samples

This example sends a request with the **uri** parameter:

Request

```
POST /api/v2/users/11f2929763414ad2932d1a05e5abd5ae/places
{
  'uri': 'http://1.2.3.4:8080/api/v2/places/d6d40340-1e28-4d3b-bf6c-a09c59d3033f'
}
```

HTTP Response

```
{
    "paths": [
        "/places/d6d40340-1e28-4d3b-bf6c-a09c59d3033f"
    ],
    "statusCode": 0,
    "uris": [
        "http://1.2.3.4:8080/api/v2/places/d6d40340-1e28-4d3b-bf6c-a09c59d3033f"
    ]
}
```

This example sends a request with the **uris** parameter:

Request

```
POST /api/v2/users/11f2929763414ad2932d1a05e5abd5ae/places
{
  'uris': [
    'http://1.2.3.4:8080/api/v2/places/d6d40340-1e28-4d3b-bf6c-a09c59d3033f',
    'http://1.2.3.4:8080/api/v2/places/14f6636cf11447919604ac42f952e2a2'
  ]
}
```

HTTP Response

```
{
    "paths": [
        "/places/d6d40340-1e28-4d3b-bf6c-a09c59d3033f",
        "/places/14f6636cf11447919604ac42f952e2a2"
    ],
    "statusCode": 0,
    "uris": [
        "http://1.2.3.4:8080/api/v2/places/d6d40340-1e28-4d3b-bf6c-a09c59d3033f",
        "http://1.2.3.4:8080/api/v2/places/14f6636cf11447919604ac42f952e2a2
    ]
}
```

This example sends a request with the **path** parameter:

Request

```
POST /api/v2/users/11f2929763414ad2932d1a05e5abd5ae/places
{
  'path': '/places/0e0bb396-3dc3-42a9-9b20-f1e66e0805cd'
}
```

HTTP Response

```
{
    "paths": [
        "/places/0e0bb396-3dc3-42a9-9b20-f1e66e0805cd"
    ],
```

```
    "statusCode": 0,
    "uris": [
        "http://1.2.3.4:8080/api/v2/places/0e0bb396-3dc3-42a9-9b20-f1e66e0805cd"
    ]
}
```

This example sends a request with the **paths** parameter:

Request

```
POST /api/v2/users/11f2929763414ad2932d1a05e5abd5ae/places
{
  'paths': [
    '/places/0e0bb396-3dc3-42a9-9b20-f1e66e0805cd',
    '/places/b24c94d1-d31e-4a97-853f-50aabd5c159f'
  ]
}
```

HTTP Response

```
{
    "paths": [
        "/places/0e0bb396-3dc3-42a9-9b20-f1e66e0805cd",
        "/places/b24c94d1-d31e-4a97-853f-50aabd5c159f"
    ],
    "statusCode": 0,
    "uris": [
        "http://1.2.3.4:8080/api/v2/places/0e0bb396-3dc3-42a9-9b20-f1e66e0805cd",
        "http://1.2.3.4:8080/api/v2/places/b24c94d1-d31e-4a97-853f-50aabd5c159f
    ]
}
```

Unassign Place from User

This operation is part of the Place Management API section of the Web Services API.

Overview

Unassigns a place from a user.

Request URL	/api/v2/users/*{id}*/places/*{id}*
HTTP Method	DELETE
Required Features	api-provisioning-write

Samples

Request

```
DELETE  /api/v2/users/11f2929763414ad2932d1a05e5abd5ae/places/
bff40675-0936-4ab4-9b82-77ff8d144c81
```

HTTP Response

```
{
   statusCode: 0
}
```

Assign Place to Business Unit

This operation is part of the Place Management API section of the Web Services API.

Overview

Assigns a place to a business unit.

Request URL	/api/v2/groups/*{id}*/places
HTTP Method	POST
Required Features	api-provisioning-write

Parameters

Parameter	Value
path	The path of the place to assign to the business unit.
paths	The paths of several places to assign to the business unit.
uri	The uri of the place to assign to the business unit.
uris	The uris of several places to assign to the business unit.

> **Important**
> All parameters are independent and can be used separately from each other.

Samples

This example sends a request with the **uri** parameter:

Request

```
POST /api/v2/groups/2-6c439a40-55aa-4ecf-a52e-a6a7cd03cd28/places
{
  'uri': 'http://1.2.3.4:8080/api/v2/places/d6d40340-1e28-4d3b-bf6c-a09c59d3033f'
}
```

HTTP Response

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

This example sends a request with the **uris** parameter:

Request

```
POST /api/v2/groups/2-6c439a40-55aa-4ecf-a52e-a6a7cd03cd28/places
{
  'uris': [
    'http://1.2.3.4:8080/api/v2/places/d6d40340-1e28-4d3b-bf6c-a09c59d3033f',
    'http://1.2.3.4:8080/api/v2/places/14f6636cf11447919604ac42f952e2a2'
  ]
}
```

HTTP Response

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

This example sends a request with the **path** parameter:

Request

```
POST /api/v2/groups/2-83a7bfc5-8151-4079-8ab8-cbc130656a58/places
{
  'path': '/places/0e0bb396-3dc3-42a9-9b20-f1e66e0805cd'
}
```

HTTP Response

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

This example sends a request with the **paths** parameter:

Request

```
POST /api/v2/groups/2-83a7bfc5-8151-4079-8ab8-cbc130656a58/places
{
  'paths': [
    '/places/0e0bb396-3dc3-42a9-9b20-f1e66e0805cd',
    '/places/b24c94d1-d31e-4a97-853f-50aabd5c159f'
  ]
}
```

HTTP Response

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

Unassign Place from Business Unit

This operation is part of the Place Management API section of the Web Services API.

Overview

Unassigns a place from a business unit.

Request URL	/api/v2/groups/*{id}*/places/*{id}*
HTTP Method	DELETE
Required Features	api-provisioning-write

Samples

Request

```
DELETE /api/v2/groups/2fe900a79ca644bb8e7a11595e1ac842/places/
036c9f75-5234-4e9d-9ec3-ab8ea808f5c2
```

HTTP Response

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

Users API

This document describes the Users API portion of the Web Services API.

Basic User Operations

Users Resource
Create User
Delete User
Update User
Get all Users
Get a Specific User
Get all Sub-Resources for a User
Unlock User Account

Partial Results, Filtering and Sorting

Find information about partial results and filtering and sorting in the General section.

Partial Results
Filtering and Sorting Users by Fields and Sub-resources

User Resource

The User resource includes properties that describe the current state of the specified User. You can see the User resource with a GET request to **/api/v2/me**.

Sample Data


```
{
   "user":{
      "id":"1e6def1758784546a610039f94bf254d",
      "userName":"john123@genesys.com",
      "password":"",
      "firstName":"John",
      "lastName":"Smith",
      "emailAddress":"",
      "roles":[
         "ROLE_ADMIN"
      ],
      "enabled":true,
      "changePasswordOnFirstLogin":false,
      "contactCenterId": "0851b5d7-1280-432c-9bb7-d22c2aeab2d5",
      "uri":"http://198.51.100.23:8090/api/v2/users/1e6def1758784546a610039f94bf254d",
      "path":"/users/1e6def1758784546a610039f94bf254d"
   }
}
```


Resource Details

Field	Description
id	The unique identifier for the user.
userName	The user's email address.
password	The user's password (if allowed).
firstName	The user's first name.
lastName	The user's last name.
emailAddress	The user's email address.
roles	The user's role. There are currently four available user roles: • ROLE_ADMIN — Provides administrator access. • ROLE_AGENT — Provides agent access. • ROLE_SUPERVISOR — Provides supervisor access. • ROLE_APIUSER — Provides the same level of

Field	Description
	access as an administrator. Use this permission to designate an "API user" system account that is to be used by other server applications and does not represent an actual person.
enabled	Specifies whether the user is enabled in the system.
changePasswordOnFirstLogin	Specifies whether the user must change his or her password on the next login. The default value is false.
contactCenterId	The ID for the user's contact center.
uri	The user's resource identifier.
path	The path to the user resource.

Create User

This operation is part of the Users API section of the Web Services API.

Overview

Creates a user in the contact center (requires an administrator role).

Request URL	/api/v2/users
HTTP Method	POST
Required Features	api-provisioning-write

Body

Includes five mandatory parameters (see Users Resource for details):

- firstName
- lastName
- roles
- userName
- password

Samples

Request

```
POST /api/v2/users
```

HTTP Response

The response contains the uri of the user, id of the user, and the path:

```
{
    "statusCode": "0",
    "path": "/users/fd6a9f53875a41e2895b2e24e880cc7e",
    "id": "fd6a9f53875a41e2895b2e24e880cc7e",
    "uri": "http://localhost:8080/api/v2/users/fd6a9f53875a41e2895b2e24e880cc7e"
}
```

If the `userName` is already in use, `403 FORBIDDEN` is returned.

```
{
  "statusCode": "18",
  "statusMessage": "Failed to create user. User 'test' already exists."
}
```

Delete User

This operation is part of the Users API section of the Web Services API.

Overview

Deletes a user from the contact center (requires an administrator role).

Request URL	/api/v2/users/*{userId}*
HTTP Method	DELETE
Required Features	api-provisioning-write

Samples

Request

```
DELETE http://localhost:8080/api/v2/users/16aab0b2-2cbb-499e-8fec-adad6bcb608c
```

HTTP Response

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

If the `userId` is not found, `404 NOT FOUND` is returned.

```
{
  "statusCode": "6",
  "statusMessage": "User not found"
}
```

Update User

This operation is part of the Users API section of the Web Services API.

Overview

Updates a user in the contact center (requires an administrator role).

Request URL	/api/v2/users/*{userid}*
HTTP Method	PUT
Required Features	api-provisioning-write

Samples

Request

```
PUT http://localhost:8080/api/v2/users/<userId>
{
  "firstName":"Some first name"
}
```

HTTP Response

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

> **Important**
> Changing the `userName` is not allowed.

Request

```
PUT http://localhost:8080/api/v2/users/<userId>
{
  "userName":"Operation forbidden is expected"
}
```

HTTP Response

```
400 FORBIDDEN

{
  "statusCode": "3",
  "statusMessage": "This operation is not allowed: 'userName' is a read-only property"
}
```

> **Important**
> Administrators cannot remove the admin role from themselves.

Request

```
PUT http://localhost:8080/api/v2/users/<adminUserId>
{
  "roles":["ROLE_AGENT"]
}
```

HTTP Response

```
400 FORBIDDEN

{
  "statusCode": "2",
  "statusMessage": "You cannot remove role 'ROLE_ADMIN' from yourself."
}
```

Get all Users

This operation is part of the Users API section of the Web Services API.

Overview

Returns a list of URIs for all agents in the contact center.

Request URL	/api/v2/users
HTTP Method	GET
Required Features	api-provisioning-read

Samples

Request

```
GET /api/v2/users
```

HTTP Response


```
{
   "statusCode":0,
   "paths":[
      "/users/08df75688083495ca758b260d1af0ceb",
      "/users/1e6def1758784546a610039f94bf254d",
      "/users/2a15e4769d26463bbb49ece83e827bce",
      "/users/322e8928faa14ee7990d1deb90c9a8b4",
      "/users/acfeed1c38824f2582ca822fb62d6f81"
   ],
   "uris":[
      "http://198.51.100.23:8090/api/v2/users/08df75688083495ca758b260d1af0ceb",
      "http://198.51.100.23:8090/api/v2/users/1e6def1758784546a610039f94bf254d",
      "http://198.51.100.23:8090/api/v2/users/2a15e4769d26463bbb49ece83e827bce",
      "http://198.51.100.23:8090/api/v2/users/322e8928faa14ee7990d1deb90c9a8b4",
      "http://198.51.100.23:8090/api/v2/users/acfeed1c38824f2582ca822fb62d6f81"
   ],
   "totalCount":5
}
```

Get a Specific User

This operation is part of the Users API section of the Web Services API.

Overview

Returns the specified user.

Request URL	/api/v2/users/{id}
HTTP Method	GET
Required Features	api-provisioning-read

Samples

Request

```
GET /api/v2/users/1e6def1758784546a610039f94bf254d
```

HTTP Response


```
{
   "statusCode":0,
   "user":{
      "id":"1e6def1758784546a610039f94bf254d",
      "userName":"john123@genesys.com",
      "firstName":"John",
      "lastName":"Smith",
      "emailAddress":"",
      "roles":[
         "ROLE_ADMIN"
      ],
      "enabled":true,
      "changePasswordOnFirstLogin":false,
      "contactCenterId": "0851b5d7-1280-432c-9bb7-d22c2aeab2d5",
      "uri":"http://198.51.100.23:8090/api/v2/users/1e6def1758784546a610039f94bf254d",
      "path":"/users/1e6def1758784546a610039f94bf254d"
   }
}
```

Get all Sub-Resources for a User

This operation is part of the Users API section of the Web Services API.

Overview

Returns information about the specified user.

Request URL	/api/v2/users/{id}?subresources=*
HTTP Method	GET
Required Features	api-provisioning-read

Samples

Request

```
GET /api/v2/users/1e6def1758784546a610039f94bf254d?subresources=*
```

HTTP Response


```
{
   "statusCode":0,
   "user":{
      "calls":[

      ],
      "changePasswordOnFirstLogin":false,
      "contactCenterId": "0851b5d7-1280-432c-9bb7-d22c2aeab2d5",
      "devices":[

      ],
      "emailAddress":"",
      "enabled":true,
      "features":[
         {
            "description":"General provisioning read",
            "displayName":"API Provisioning Read",
            "id":"api-provisioning-read",
            "path":"/features/api-provisioning-read",
            "uri":"http://hpe-voicevm-70.genesyslab.com:8090/api/v2/features/api-provisioning-
read"
         }
      ],
      "firstName":"John",
      "groups":[
```

```
      ],
      "id":"1e6def1758784546a610039f94bf254d",
      "imSessions":[

      ],
      "lastName":"Smith",
      "path":"/users/1e6def1758784546a610039f94bf254d",
      "roles":[
         "ROLE_ADMIN"
      ],
      "settings":{
         "dashboard-ui-state":{
            "filter.users.columns.chat":"Name,Username,State,TiC Chat,Roles,Skills",
            "filter.users.columns.email":"Name,Username,State,TiC Email,Roles,Skills",
            "filter.users.columns.voice":"Name,Username,State,TiCS,Roles,Skills"
         },
         "htcc":{
            "roles":"Admin"
         },
         "provisioning_flags":{
            "modified_At":"44597aad-6c97-4bed-ac30-71de7b7995c8"
         }
      },
      "skills":[

      ],
      "uri":"http://198.51.100.23:8090/api/v2/users/1e6def1758784546a610039f94bf254d",
      "userName":"john123@genesys.com"
   }
}
```

Unlock User Account

This operation is part of the Users API section of the Web Services API.

Overview

Unlocks an account for a specified user. For example, you might need to use this operation if you've set the **account-lockout-duration** configuration option (see the Framework Configuration Options Reference Manual for details about this option) and you need to unlock the account before the lockout duration timeout expires. The functionality is available for users with the Supervisor or Admin role.

Request URL	api/v2/users/{id}
HTTP Method	POST
Required Features	api-provisioning-write

Samples

Request

```
POST api/v2/users/1e6def1758784546a610039f94bf254d
{
    "operationName":"UnlockAccount"
}
```

HTTP Response

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

User Settings API

This document describes the User Settings API portion of the Web Services API.

Settings groups operations

Get Settings Groups
Create Settings Group
Delete Settings Group

Settings operations

Get Settings
Create Setting
Update Setting
Delete Setting

Get Settings Groups

This operation is part of the User Settings API section of the Web Services API.

Overview

Returns a list of all available settings groups for the specified user.

Request URL	/users/{user id}/settings or /me/settings
HTTP Method	GET
Required Features	api-provisioning-read

Samples

Request

```
GET /api/v2/me/settings
```

HTTP Response

```
{
   "statusCode": 0,
   settings:[{
      "displayName”:”A Group",
      "name": “a-group",
      "uri":"http://.../api/v2/me/settings/a-group"
   },{
      "displayName”:”Another Group",
      "name": “another-group",
      "uri":"http://.../api/v2/me/settings/another-group"

   }]
}
```

Create Settings Group

This operation is part of the User Settings API section of the Web Services API.

Overview

Creates a new settings group for the specified user.

Request URL	/users/{user id}/settings or /me/settings
HTTP Method	POST
Required Features	api-provisioning-write

Parameters

Parameter	Value
displayName	A user-friendly name describing the settings group.
name	A URI-compatible name for the settings group. This name is used as part of the URI to access the group. For example, `GET /settings/my-settings-group`.
key	Specifies an attribute that Web Services uses to identify the settings in this group if they are modified. The value of the "key" attribute must be unique for every setting and is read-only after the setting is created. This parameter is mandatory.

Samples

Request

```
POST /api/v2/me/settings
{
   "displayName":"My Setting Group",
   "name":"my-setting-group",
   "key":"name"   //specifies that each setting in this group must have a "name" attribute
with a unique value
}
```

HTTP Response

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

Delete Settings Group

This operation is part of the User Settings API section of the Web Services API.

Overview

Removes the settings group from the specified user.

> **Important**
> You can only delete settings groups that have been created via the API (using POST `/user/{id}/settings` or POST `/me/settings`).

Request URL	/api/v2/users/{user id}/settings/{group name} or /api/v2/me/settings/{group name}
HTTP Method	DELETE
Required Features	api-provisioning-write

Samples

Request

```
DELETE /api/v2/me/settings/my-setting-group
```

HTTP Response

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

Get Settings

This operation is part of the User Settings API section of the Web Services API.

Overview

Returns an array of settings for the specified group.

Request URL	/users/{id}/settings/{group-name} or /me/settings/{group-name}
HTTP Method	GET
Required Features	api-provisioning-read

Samples

Request

```
GET /api/v2/settings/my-setting-group
```

HTTP Response

> **Important**
> The "key" attribute specifies which of the settings attributes should be used as a key to identify the setting for modification requests. If the "key" attribute is not present, Web Services uses the "name" attribute.

```
{
   "statusCode": 0,
   "key":"name",
   "settings":[
      {
         "name":"My First Setting",
         "value":"red"
      },
      {
         "name":"My Second Setting",
         "value":"orange"
      }
```

```
    ]
}
```

Create Setting

This operation is part of the User Settings API section of the Web Services API.

Overview

Creates a new setting in the specified group.

Request URL	/users/{id}/settings/{group-name} or /me/settings/{group-name}
HTTP Method	POST
Required Features	api-provisioning-write

Parameters

Parameter	Value
<key>	Specify the "key" attribute defined for the setting. If the "key" attribute was not specified when the setting was created, you should use the "name" attribute.
value	The value of the setting.

Samples

Request

```
POST /me/settings/my-setting-group
{
    "name": "My Third Setting",
    "value": "purple"
}
```

HTTP Response

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

Update Setting

This operation is part of the User Settings API section of the Web Services API.

Overview

Updates the specified setting.

Request URL	/users/{id}/settings/{group-name} or /me/settings/{group-name}
HTTP Method	PUT
Required Features	api-provisioning-write

Parameters

Parameter	Value
<key>	Specify the "key" attribute defined for the setting. If the "key" attribute was not specified when the setting was created, you should use the "name" attribute.
value	The value of the setting.

Samples

Request

```
PUT /me/settings/my-setting-group
{
    "name": "My Third Setting",
    "value": "yellow"
}
```

HTTP Response

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

Delete Setting

This operation is part of the User Settings API section of the Web Services API.

Overview

Removes the specified setting.

Request URL	/users/{id}/settings/{group-name} or /me/settings/{group-name}
HTTP Method	DELETE
Required Features	api-provisioning-write

Parameters

Parameter	Value
<key>	Specify the "key" attribute defined for the setting. If the "key" attribute was not specified when the setting was created, you should use the "name" attribute.

Samples

Request

```
DELETE /me/settings/my-setting-group
{
    "name": "My Third Setting"
}
```

HTTP Response

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

Contacts API

This document describes the Contacts API portion of the Web Services API.

Resources

The Contacts API includes the following resource:

- Contact resource

Managing contacts

You can use the Contacts API to get contacts from Genesys and manage your own custom contacts.

Related operations

- Get contacts
- Create a custom contact
- Update a custom contact
- Delete a custom contact

Note: In release 8.5.201.68, Contacts API now recognizes the underscore character ("_") as a tokenizer in Team Communicator searches for agent, agent group, virtual agent group, interaction queue, routing point, and skill targets.

Contact resource

This resource is part of the Contacts API section of the Web Services API.

Overview

Contact resources include properties that show information about the three types of contacts: Custom, Queue, and User. Contacts are returned from GET requests to **/api/v2/contacts**.

Sample data


```
{
   "statusCode":0,
   "totalCount":5,
   "contacts":[
      {
         "id":"538370e8c509495bb8e0868a1178c86e",
         "name":"JohnS",
         "type":"User",
         "userName":"JohnS",
         "firstName":"John",
         "lastName":"Smith",
         "employeeId":"U4Nw6MUJSVu44IaKEXjIbg==.acme",
         "emailAddress":"",
         "businessUnits":[

         ],
         "roles":[
            "ROLE_ADMIN"
         ],
         "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
538370e8c509495bb8e0868a1178c86e",
         "path":"/contacts/538370e8c509495bb8e0868a1178c86e"
      },
      {
         "id":"754e11130cde4c51b8de389e3a615920",
         "name":"JoshW",
         "type":"User",
         "phoneNumbers":[
            {
               "phoneNumber":"15002",
               "description":""
               "switchName": "SIP_Switch"
            }
         ],
         "userName":"JoshW",
         "firstName":"Josh",
         "lastName":"Williams",
         "employeeId":"dU4REwzeTFG43jieOmFZIA==.acme",
         "emailAddress":"",
         "businessUnits":[
```

```
         ],
         "roles":[
            "ROLE_AGENT"
         ],
         "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
754e11130cde4c51b8de389e3a615920",
         "path":"/contacts/754e11130cde4c51b8de389e3a615920"
      },
      {
         "id":"844b7a0e30ce46a5b364797a39f8a81f",
         "name":"WillardC",
         "type":"User",
         "phoneNumbers":[
            {
               "phoneNumber":"15000",
               "description":""
               "switchName": "SIP_Switch"
            }
         ],
         "userName":"WillardC",
         "firstName":"Willard",
         "lastName":"Clinton",
         "employeeId":"hEt6DjDORqWzZHl6OfioHw==.acme",
         "emailAddress":"",
         "availability":{
            "channels":[
               {
                  "channel":"voice",
                  "available":true,
                  "phoneNumber":"15000",
                  "userActivity":"Idle",
                  "userState":{
                     "id":"9430250E-0A1B-421F-B372-F29E69366DED",
                     "displayName":"Ready",
                     "state":"Ready"
                  }
               }
            ]
         },
         "businessUnits":[

         ],
         "roles":[
            "ROLE_AGENT"
         ],
         "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
844b7a0e30ce46a5b364797a39f8a81f",
         "path":"/contacts/844b7a0e30ce46a5b364797a39f8a81f"
      },
      {
         "id":"2c2ba86206504bb99fef7fc60eb848f8",
         "name":"HannahJ",
         "type":"User",
         "phoneNumbers":[
            {
               "phoneNumber":"15005",
               "description":""
               "switchName": "SIP_Switch"
            }
         ],
         "userName":"HannahJ",
         "firstName":"Hannah",
```

```
         "lastName":"Jones",
         "employeeId":"LCuoYgZQS7mf73/GDrhI+A==.acme",
         "emailAddress":"",
         "businessUnits":[

         ],
         "roles":[
            "ROLE_AGENT",
            "ROLE_SUPERVISOR"
         ],
         "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
2c2ba86206504bb99fef7fc60eb848f8",
         "path":"/contacts/2c2ba86206504bb99fef7fc60eb848f8"
      },
      {
         "id":"916912be76d44c92ad95d402dacfed80",
         "name":"EmilyJ",
         "type":"User",
         "phoneNumbers":[
            {
               "phoneNumber":"15001",
               "description":""
               "switchName": "SIP_Switch"
            }
         ],
         "userName":"EmilyJ",
         "firstName":"Emily",
         "lastName":"Johnson",
         "employeeId":"kWkSvnbUTJKtldQC2s/tgA==.acme",
         "emailAddress":"",
         "availability":{
            "channels":[
               {
                  "channel":"voice",
                  "available":true,
                  "phoneNumber":"15001",
                  "userActivity":"Idle",
                  "userState":{
                     "id":"9430250E-0A1B-421F-B372-F29E69366DED",
                     "displayName":"Ready",
                     "state":"Ready"
                  }
               }
            ]
         },
         "businessUnits":[

         ],
         "roles":[
            "ROLE_AGENT"
         ],
         "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
916912be76d44c92ad95d402dacfed80",
         "path":"/contacts/916912be76d44c92ad95d402dacfed80"
      }
   ]
}
```

Resource details

> **Important**
>
> Not all resource fields are available for all types of contacts — review the **Contact Type** column in the table below.

Field	Description	Contact Type
id	The unique ID of the contact record	• User • Queue • Custom
name	The name of this contact. For example, it could be the name of a queue or the first name/last name of a user.	• User • Queue • Custom
type	The type of contact. Possible values are Custom, Queue, and User.	• User • Queue • Custom
phoneNumber	The phone number at which this contact get be reached.	• User • Queue • Custom
switchName	The name of the switch owning the phone number.	• User • Queue
userName	The contact's user name.	• User
firstName	The contact's first name.	• User
lastName	The contact's last name.	• User

Field	Description	Contact Type
employeeId	The contact's employee ID.	• User
emailAddress	The contact's email address.	• User
availability	The contact's availability by channel resource. Web Services only returns the availability subresource if you have configured contact availability, the contact has a device assigned and the contact is logged in.	• User
businessUnits	The contact's business units.	• User
roles	The user's role. There are currently four available user roles: • ROLE_ADMIN — Provides administrator access. • ROLE_AGENT — Provides agent access. • ROLE_SUPERVISOR — Provides supervisor access. • ROLE_APIUSER — Provides the same level of access as an administrator. Use this permission to designate an "API user" system account that is to be used by other server applications and does not represent an actual person.	• User

Get contacts

This operation is part of the Contacts API section of the Web Services API.

Overview

Retrieves a list of contacts. The contacts resources supports queries with filtering (see Parameters below) and pagination.

Request URL	/api/v2/contacts
HTTP Method	GET
Required Features	

Parameters

Parameter	Type	Description
name	Comma-separated list of names	Retrieves all contacts whose name exactly matches any of the names specified in the comma-separated list. The "name" parameter corresponds to the "username" for User contacts, and the "name" for Queue and Custom contacts.
phoneNumber	Comma-separated list of phone numbers	Retrieves all contacts whose phone number exactly matches any of the phone numbers specified in the comma-separated list. The "phone number" parameter corresponds to the number of any devices associated with the User contact, or the "phoneNumber" for the Queue or Custom contacts. When indexing, Web Services removes all non-alphanumeric symbols from phone numbers, so "phoneNumber" values should not contain any non-digits, except in the the special value '*', which is supported for backwards compatibility. If you specify '*', contacts with any phone number assigned to them are searched.

Parameter	Type	Description
channel	Comma-separated list of channels	Retrieves contacts whose channel exactly matches any of the channels specified in the comma-separated list.
type	Type of contact	Retrieves contacts with the specified type: User, Queue or Custom.
filterName	String	The name of a custom filter. NamesOrPhoneNumberMatches — For each argument passed in filterParameters, contacts are searched with fields matching the passed parameter (case-insensitive string matching with wildcard * are supported). The following fields are checked using the OR rule: • User: firstName, lastName, userName, number of assigned devices • Queue: name, phoneNumber • Custom: name, phoneNumber For a contact to match the query, the contact must satisfy the above rule for EACH argument passed in `filterParameters` (AND rule). Important Web Services currently supports the **sortBy** field only for "name".
filterParameters	Comma-separated list of strings	The parameters to be passed to filter specified in `filterName`.
includeBusinessUnits	Comma-separated list of URL-encoded business unit names. Wildcard (*) is supported.	Retrieves objects that belong to at least one of the business units included in the list.
excludeBusinessUnits	Comma-separated list of URL-encoded business unit names. Wildcard (*) is supported.	Retrieves objects that do not belong to any of the business units in the list. **Note:** This overrides `includeBusinessUnits` where there is an overlap.
includeUsersInBusinessUnits	Comma-separated list of URL-encoded business unit names. Wildcard (*) is supported.	Retrieves agents who belong to at least one of the business units included in the list.
excludeUsersInBusinessUnits	Comma-separated list of URL-encoded business unit names. Wildcard (*) is supported.	Retrieves agents who do not belong to any of the business units in the list. **Note:** This overrides `includeUsersInBusinessUnits` where

Parameter	Type	Description
		there is an overlap. For example, if an agent belongs to groups A and B, and `excludeUsersInBusinessUnits` specifies "B" while `includeUsersInBusinessUnits` specifies "A", the agent is excluded from the returned list.
includeBusinessUnitsExactMatch	Comma-separated list of URL-encoded business unit names	Retrieves objects that exactly matches at least one of the business units included in the list.
excludeBusinessUnitsExactMatch	Comma-separated list of URL-encoded business unit names	Retrieves objects that do not belong to any of the business units in the list. **Note:**: This overrides `includeBusinessUnitsExactMatch` where there is an overlap.
includeVirtualAgentGroupsExactMatch	Comma-separated list of URL-encoded virtual agent group names	Retrieves objects that exactly matches at least one of the virtual agent groups included in the list.
excludeVirtualAgentGroupsExactMatch	Comma-separated list of URL-encoded virtual agent group names	Retrieves objects that do not belong to any of the virtual agent groups in the list.
availability.channels.<channel_name>	Boolean	Retrieves contacts based on their availability on the specified channel. For example, if you submit `availability.channels.voice=true`, the response contains only those users who are available on the voice channel. If a channel is not available due to feature restrictions, Web Services ignores the corresponding filter.
roles	Comma-separated list of user roles	Retrieves all contacts of type User who have at least one of the specified roles. The possible role values are ROLE_ADMIN, ROLE_AGENT, ROLE_SUPERVISOR, and ROLE_APIUSER.

Samples

Using the NamesOrPhoneNumberMatches filter

Request

```
GET /api/v2/
contacts?limit=100&filterName=NamesOrPhoneNumberMatches&filterParameters=*ob*&sortBy=nameo=Ascending
```

HTTP Response

```
{
   "statusCode":0,
   "totalCount":3,
   "contacts":[
      {
         "id":"65543402f8a4429ab74559dd2cde999f",
         "uri":"http://127.0.0.1:8080/api/v2/contacts/65543402f8a4429ab74559dd2cde999f",
         "name":"Bob.Fitz@Genesys.com",
         "type":"User",
         "userName":"Bob.Fitz@Genesys.com",
         "firstName":"Bob",
         "lastName":"Fitz",
         "employeeId":"Bob.Fitz@Genesys.com"
      },
      {
         "id":"a1a16d4985894c3897ba6ad424a93b6e",
         "uri":"http://127.0.0.1:8080/api/v2/contacts/a1a16d4985894c3897ba6ad424a93b6e",
         "name":"Bobba.Fett@GenesysLab.com",
         "type":"User",
         "userName":"Bobba.Fett@GenesysLab.com",
         "firstName":"Bobba",
         "lastName":"Fett",
         "employeeId":"Bobba.Fett@GenesysLab.com"
      },
      {
         "id":"8e41fc673289420fab522724f62cb0f4",
         "uri":"http://127.0.0.1:8080/api/v2/contacts/8e41fc673289420fab522724f62cb0f4",
         "name":"Robert.Lab@genesys.com",
         "type":"User",
         "phoneNumbers":[
            {
               "phoneNumber":"+16501234567",
               "description":""
            }
         ],
         "userName":"Robert.Lab@genesys.com",
         "firstName":"Robert",
         "lastName":"Lab",
         "employeeId":"Robert.Lab@genesys.com"
      }
   ]
}
```

Using the includeUsersInBusinessUnits and excludeUsersInBusinessUnits filters

If you need to limit the visibility of agents by agent group, you can use the

includeUsersInBusinessUnits and **excludeUsersInBusinessUnits** filters. For example, you might want agents in the Support agent group to only see other agents in Support as valid contacts, and not agents in the Sales agent group.

For example, consider the following deployment:

- Agent Group 1: User A, User B
- Agent Group 2: User C, User X
- Internal: User X

Using the **includeUsersInBusinessUnits** filter, you can get only users in Agent Group 1:

Request

```
GET /api/v2/contacts?includeUsersInBusinessUnits=Agent%20Group%201
```

HTTP Response


```
{
   "statusCode":0,
   "totalCount":2,
   "contacts":[
      {
         "id":"65543402f8a4429ab74559dd2cde999f",
         "uri":"http://127.0.0.1:8080/api/v2/contacts/65543402f8a4429ab74559dd2cde999f",
         "name":"User A",
         "type":"User",
         "userName":"Bob.Fitz@Genesys.com",
         "firstName":"Bob",
         "lastName":"Fitz",
         "employeeId":"Bob.Fitz@Genesys.com",
         "businessUnits":[
            {
               "name":"Agent Group 1"
            }
         ]
      },
      {
         "id":"a1a16d4985894c3897ba6ad424a93b6e",
         "uri":"http://127.0.0.1:8080/api/v2/contacts/a1a16d4985894c3897ba6ad424a93b6e",
         "name":"User B",
         "type":"User",
         "userName":"Bobba.Fett@GenesysLab.com",
         "firstName":"Bobba",
         "lastName":"Fett",
         "employeeId":"Bobba.Fett@GenesysLab.com",
         "businessUnits":[
            {
               "name":"Agent Group 1"
            }
         ]
      }
   ]
}
```


Using the **excludeUsersInBusinessUnits** filter, you can get all users except those in the Internal group.

Request

```
GET /api/v2/contacts?excludeUsersInBusinessUnits=Internal
```

HTTP Response


```
{
   "statusCode":0,
   "totalCount":3,
   "contacts":[
      {
         "id":"65543402f8a4429ab74559dd2cde999f",
         "uri":"http://127.0.0.1:8080/api/v2/contacts/65543402f8a4429ab74559dd2cde999f",
         "name":"User A",
         "type":"User",
         "userName":"Bob.Fitz@Genesys.com",
         "firstName":"Bob",
         "lastName":"Fitz",
         "employeeId":"Bob.Fitz@Genesys.com",
         "businessUnits":[
            {
               "name":"Agent Group 1"
            }
         ]
      },
      {
         "id":"a1a16d4985894c3897ba6ad424a93b6e",
         "uri":"http://127.0.0.1:8080/api/v2/contacts/a1a16d4985894c3897ba6ad424a93b6e",
         "name":"User B",
         "type":"User",
         "userName":"Bobba.Fett@GenesysLab.com",
         "firstName":"Bobba",
         "lastName":"Fett",
         "employeeId":"Bobba.Fett@GenesysLab.com",
         "businessUnits":[
            {
               "name":"Agent Group 1"
            }
         ]
      },
      {
         "id":"8e41fc673289420fab522724f62cb0f4",
         "uri":"http://127.0.0.1:8080/api/v2/contacts/8e41fc673289420fab522724f62cb0f4",
         "name":"User C",
         "type":"User",
         "phoneNumbers":[
            {
               "phoneNumber":"+16501234567",
               "description":""
            }
         ],
         "userName":"Robert.Lab@genesys.com",
         "firstName":"Robert",
         "lastName":"Lab",
         "employeeId":"Robert.Lab@genesys.com",
         "businessUnits":[
            {
               "name":"Agent Group 2"
            }
         ]
      }
   ]
```

```
}
```

Using both the **includeUsersInBusinessUnits** and **excludeUsersInBusinessUnits** filters together, you can get all users who are in Agent Group 2 but not in the Internal group.

Request

```
GET /api/v2/
contacts?includeUsersInBusinessUnits=Agent%20Group%202!udeUsersInBusinessUnits=Internal
```

HTTP Response

```
{
   "statusCode":0,
   "totalCount":1,
   "contacts":[
      {
         "id":"8e41fc673289420fab522724f62cb0f4",
         "uri":"http://127.0.0.1:8080/api/v2/contacts/8e41fc673289420fab522724f62cb0f4",
         "name":"User C",
         "type":"User",
         "phoneNumbers":[
            {
               "phoneNumber":"+16501234567",
               "description":""
            }
         ],
         "userName":"Robert.Lab@genesys.com",
         "firstName":"Robert",
         "lastName":"Lab",
         "employeeId":"Robert.Lab@genesys.com",
         "businessUnits":[
            {
               "name":"Agent Group 2"
            }
         ]
      }
   ]
}
```

Using the **includeBusinessUnits** filter with a * wildcard, you can get a list of all business units that match the filter.

Request

```
GET http://localhost:8080/api/v2/contacts?type=BusinessUnit∈cludeBusinessUnits=*Group*
```

HTTP Response

```
{
 "statusCode": 0,
 "totalCount": 2,
 "contacts": [
 {
 "id": "2-731fd0f2-ea61-4985-85e6-86a211e26c31",
 "name": "Agent Group 1",
 "type": "BusinessUnit",
 "uri": "http://localhost:8080/api/v2/objects/2-731fd0f2-ea61-4985-85e6-86a211e26c31",
 "path": "/objects/2-731fd0f2-ea61-4985-85e6-86a211e26c31"
```

```
 },
 {
 "id": "2-731fd0f2-ea61-4985-85e6-86a211e26c32",
 "name": "Agent Group 2",
 "type": "BusinessUnit",
 "uri": "http://localhost:8080/api/v2/objects/2-731fd0f2-ea61-4985-85e6-86a211e26c32",
 "path": "/objects/2-731fd0f2-ea61-4985-85e6-86a211e26c32"
 }
 ]
}
```

Using the **includeBusinessUnitsExactMatch** or the **excludeBusinessUnitsExactMatch** filter, you can get a list of all business units that either match or do not match the filter.

Request

```
GET api/v2/contacts?type=BusinessUnit!udeBusinessUnitsExactMatch=Agent%20Group%201
```

HTTP Response

```
{
  "statusCode": 0,
  "totalCount": 1,
  "contacts": [
    {
      "id": "2-731fd0f2-ea61-4985-85e6-86a211e26c31",
      name": "Agent Group 2",
      "type": "BusinessUnit",
      "uri": "http://localhost:8080/api/v2/objects/2-731fd0f2-ea61-4985-85e6-86a211e26c31",
      "path": "/objects/2-731fd0f2-ea61-4985-85e6-86a211e26c31"
    }
    ]
}
```

Using the roles filter

Request

```
GET /api/v2/contacts?roles=ROLE_AGENT
```

HTTP Response

```
{
   "statusCode":0,
   "totalCount":4,
   "contacts":[
      {
         "id":"754e11130cde4c51b8de389e3a615920",
         "name":"JoshW",
         "type":"User",
         "phoneNumbers":[
            {
               "phoneNumber":"15002",
               "description":""
            }
         ],
```

```
         "userName":"JoshW",
         "firstName":"Josh",
         "lastName":"Williams",
         "employeeId":"dU4REwzeTFG43jieOmFZIA==.acme",
         "emailAddress":"",
         "businessUnits":[

         ],
         "roles":[
            "ROLE_AGENT"
         ],
         "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
754e11130cde4c51b8de389e3a615920",
         "path":"/contacts/754e11130cde4c51b8de389e3a615920"
      },
      {
         "id":"844b7a0e30ce46a5b364797a39f8a81f",
         "name":"WillardC",
         "type":"User",
         "phoneNumbers":[
            {
               "phoneNumber":"15000",
               "description":""
            }
         ],
         "userName":"WillardC",
         "firstName":"Willard",
         "lastName":"Clinton",
         "employeeId":"hEt6DjDORqWzZHl6OfioHw==.acme",
         "emailAddress":"",
         "availability":{
            "channels":[
               {
                  "channel":"voice",
                  "available":true,
                  "phoneNumber":"15000",
                  "userActivity":"Idle",
                  "userState":{
                     "id":"9430250E-0A1B-421F-B372-F29E69366DED",
                     "displayName":"Ready",
                     "state":"Ready"
                  }
               }
            ]
         },
         "businessUnits":[

         ],
         "roles":[
            "ROLE_AGENT"
         ],
         "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
844b7a0e30ce46a5b364797a39f8a81f",
         "path":"/contacts/844b7a0e30ce46a5b364797a39f8a81f"
      },
      {
         "id":"916912be76d44c92ad95d402dacfed80",
         "name":"EmilyJ",
         "type":"User",
         "phoneNumbers":[
            {
               "phoneNumber":"15001",
               "description":""
```

```
            }
         ],
         "userName":"EmilyJ",
         "firstName":"Emily",
         "lastName":"Johnson",
         "employeeId":"kWkSvnbUTJKtldQC2s/tgA==.acme",
         "emailAddress":"",
         "availability":{
            "channels":[
               {
                  "channel":"voice",
                  "available":true,
                  "phoneNumber":"15001",
                  "userActivity":"Idle",
                  "userState":{
                     "id":"9430250E-0A1B-421F-B372-F29E69366DED",
                     "displayName":"Ready",
                     "state":"Ready"
                  }
               }
            ]
         },
         "businessUnits":[

         ],
         "roles":[
            "ROLE_AGENT"
         ],
         "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
916912be76d44c92ad95d402dacfed80",
         "path":"/contacts/916912be76d44c92ad95d402dacfed80"
      },
      {
         "id":"2c2ba86206504bb99fef7fc60eb848f8",
         "name":"HannahJ",
         "type":"User",
         "phoneNumbers":[
            {
               "phoneNumber":"15005",
               "description":""
            }
         ],
         "userName":"HannahJ",
         "firstName":"Hannah",
         "lastName":"Jones",
         "employeeId":"LCuoYgZQS7mf73/GDrhI+A==.acme",
         "emailAddress":"",
         "businessUnits":[

         ],
         "roles":[
            "ROLE_AGENT",
            "ROLE_SUPERVISOR"
         ],
         "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
2c2ba86206504bb99fef7fc60eb848f8",
         "path":"/contacts/2c2ba86206504bb99fef7fc60eb848f8"
      }
   ]
}
```

Using the type filter

Use this filter to specify the type of contact to retrieve: User, Queue, or Custom.

Request

```
GET /api/v2/contacts?type=Custom
```

HTTP Response


```
{
   "statusCode":0,
   "totalCount":1,
   "contacts":[
      {
         "id":"bd1d8e7a-306d-4fd2-ac5b-f61bfb4e2d84",
         "name":"My Custom Contact",
         "type":"Custom",
         "phoneNumber":"123-456-7899",
         "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contacts/
bd1d8e7a-306d-4fd2-ac5b-f61bfb4e2d84",
         "path":"/contacts/bd1d8e7a-306d-4fd2-ac5b-f61bfb4e2d84"
      }
   ]
}
```

Create a custom contact

This operation is part of the Contacts API section of the Web Services API.

Overview

Creates a custom contact in the Genesys system.

Request URL	/api/v2/contacts
HTTP Method	POST
Required Features	

Parameters

Parameter	Description
name	The name of the contact.
phoneNumber	The phone number at which this contact get be reached.

Example

Request

```
POST /api/v2/contacts
{
   "name":"My Custom Contact",
   "phoneNumber":"123-456-7899"
}
```

HTTP Response

```
{
   "statusCode":0,
   "id":"c7d9109c-9942-4853-a5e8-0435b03024a4",
   "path":"/contact/c7d9109c-9942-4853-a5e8-0435b03024a4",
   "contact":"c7d9109c-9942-4853-a5e8-0435b03024a4",
   "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/contact/
c7d9109c-9942-4853-a5e8-0435b03024a4"
}
```

Update a custom contact

This operation is part of the Contacts API section of the Web Services API.

Overview

Updates a custom contact in the Genesys system.

Request URL	/api/v2/contacts/*{id}*
HTTP Method	PUT
Required Features	

Parameters

Parameter	Description
name	The name of the contact.
phoneNumber	The phone number at which this contact can be reached.

Example

Request

```
PUT /api/v2/contacts/c7d9109c-9942-4853-a5e8-0435b03024a4
{
   "name":"My Edited Custom Contact",
   "phoneNumber":"111-456-7899"
}
```

HTTP Response

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

Delete a custom contact

This operation is part of the Contacts API section of the Web Services API.

Overview

Deletes a custom contact in the Genesys system.

Request URL	/api/v2/contacts/*{id}*
HTTP Method	DELETE
Required Features	

Example

Request

```
DELETE /api/v2/contacts/c7d9109c-9942-4853-a5e8-0435b03024a4
```

HTTP Response

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

Settings API

This section describes the Settings API portion of the Web Services API and provides guidance for developers to work with settings groups and settings in Genesys.

The Web Services API provides two types of settings you can access and manipulate:

- System settings — System settings groups and settings are defined by Web Services and can be adjusted by clients through the API.
- Custom settings — Custom settings groups and settings are defined by you to suit the needs of your client application.

If you query for settings groups (**GET /api/v2/settings** or **GET /api/v2/settings?subresources=*.**, for example), Web Services returns the Settings resource, which includes URIs that correspond to your available settings groups.

> **Important**
>
> Settings can be tied to features, so that if you enable a particular feature, different settings groups might become available.

Settings resource

This resource is part of the Settings API section of the Web Services API.

Overview

The settings resource includes properties that describe the settings group, whether it's a system settings group or a custom settings group. Settings groups are returned from GET requests to **/api/v2/settings** or GET requests to **/api/v2/settings?subresources=***.

See System settings and Custom settings for details about how to work with these types of settings groups and settings.

Sample data


```
{
   "settings":[
      {
         "name":"CC-AverageWaitingTime",
         "displayName":"CC-AverageWaitingTime",
         "key":"name",
         "uri":"http://198.51.100.3:8090/api/v2/settings/CC-AverageWaitingTime",
         "path":"/settings/CC-AverageWaitingTime"
      },
      {
         "name":"CC-CurrMaxCallWaitingTime",
         "displayName":"CC-CurrMaxCallWaitingTime",
         "key":"name",
         "uri":"http://198.51.100.3:8090/api/v2/settings/CC-CurrMaxCallWaitingTime",
         "path":"/settings/CC-CurrMaxCallWaitingTime"
      },
      {
         "name":"CC-Current_In_Queue",
         "displayName":"CC-Current_In_Queue",
         "key":"name",
         "uri":"http://198.51.100.3:8090/api/v2/settings/CC-Current_In_Queue",
         "path":"/settings/CC-Current_In_Queue"
      },
      {
         "name":"CC-ServiceLevel",
         "displayName":"CC-ServiceLevel",
         "key":"name",
         "uri":"http://198.51.100.3:8090/api/v2/settings/CC-ServiceLevel",
         "path":"/settings/CC-ServiceLevel"
      },
      {
         "name":"CC-Total_Abandoned",
         "displayName":"CC-Total_Abandoned",
         "key":"name",
         "uri":"http://198.51.100.3:8090/api/v2/settings/CC-Total_Abandoned",
         "path":"/settings/CC-Total_Abandoned"
```

```
      },
      {
         "name":"CC-Total_Answered",
         "displayName":"CC-Total_Answered",
         "key":"name",
         "uri":"http://198.51.100.3:8090/api/v2/settings/CC-Total_Answered",
         "path":"/settings/CC-Total_Answered"
      },
      {
         "name":"CCStat-CurrentTargetState",
         "displayName":"CCStat-CurrentTargetState",
         "key":"name",
         "uri":"http://198.51.100.3:8090/api/v2/settings/CCStat-CurrentTargetState",
         "path":"/settings/CCStat-CurrentTargetState"
      },
      {
         "name":"voice",
         "displayName":"Voice",
         "key":"name",
         "uri":"http://198.51.100.3:8090/api/v2/settings/voice",
         "path":"/settings/voice"
      },
      {
         "name":"voice-operations",
         "displayName":"Voice Operations",
         "key":"operationName",
         "uri":"http://198.51.100.3:8090/api/v2/settings/voice-operations",
         "path":"/settings/voice-operations"
      },
      {
         "name":"dispositions",
         "displayName":"dispositions",
         "uri":"http://198.51.100.3:8090/api/v2/settings/dispositions",
         "path":"/settings/dispositions"
      },
      {
         "name":"general-settings",
         "displayName":"General Settings",
         "uri":"http://198.51.100.3:8090/api/v2/settings/general-settings",
         "path":"/settings/general-settings"
      },
      {
         "name":"agent-states",
         "displayName":"Agent States",
         "uri":"http://198.51.100.3:8090/api/v2/settings/agent-states",
         "path":"/settings/agent-states"
      }
   ]
}
```


Resource details

Field	Description
name	A URI-compatible name for the settings group. This name is used as part of the URI to access the group: (for example, **GET /settings/my-settings-group**)
displayName	Name that describes the settings group.

Field	Description
key	The name of the key attribute for this group's settings. Whenever an individual setting needs to be modified, this key attribute is used to identify the setting. The value of the key attribute must be unique for every setting and is read-only after the setting has been created. A setting may not be created without this attribute. If the key attribute is missing, then Web Services uses "name" as the default identifying attribute.
uri	The URI to the settings group.
path	The path to the settings resource.

System settings

This is part of the Settings API section of the Web Services API.

Overview

The Web Services API provides two types of settings you can access and manipulate:

- System settings — System settings groups and settings are defined by Web Services and can be adjusted by clients through the API.
- Custom settings — Custom settings groups and settings are defined by you to suit the needs of your client application.

Genesys offers the following system settings by default: General settings, Reporting settings, Agent states settings, Voice settings, and Voice operations settings.

General settings

The general-settings group provides read-only access to several key contact center properties:

Setting	Description
countryCode	The country code of the contact center.
countryDigits	The digit used to dial the country.
countryName	The name of the country of the contact center.

Examples

Get general-settings

Request

```
GET /api/v2/settings/general-settings
```

Response

```
{
   "settings":{
      "countryCode":"US",
      "countryDigits":"1",
      "countryName":"United States"
   },
   "statusCode":0
```

```
}
```

Reporting settings

The reporting settings group provides a means of tuning the metrics available through the Statistics API:

Setting	Description
defaultServiceLevelInterval	Specifies the maximum time, in seconds, it should take an agent to answer a call. You can get the percentage of answered calls that were under this threshold by using the Statistics API. If you don't explicitly set this setting, Web Services returns the default value from the **statistics.yaml** file — the value comes from the TimeRangeRight property of the ServiceLevel statistic that's defined for the QUEUE object type. If the corresponding statistic and property is not found, Web Services doesn't consider the defaultServiceLevelInterval threshold property to be set. Note: If you change this setting, it causes Stat Server to calculate a new statistic, resetting statistics.
defaultServicePeriod	
defaultTargetServiceLevelPercentage	Use this setting to store or retrieve the value to be used as the default target service level. This setting does not affect the reporting functionality on server side. If you don't explicitly set this setting, the default value is 80. Web Services accepts any integer between 1 and 100 for this setting.

> **Important**
> All reporting settings are default settings and can only be updated, not created or deleted.

Examples

Get reporting settings

Request

```
GET /api/v2/settings/reporting
```

Response

```
{
```

```
   "key":"name",
   "settings":[
      {
         "name":"defaultTargetServiceLevelPercentage",
         "value":"80"
      },
      {
         "name":"defaultServicePeriod",
         "value":"60"
      },
      {
         "name":"defaultServiceLevelInterval",
         "value":"120"
      }
   ],
   "statusCode":0
}
```


Update a reporting setting

Request

```
PUT /api/v2/settings/reporting
{
    "name": "defaultTargetServiceLevelPercentage",
    "value": "85"
}
```

Response


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


Agent states settings

An agent state operation is a resource that defines the state, workmode, and reason code that should be used when sending a state change to T-Server. Web Services defines a basic set of system agent state operations, but you can also define additional agent state operations. Here are the system-defined agent states included in Web Services (they can't be modified or deleted):

operationName	displayName	state	workMode
Ready	Ready	Ready	-
NotReady	NotReady	NotReady	-
AuxWork	AuxWork	NotReady	AuxWork
AfterCallWork	AfterCallWork	NotReady	AfterCallWork
Offline	Offline	Logout	-

Agent state operations aren't governed by capabilities because you can define custom operations (agent states). You can send any agent state operation at any time, and Web Services and T-Server are generally tolerant of duplicate requests. For example, if you send a request for NotReady and the current user is already in the NotReady state, the request is ignored.

Once a custom agent state operation has been defined, it's returned to the client application when you query the set of available agent state operations (**GET api/v2/me/settings/agent-states**).

On startup, your client applications should query for the set of available agent state operations and allow the user to choose any of returned options. Each agent state operation also defines a display name that can be used in UI elements. A unique ID is also provided to allow clients to more easily identify a state.

The agent-states resource includes the following attributes:

Field	Description
displayName	The name for the state.
id	The unique ID (GUID) for the agent state. This ID is included in the userState of device change messages when an agent state is matched.
operationName	The unique operation name that is used to set this state (for example, AfterCallWork).
state	The actual T-Server state (Ready/NotReady).
workMode	An after call work mode. Note that modes are applicable to particular states. • Ready — ManualIn/AutoIn/ReturnBack • NotReady — AfterCallWork/AuxWork/ LegalGuard/NoCallDisconnect/WalkAway.
reason	The reason for the agent's state (if specified, it must be unique as it is used as a reason code).

Examples

Get agent states settings

Request

```
GET /api/v2/settings/agent-states
```

Response

```
{
   "statusCode":0,
   "settings":[
      {
         "id":"900D55CC-2BB0-431F-8BF9-D3525B383BE6",
         "operationName":"NotReady",
         "displayName":"Not Ready",
         "state":"NotReady"
      },
      {
         "id":"0F7F5003-EF26-4D13-A6Ef-D0C7EC819BEB",
         "operationName":"Offline",
         "displayName":"Offline",
         "state":"Logout"
      },
```

```
      {
         "id":"2B36138D-C564-4562-A8CB-3C32D564F296",
         "operationName":"AuxWork",
         "displayName":"AuxWork",
         "state":"NotReady",
         "workMode":"AuxWork"
      },
      {
         "id":"D3663509-3D82-4DD3-A82E-2EA8EFA02AEF",
         "operationName":"AfterCallWork",
         "displayName":"AfterCallWork",
         "state":"NotReady",
         "workMode":"AfterCallWork"
      },
      {
         "id":"9430250E-0A1B-421F-B372-F29E69366DED",
         "operationName":"Ready",
         "displayName":"Ready",
         "state":"Ready"
      }
   ],
   "key":"operationName"
}
```


Create an agent state setting

> **Important**
>
> Creating agent states through the API requires the `Administrator` role.

You can also create agent state operations by adding a new Action Code using Configuration Manager or Genesys Administrator. See the configuration documentation for additional details. **Request**

```
POST /api/v2/settings/agent-states
{
   "operationName":"OutToLunch",
   "displayName":"Not Ready - Out to lunch",
   "state":"NotReady",
   "reason":"OutToLunch"
}
```

Response


```
{
   "id":"OutToLunch",
   "path":"/settings/agent-states/OutToLunch",
   "uri":"http://198.51.100.3:8090/api/v2/settings/agent-states/OutToLunch",
   "statusCode":0
}
```


Update an agent state setting

Request

```
PUT /api/v2/settings/agent-states
{
```

```
   "operationName":"OutToLunch",
   "displayName":"Not Ready - Lunch!"
}
```

Response

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

Voice settings

The voice settings group provides settings related to agents and call activity:

Setting	Description
case-filter	Defines the subset of userData that should be provided in the case property for established calls. See Toast and case data for additional details.
defaultTelephonyNetworkType	The default type is Public, to be used when creating new devices if no telephonyNetworkType is provided in the creation request. Note: This property is a default property and can only be updated, not created or deleted.
defaultWrapupTime	Defines the default amount of time that agents are given between ending a call and the system making them ready for the next call.
outboundCallerId	Sets the number to be used in the caller ID override for outbound calls. This can be used to protect the agent identity and show a corporate number to customers.
toast-filter	Defines the subset of userData that should be provided in the toast property for ringing or dialing calls. See Toast and case data for additional details.

> **Important**
> The key for the voice settings group is **name**.

Examples

Get voice settings

Request

```
GET /api/v2/settings/voice
```

Response

```
{
   "key":"name",
   "settings":[
      {
         "name":"defaultTelephonyNetworkType",
         "value":"Private"
      }
   ],
   "statusCode":0
}
```

Create a voice setting

> **Important**
> Default settings cannot be created or deleted, only updated.

Request

```
POST /api/v2/settings/voice
{
    "name": "outboundCallerId",
    "value": "18883695555"
}
```

Response

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

Update a voice setting

Request

```
PUT /api/v2/settings/voice
{
    "name": "outboundCallerId",
    "value": "18883691212"
}
```

Response

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

Delete a voice setting

> **Important**
> Default settings cannot be created or deleted, only updated.

Request

```
DELETE /api/v2/settings/voice
{
    "name": "outboundCallerId"
}
```

Response

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

Voice operations settings

You can use the voice-operations setting group to configure a default set of user attached data to be provided with call-related operations. Currently, default user data is only supported for the Dial operation. User data configured via voice-operations settings is added to any userData provided in the API request to dial the call. If there are duplicate keys between the two, the values provided in the API request are used.

Examples

Create a voice-operations setting

Request

```
POST /api/v2/settings/voice-operations
{
    "operationName": "Dial",
    "userData": {
        "subscriberId": "1234567890"
    }
}
```

Response

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

Read a voice-operations settings

Request

```
GET /api/v2/settings/voice-operations
```

Response

```
{
   "key":"operationName",
   "settings":[
      {
         "operationName":"Dial",
```

```
         "userData":{
            "subscriberId":"1234567890"
         }
      }
   ],
   "statusCode":0
}
```

Update a voice-operations setting

Request

```
PUT /api/v2/settings/voice-operations
{
    "operationName": "Dial",
    "userData": {
        "subscriberId": "1234567890",
        "region": "EU"
    }
}
```

Response

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

Delete a voice-operations setting

Request

```
DELETE /api/v2/settings/voice-operations
{
    "operationName": "Dial"
}
```

Response

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

Custom settings

This is part of the Settings API section of the Web Services API.

Overview

The Web Services API provides two types of settings you can access and manipulate:

- System settings — System settings groups and settings are defined by Web Services and can be adjusted by clients through the API.
- Custom settings — Custom settings groups and settings are defined by you to suit the needs of your client application.

You can use custom settings for any purpose in your client application — storing user preferences is a common example. The key used in the setting group can be defined when you create the group, and the structure of the setting property values themselves (beyond the key property) can have any structure as long as it's valid JSON.

Attributes

The attributes for each setting group vary. There is no limitation to the number of attributes defined or the values they contain, beyond that the values must contain valid JSON. One important thing to note is that if you have an attribute which holds a JSON object, you will not be able to modify the individual fields in the object. To modify a specific field, the whole object must be passed via PUT, overwriting the existing value.

Storage

The custom settings groups you create using the Settings API are only stored in Cassandra and not synchronized to Configuration Server. Settings groups you define in Configuration Server continue to be imported as before.

Get available settings groups

Request

```
GET http://198.51.100.3:8090/api/v2/settings
```

Response

```
{
   "settings":[
      {
         "displayName":"interaction-workspace",
```

```
         "key":"name",
         "uri":"http://198.51.100.3:8090/api/v2/settings/interaction-workspace"
      },
      {
         "displayName":"Voice",
         "key":"name",
         "uri":"http://198.51.100.3:8090/api/v2/settings/voice"
      },
      {
         "displayName":"Voice Operations",
         "key":"operationName",
         "uri":"http://198.51.100.3:8090/api/v2/settings/voice-operations"
      },
      {
         "displayName":"dispositions",
         "name":"dispositions",
         "uri":"http://198.51.100.3:8090/api/v2/settings/dispositions"
      },
      {
         "displayName":"General Settings",
         "name":"general-settings",
         "uri":"http://198.51.100.3:8090/api/v2/settings/general-settings"
      },
      {
         "displayName":"Agent States",
         "name":"agent-states",
         "uri":"http://198.51.100.3:8090/api/v2/settings/agent-states"
      }
   ],
   "statusCode":0
}
```


Create a new settings group

Request

```
POST /api/v2/settings
{
   "name": "client-settings",
   "displayName": "Client Settings",
   "key": "name"
}
```

Response


```
{
   "statusCode":0,
   "id":"client-settings",
   "path":"/settings/client-settings",
   "uri":"http://dev-ip9-187.gws.genesys.com:8090/api/v2/settings/client-settings"
}
```


Create a new setting

Request

```
POST /api/v2/settings/client-settings
{
    "name": "Zone",
    "value": "North"
}
```

Response

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

Update a setting

Request

```
PUT /api/v2/settings/client-settings
{
    "name": "Zone",
    "value": "South"
}
```

Response

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

Create a setting with a complex property value

Request

```
POST /api/v2/settings/client-settings
{
   "name":"department",
   "displayName":"Department",
   "possibleValues":[
      {
         "name":"tech_support",
         "displayName":"Tech Support",
         "possibleValues":[
            {
               "displayName":"Computers",
               "name":"computers"
            },
            {
               "displayName":"Network",
               "name":"network"
            }
         ]
      },
      {
         "displayName":"Sales",
         "name":"sales"
```

```
      }
   ]
}
```

Response

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

Update a setting with a complex property value

Request

```
PUT /api/v2/settings/client-settings
{
   "name":"department",
   "possibleValues":[
      {
         "name":"tech_support",
         "displayName":"Tech Support",
         "possibleValues":[
            {
               "displayName":"Computers!!!",
               "name":"computers"
            },
            {
               "displayName":"Network",
               "name":"network"
            }
         ]
      },
      {
         "displayName":"Sales",
         "name":"sales"
      }
   ]
}
```

Response

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

Get settings in the group

Request

```
GET /api/v2/settings/client-settings
```

Response

```
{
```

```
   "statusCode":0,
   "settings":[
      {
         "possibleValues":[
            {
               "name":"tech_support",
               "displayName":"Tech Support",
               "possibleValues":[
                  {
                     "displayName":"Computers!!!",
                     "name":"computers"
                  },
                  {
                     "displayName":"Network",
                     "name":"network"
                  }
               ]
            },
            {
               "displayName":"Sales",
               "name":"sales"
            }
         ],
         "name":"department",
         "displayName":"Department"
      },
      {
         "name":"Zone",
         "value":"South"
      }
   ],
   "key":"name"
}
```


Delete a setting

Request

```
DELETE /api/v2/settings/client-settings
{
    "name": "Zone"
}
```

Response


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


Delete a settings group

Request

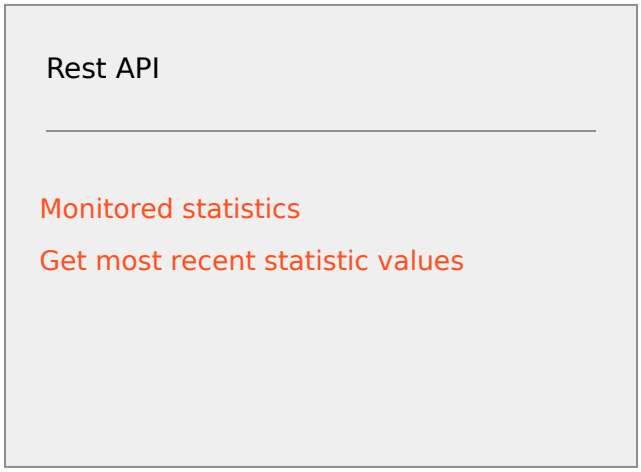
```
DELETE /api/v2/settings/client-settings
```

Response

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

Statistics API

This document describes the Statistics API portion of the Web Services API.



Monitored statistics

This document is part of the Statistics API portion of the Web Services API.

Entry Format

Two modes of statistics definitions are supported, "simple" and "extended". In "simple" mode, the statistic type is defined in Configuration Manager and the `statistics.yaml` entry defines the additional statistics options and the statistic name in the API. In "extended" mode, the full definition of the statistic is provided in `statistics.yaml` entry. In this case there is no need to use Configuration Manager for statistic definition. The switch between modes is defined basing on presence of **statisticDefinitionEx** property. If the specified mode is in "extended" mode, **statisticDefinitionName** is ignored if present.

Simple Mode Entry Format

[+] Simple Mode Entry Format

Example:

```
name: test
statisticDefinitionName: TestAgentStat
objectType: QUEUE
timeProfile: OneDay
notificationMode: PERIODICAL
notificationFrequency: 10
timeRange: Range0-60
timeRange2: Range0-5
```

The properties meaning are:

- name - the name of statistic as it appears in API request
- statisticDefinitionName - the name of statistic type (definition) as it's in CME (see Stat Server User's Guide)
- objectType - the type of objects statistic is applied. Possible values: AGENT|QUEUE|SKILL_Q|SKILL_AG|VIRTUAL_QUEUE:
  - AGENT - statistic is monitored for agents
  - QUEUE - statistic is monitored for queues
  - SKILL_AG - statistic is monitored for agentGroup, associated with skill
  - SKILL_Q - statistic is monitored for virtual queue, associated with skill
  - VIRTUAL_QUEUE - statistic is monitored for virtual queues
- notificationMode - PERIODICAL

- notificationFrequency - the frequency of notification (in seconds)
- timeProfile - the name of timeProfile in Configuration Manager used for statistic aggregation (see Stat Server User's Guide)
- timeRange/timeRange2 - the timeranges names which are defined in Configuration Manager and are used for calculating statistic (see Stat Server User's Guide)

Extended mode entry format

[+] Extended Mode Entry Format

To use this mode replace the **statisticDefinitionName** string with **statisticDefinitionEx** containing full definition of statistic type. Here is the sample format:

```
name: testServiceLevel
statisticDefinitionEx:
    category: TotalNumberInTimeRangePercentage
    mainMask: CallAnswered
    subject: DNAction
    intervalType: GrowingWindow
    dynamicTimeProfile: "0:00"
    timeRangeLeft: 0
    timeRangeRight: 60
objectType: QUEUE
notificationMode: PERIODICAL
notificationFrequency: 10
```

Fields **name**, **objectType**, **notificationMode**, **notificationFrequency** have the same meaning as for simple mode. The **statisticDefinitionEx** defines the statistic to be collected. Note the indentation here. No tabs can be used (See YAML 1.1 Spec).

The supported properties are:

Option	Type	Mandatory	Default Value	Note
category	String	Y		The statistic's category
mainMask	comma-delimited list	Y		The statistic's main mask
relativeMask	comma-delimited list	N	Empty list	The statistic's relative mask
subject	String	Y		The statistic's subject
intervalType	GrowingWindow OR SinceLogin OR SlidingSelection OR SlidingWindow	N		The statistic's interval type
dynamicTimeProfile	String	N		The time profile (interval) value to be used
timeRangeLeft	Integer	N	null	The "from/left/

Option	Type	Mandatory	Default Value	Note
				start/lower" value of TimeRange interval
timeRangeRight	Integer	N	null	The "to/right/end/ upper" value of TimeRange interval
timeRangeLeft2	Integer	N	null	The "from/left/ start/lower" value of TimeRange2 interval
timeRangeRight2	Integer	N	null	The "to/right/end/ upper" value of TimeRange2 interval
dynamicFilter	String	N	null	filter to be used
distinguishByConnId	Boolean	N	null	look for DCID in StatServerUserGuide

Note that those properties are used for defining the statistics. Not all combinations are supported by StatServer. See Stat Server user guide for more info.

Queue Statistics

[+] Total_Answered

The number of customer interactions that entered a service type and were accepted, answered, or pulled by agent (s)/agent group (s) within the reporting time interval.

Definition in Configuration Server:

```
name: Total_Answered
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallAnswered
    subject: DNAction
```

[+] Total_Abandoned

The number of interactions that were terminated by the customer while waiting on the service type during the reporting time interval. This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (Call Abandoned While Ringing).

Definition in Configuration Server:

```
name: Total_Abandoned
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallAbandoned
    subject: DNAction
```

[+] Current_In_Queue

The number of customer interactions that are currently waiting in queue.

Definition in Configuration Server:

```
name: Current_In_Queue
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: CallWait
    subject: DNAction
```

No time profile.

[+] CurrMaxCallWaitingTime

The maximum waiting time for customer interactions currently waiting on a service Definition in Configuration Server:

```
name: CurrMaxCallWaitingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: CurrentMaxTime
    mainMask: CallWait
    relativeMask: CallWait
    subject: DNAction
```

No time profile.

[+] ServiceLevel

Ratio of call answered within given interval (specified by first time range) compared to (total number answered + total abandoned after delay specified by second time range).

```
name: ServiceLevel
statisticDefinitionEx:
    category: ServiceFactor1
    subject: DNAction
    intervalType: GrowingWindow
    dynamicTimeProfile: "0:00+1:00"
    timeRangeLeft: 0
```

```
    timeRangeRight: 120
    timeRangeLeft2: 0
    timeRangeRight2: 10
objectType: QUEUE
notificationMode: PERIODICAL
notificationFrequency: 10
```

[+] AverageWaitingTime

Average wait time for customer interactions what were entered and distributed/abandoned on a service type during reporting time interval Note: this will calculate wait time for all calls, including ones that were abandoned.

Definition in Configuration Server:

```
name: AverageWaitingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: AverageTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallWait
    relativeMask: CallWait
    subject: DNAction
```

Skills Statistics

[+] CurrentNotReadyAgents

Number of not ready agents with skill

```
name: CurrentNotReadyAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: NotReadyForNextCall
    subject: AgentStatus
```

Time profile - not used.

[+] CurrentReadyAgents

Number of ready agents with skill

```
name: CurrentReadyAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: WaitForNextCall
```

```
    subject: AgentStatus
```

Time profile - not used.

[+] CurrNumberInCall

Number of agents with skill in call

```
name: CurrNumberInCall
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, CallRinging,
CallDialing
    subject: AgentStatus
```

Time profile - not used.

[+] LongestIdleTime

The longest time an agent is currently waiting to receive a call (evaluated maximum of current idle time for all agents in group which are currently waiting to receive a call, may be 0 if no idle agents are present in group at the moment).

```
name: LongestIdleTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentMaxTime
    mainMask: WaitForNextCall
    subject: AgentStatus
```

Time profile - not used.

[+] AverageHandlingTime

The average amount of time during the reporting interval that agent/agent groups spent on customer interactions including After Call Work (ACW)/ wrap-up status.

```
name: AverageHandlingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: AverageTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork
    relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
    subject: DNStatus
```

[+] ServiceLevel

Ratio of call answered within given interval (specified by first time range) compared to (total number answered + total abandoned after delay specified by second time range).

```
name: ServiceLevel
statisticDefinitionEx:
    category: ServiceFactor1
    subject: DNAction
    intervalType: GrowingWindow
    dynamicTimeProfile: "0:00+1:00"
    timeRangeLeft: 0
    timeRangeRight: 120
    timeRangeLeft2: 0
    timeRangeRight2: 10
objectType: SKILL_Q
notificationMode: PERIODICAL
notificationFrequency: 10
```

Agent Statistics

[+] AverageHandlingTime

```
name: AverageHandlingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: AverageTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork
    relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
    subject: DNStatus
```

[+] Productivity

```
name: Productivity
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: AverageNumberPerRelativeHour
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallInbound,CallOutbound,CallInternal,CallConsult,CallUnknown
    relativeMask: '*,~LoggedOut,~NotMonitored'
    subject: AgentStatus
```

[+] InboundCalls

```
name: InboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
```

```
    mainMask: CallInbound
    subject: DNAction
```

[+] InternalCalls

```
name: InternalCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallInternal
    subject: DNAction
```

[+] OutboundCalls

```
name: OutboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallOutbound
    subject: DNAction
```

[+] ConsultCalls

```
name: ConsultCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallConsult
    subject: DNAction
```

[+] ReadyDuration

```
name: ReadyDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: WaitForNextCall
    subject: AgentStatus
```

[+] WrapDuration

<description>

```
name: WrapDuration
notificationFrequency: 10
```

```
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: AfterCallWork
    relativeMask: AfterCallWork
    subject: AgentStatus
```

[+] TalkDuration

```
name: TalkDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
    subject: DNAction
```

[+] HoldDuration

```
name: HoldDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask:
CallOnHoldInbound,CallOnHoldOutbound,CallOnHoldInternal,CallOnHoldConsult,CallOnHoldUnknown
    subject: DNAction
```

Agent Statistics for eServices

[+] AverageHandlingTime_Chat

```
name: AverageHandlingTime_Chat
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-chat
statisticDefinitionEx:
dynamicFilter: "MediaType=chat"
category: AverageTime
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask:
InteractionHandlingUnknown,Coaching,InteractionHandlingInternal,InteractionHandlingOutbound,InteractionHandling
relativeMask:
InteractionHandlingUnknown,Coaching,InteractionHandlingInternal,InteractionHandlingOutbound,InteractionHandling
subject: DNStatus
maskType: MEDIA
```

[+] AverageHandlingTime_Email

```
name: AverageHandlingTime_Email
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-email
statisticDefinitionEx:
dynamicFilter: "MediaType=email"
category: AverageTime
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask:
InteractionHandlingUnknown,Coaching,InteractionHandlingInternal,InteractionHandlingOutbound,InteractionHandling
relativeMask:
InteractionHandlingUnknown,Coaching,InteractionHandlingInternal,InteractionHandlingOutbound,InteractionHandling
subject: DNStatus
maskType: MEDIA
```

[+] Productivity_Chat

```
name: Productivity_Chat
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-chat
statisticDefinitionEx:
dynamicFilter: "MediaType=chat"
category: AverageNumberPerRelativeHour
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask:
InteractionHandlingInbound,InteractionHandlingOutbound,InteractionHandlingInternal,Coaching,InteractionHandling
relativeMask: '*,~Available,~NotAvailable'
subject: AgentStatus
maskType: MEDIA
```

[+] Productivity_Email

```
name: Productivity_Email
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-email
statisticDefinitionEx:
dynamicFilter: "MediaType=email"
category: AverageNumberPerRelativeHour
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask:
InteractionHandlingInbound,InteractionHandlingOutbound,InteractionHandlingInternal,Coaching,InteractionHandling
relativeMask: '*,~Available,~NotAvailable'
subject: AgentStatus
maskType: MEDIA
```

[+] InboundChats

```
name: InboundChats
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-chat
```

```
statisticDefinitionEx:
dynamicFilter: "MediaType=chat"
category: TotalNumber
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: InteractionHandlingInbound
subject: DNAction
maskType: MEDIA
```

[+] InboundEmails

```
name: InboundEmails
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-email
statisticDefinitionEx:
dynamicFilter: "MediaType=email"
category: TotalNumber
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: InteractionHandlingInbound
subject: DNAction
maskType: MEDIA
```

[+] ChatDuration

```
name: ChatDuration
notificationFrequency: 9
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-chat
statisticDefinitionEx:
dynamicFilter: "MediaType=chat"
category: TotalAdjustedTime
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: InteractionHandlingUnknown, Coaching, InteractionHandlingInbound
subject: DNAction
maskType: MEDIA
```

[+] EmailDuration

```
name: EmailDuration
notificationFrequency: 9
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-email
statisticDefinitionEx:
dynamicFilter: "MediaType=email"
category: TotalAdjustedTime
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: InteractionHandlingUnknown, Coaching, InteractionHandlingInbound
subject: DNAction
maskType: MEDIA
```

[+] TimeInCurrentChat

```
name: TimeInCurrentChat
notificationFrequency: 10
notificationMode: PERIODICAL
```

```
objectType: AGENT
features: api-multimedia-chat
statisticDefinitionEx:
dynamicFilter: "MediaType=chat"
category: CurrentTime
mainMask: '*'
subject: AgentStatus
maskType: MEDIA
```

[+] TimeInCurrentEmail

```
name: TimeInCurrentEmail
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-email
statisticDefinitionEx:
dynamicFilter: "MediaType=email"
category: CurrentTime
mainMask: '*'
subject: AgentStatus
maskType: MEDIA
```

[+] OutboundEmails

```
name: OutboundEmails
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-email
statisticDefinitionEx:
dynamicFilter: "MediaType=email"
category: TotalNumber
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: InteractionHandlingOutbound
subject: DNAction
maskType: MEDIA
```

[+] TransferredChats

```
name: TransferredChats
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-chat
statisticDefinitionEx:
dynamicFilter: "MediaType=chat"
category: TotalNumber
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: TransferMade
subject: DNAction
maskType: MEDIA
```

[+] MissedChats

```
name: MissedChats
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-chat
```

```
statisticDefinitionEx:
dynamicFilter: "MediaType=chat"
category: TotalNumber
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: InteractionRevoked
subject: DNAction
maskType: MEDIA
```

[+] RejectedChats

```
name: RejectedChats
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-chat
statisticDefinitionEx:
dynamicFilter: "MediaType=chat"
category: TotalNumber
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: InteractionRejected
subject: DNAction
maskType: MEDIA
```

[+] TransferredEmails

```
name: TransferredEmails
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-email
statisticDefinitionEx:
dynamicFilter: "MediaType=email"
category: TotalNumber
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: TransferMade
subject: DNAction
maskType: MEDIA
```

[+] MissedEmails

```
name: MissedEmails
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-email
statisticDefinitionEx:
dynamicFilter: "MediaType=email"
category: TotalNumber
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: InteractionRevoked
subject: DNAction
maskType: MEDIA
```

[+] RejectedEmails

```
name: RejectedEmails
notificationFrequency: 10
notificationMode: PERIODICAL
```

```
objectType: AGENT
features: api-multimedia-email
statisticDefinitionEx:
dynamicFilter: "MediaType=email"
category: TotalNumber
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: InteractionRejected
subject: DNAction
maskType: MEDIA
```

[+] ReadyDuration_Email

```
name: ReadyDuration_Email
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia
statisticDefinitionEx:
dynamicFilter: "MediaType=email"
category: TotalAdjustedTime
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: Available
subject: AgentStatus
maskType: MEDIA
```

[+] ReadyDuration_Chat

```
name: ReadyDuration_Chat
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
features: api-multimedia-chat
statisticDefinitionEx:
dynamicFilter: "MediaType=chat"
category: TotalAdjustedTime
dynamicTimeProfile: "0:00"
intervalType: GrowingWindow
mainMask: Available
subject: AgentStatus
maskType: MEDIA
```

Resources

See Enabling reporting in the *Web Services and Applications Deployment Guide*.

This list is the minimal list - it contains only statistics which are required for current version of UI.

[+] Sample statistics.yaml file

Internal statistics used for tracing the state of agent.

```
#internal stats
name: CurrentTargetState
statisticDefinitionEx:
    category: CurrentTargetState
    mainMask: '*'
```

```
    subject: DNStatus
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
objectType: AGENT
notificationMode: IMMEDIATE
notificationFrequency: 0
---
name: CurrentAgentState
notificationFrequency: 0
notificationMode: IMMEDIATE
objectType: AGENT
statisticDefinitionEx:
    category: CurrentState
    mainMask: '*'
    subject: DNAction
---
#queue
name: Total_Answered
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallAnswered
    subject: DNAction
---
name: Total_Abandoned
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallAbandoned
    subject: DNAction
---
name: Current_In_Queue
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: CallWait
    subject: DNAction
---
name: CurrMaxCallWaitingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: CurrentMaxTime
    mainMask: CallWait
    relativeMask: CallWait
    subject: DNAction
---
name: AverageWaitingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
```

```
    category: AverageTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallWait
    relativeMask: CallWait
    subject: DNAction
---
#Skill AG
name: CurrentNotReadyAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: AfterCallWork, NotReadyForNextCall
    subject: AgentStatus
---
name: CurrentReadyAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: WaitForNextCall
    subject: AgentStatus
---
name: CurrNumberInCall
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, CallRinging,
CallDialing
    subject: AgentStatus
---
name: CurrentNumberLoggedInAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: '*,~LoggedOut,~NotMonitored'
    subject: AgentStatus
---
name: LongestIdleTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentMaxTime
    mainMask: WaitForNextCall
    subject: AgentStatus
---
name: AverageHandlingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: AverageTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork
```

```
    relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
    subject: DNStatus
---
#agent
name: AverageHandlingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: AverageTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork
    relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
    subject: DNStatus
---
name: Productivity
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: AverageNumberPerRelativeHour
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallInbound,CallOutbound,CallInternal,CallConsult,CallUnknown
    relativeMask: '*,~LoggedOut,~NotMonitored'
    subject: AgentStatus
---
name: InboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallInbound
    subject: DNAction
---
name: InternalCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallInternal
    subject: DNAction
---
name: OutboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallOutbound
    subject: DNAction
---
name: ConsultCalls
notificationFrequency: 10
```

```
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallConsult
    subject: DNAction
---
name: ReadyDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: WaitForNextCall
    subject: AgentStatus
---
name: WrapDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: AfterCallWork
    relativeMask: AfterCallWork
    subject: AgentStatus
---
name: TalkDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
    subject: DNAction
---
name: HoldDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask:
CallOnHoldInbound,CallOnHoldOutbound,CallOnHoldInternal,CallOnHoldConsult,CallOnHoldUnknown
    subject: DNAction
---
#service level
name: ServiceLevel
statisticDefinitionEx:
    category: ServiceFactor1
    subject: DNAction
    intervalType: GrowingWindow
    dynamicTimeProfile: "0:00+1:00"
    timeRangeLeft: 0
```

```
    timeRangeRight: 120
    timeRangeLeft2: 0
    timeRangeRight2: 10
objectType: QUEUE
notificationMode: PERIODICAL
notificationFrequency: 10
---
name: ServiceLevel
statisticDefinitionEx:
    category: ServiceFactor1
    subject: DNAction
    intervalType: GrowingWindow
    dynamicTimeProfile: "0:00+1:00"
    timeRangeLeft: 0
    timeRangeRight: 120
    timeRangeLeft2: 0
    timeRangeRight2: 10
objectType: SKILL_Q
notificationMode: PERIODICAL
notificationFrequency: 10
```

Get most recent statistic values

You can use the following request retrieve the most recent statistic values for a specific object ID:

```
GET api/v1/stats/{objectId}
```

For example:

```
GET api/v1/stats/e653a99ae8a74dd5bfb5c7be57bd8c65
```

Returns:

```
{
       "objectId": "e653a99ae8a74dd5bfb5c7be57bd8c65",
       "statusCode":0,
       "statistics": [
           {
               "statistic": "numAnsweredCalls",
               "value": 222,
               "time": 1345144080379
           },
           {
               "statistic": "numCalls",
               "value": 500,
               "time": 1345143997464
           },
           {
               "statistic": "numDroppedCalls",
               "value": 200,
               "time": 1345144064936
           }
       ]
   }
```

If you need to get an individual statistic, you can parse the results of the query for the particular statistic.

Query for Range of Statistic Values

Use the following request to retrieve the range of historical values for a given object and statistic:

```
GET api/v1/stats/{objectId}/{statisticName}
```

These historical values are only stored for statistics that have the **saveHistory: true** property.

Parameters

Parameter	Description
numValues	The default is '1' if this parameter is not provided. This can be set to a larger number to retrieve multiple statistic values. For example, if set to "100", it returns the last 100 values, if there are that many. (optional)
from	Sets the start of time range that you are interested in. (optional)
to	Sets the end of time range that you are interested in. (optional)

Example Requests

Request	Description
api/v1/stats/{objectId}/numCalls?numValues=10	Returns the 10 most recent values for the **numCalls** statistic.
api/v1/stats/{objectId}/numCalls?from=1343779200000&to=1346457599999	Returns all statistic values for the statistic **numCalls** for the month of August 2012.
api/v1/stats/{objectId}/numCalls?from=1343779200000&to=1346457599999#values=3	Returns the 3 most recent (last) statistic values for the statistic **numCalls** within the month of August 2012.

Example Response

The format response to the **GET** request is the same regardless of the parameters supplied:

```
{
    "statusCode":0,
    "objectId": "888d13ad-e8aa-4532-a99a-eb8c6590e65a",
    "statistics": [
        {
            "statistic": "numCalls",
            "values": [
                {
                    "value": 300,
                    "time": 1344866399143
                },
                {
                    "value": 200,
                    "time": 1344866389143
                }
            ]
        }
    ]
}
```

Hierarchical Dispositions API

This document describes the Hierarchical Dispositions API portion of the Web Services API.

Overview

As it is becoming necessary to support a hierarchical structure for disposition codes, the new grouping API will be used to provide this mechanism.

Configuration

The hierarchical disposition structure in Configuration Manager will be represented as described here.

Web Services will maintain two-way synchronization between Configuration Manager configuration and Cassandra.

API Design

The Grouping API will be used to provide access to dispositions. The following additions will be made to this API as follows:

Disposition Group

Each disposition group will have a `dispositions` sub-resource with disposition descriptors and will contain a list of sub-groups in the list.

The group attributes for disposition groups will be updated as follows:

- For each root disposition group, the group "name" is the name of the corresponding Business Attribute. For sub-groups, the group `name` is the name of the corresponding business attribute folder.
- The value of `contains` will be `dispositions`.
- A new, optional boolean attribute `defaultGroup` will specify whether this is the default dispositions group.
- `parentUri` must be set if the group has a parent.
- The `type` attribute for this group will be `dispositions`.

Dispositions resource

Each disposition descriptor will have the following attributes:

Field	Description	Mandatory
name	Name of disposition code. Used for two purposes: 1. in the settings group of disposition codes it is used as the key; and 2. when used in `SetDispositionCode` T-Server scenario it should be used as disposition value. This field is immutable and can not be updated.	Yes
displayName	Value to be displayed on UI, this field can be updated using the PUT operation.	Yes

Parameters

In addition to the filters and request parameters specified in the grouping API, the following filters should be supported for disposition groups:

filter	Description
subresources=**	subresources=* returns only the first level of subresources. subresources=** will return the full tree (note that subresources=* should be supported as well)

Annex Configuration

All Business Attributes that contain dispositions except for the default must have an annex section in Configuration Manager

`htcc`

with one key/value pair:

`contains:dispositions`

This is used to determine which business attributes must be imported as disposition groups.

The `default` group is defined by updating the interaction.disposition.value-business-attribute. When the interaction.disposition.value-business-attribute option is updated in Configuration Server, the disposition group corresponding to that Business Attribute will be treated as `default`.

Retrieve all configured dispositions in a specific disposition group

This operation is part of the Hierarchical Dispositions API portion of the Web Services API.

Overview

Retrieves all dispositions in a specific disposition group.

Example

```
GET /groups/{id}/dispositions
{
    "dispositions":[
         {
             "name":"Disp1",
             "displayName:"Dispo One"
         },
         {
             "name":"Disp2",
             "displayName:"Dispo Two"
         },
         {
             "name":"Disp3",
             "displayName:"Dispo Three"
         }
     ]
}
```

Retrieve full contents of a specific disposition category

This operation is part of the Hierarchical Dispositions API portion of the Web Services API.

Overview

Retrieve the dispositions and sub-categories of any disposition group.

Example

```
GET /groups/{id}?subresources=*
{
    "id":<id>,
    "uri":"<uri>"
    "name":"DispGroup",
    "contains":"dispositions"
    "groups":[{"name":"Sub-group", "contains":"dispositions",
"parentUri":"/groups/{parent_id}", "uri":"/groups/{id}", "id":"{id}"}]
    "dispositions":[
         {
             "name":"Disp1",
             "displayName:"Dispo One"
         },
         {
             "name":"Disp2",
             "displayName:"Dispo Two"
         },
         {
             "name":"Disp3",
             "displayName:"Dispo Three"
         }
     ]
}
```

Retrieve full disposition and category tree

This operation is part of the Hierarchical Dispositions API portion of the Web Services API.

Overview

Retrieve all descendants of a node in the group tree.

Example

```
GET /groups/{id}?subresources=**
{
    "name":"Dispositions",
    "groups":[
        {
            "name":"Sub-group",
            "contains":"dispositions",
            "parentUri":"/groups/{parent_id}",
            "uri":"/groups/{id}",
            "id":"{id}",
            "groups:[{ "dispositions":[..etc..], etc..}, etc]
            "dispositions":[
                {
                   "name":"Disp4",
                   "displayName:"Dispo 4"
                },
                {
                   "name":"Disp5",
                   "displayName:"Dispo 5"
                },
                {
                   "name":"Disp6",
                   "displayName:"Dispo 6"
                }]
        }]
    "dispositions":[
         {
             "name":"Disp1",
             "displayName:"Dispo One"
         },
         {
             "name":"Disp2",
             "displayName:"Dispo Two"
         },
         {
             "name":"Disp3",
             "displayName:"Dispo Three"
         }
     ]
```

```
}
```

Create a new disposition

This operation is part of the Hierarchical Dispositions API portion of the Web Services API.

Overview

Create a new disposition in the appropriate group.

Each disposition must include a name and a display name.

The "name" is what the client application will send using the `SetCallDisposition` telephony operation.

Example

```
POST /groups/{id}/dispositions
{
     "name":"MyDisposition",
     "displayName":"Display Name"
}
```

In Configuration Manager

The corresponding business attribute value must be created in the folder that corresponds to `groups/{id}` or at root level for the corresponding business attribute if `groups/{id}` represents the root of the structure.

Remove a disposition

This operation is part of the Hierarchical Dispositions API portion of the Web Services API.

Overview

Remove a specific disposition.

A Configuration Manager Administrator must be able to remove a Business Attribute Value in any Business Attribute that is known to contain dispositions.

The removed value is immediately unavailable via the API.

Example

Note that dispositions only live at the group level. There is no root level disposition resource:

```
DELETE /groups/{id}/dispositions/{id}
```

In Configuration Manager

The business attribute value associated with the disposition must be removed.

Create sub-category of dispositions

This operation is part of the Hierarchical Dispositions API portion of the Web Services API.

Overview

Create a sub-category within another disposition group.

Example

```
POST /groups/{id}/groups
{
   "name":"MySubGroup",
   "contains":"dispositions"
}
```

In Configuration Manager

A folder is created within the folder represented by /groups/{id}.

Create top-level disposition group

This operation is part of the Hierarchical Dispositions API portion of the Web Services API.

Overview

Add a top-level disposition group.

Example

```
POST /groups/{id}/groups
{
   "name":"MyGroup",
   "contains":"dispositions"
}
```

In Configuration Manager

The associated Business Attribute must be created.

Remove sub-category of dispositions

This operation is part of the Hierarchical Dispositions API portion of the Web Services API.

Overview

Remove a disposition sub-category.

This should remove all child objects of the sub-category (for example: including dispositions and sub-groups).

Example

```
DELETE /groups/{id}
```

In Configuration Manager

The corresponding folder and all of its contents must be removed.

Remove root-level disposition group

This operation is part of the Hierarchical Dispositions API portion of the Web Services API.

Overview

Remove a root level disposition group. This should remove all child objects of the group.

Example

```
DELETE /groups/{id}
```

In Configuration Manager

The associated business attribute must be removed.

Configuration Manager Scenarios

This operation is part of the Hierarchical Dispositions API portion of the Web Services API.

Overview

This describes various scenarios for which Hierarchical Dispositions can be managed with Configuration Manager.

Create a disposition in CME

A Configuration Manager Administrator must be able to create a new Business Attribute Value in any Business Attribute that is known to contain dispositions.

This Business Attribute Value must be interpreted as a disposition in the appropriate category based on Business Attribute Value folder structure.

The new disposition should become immediately available via the API.

Modify a disposition

A Configuration Manager Administrator must modify a Business Attribute Value in any Business Attribute that is known to contain dispositions.

The new value is reflected immediately via the API.

Remove a disposition

A Configuration Manager Administrator must be able to remove a Business Attribute Value in any Business Attribute that is known to contain dispositions.

The removed value is immediately unavailable via the API.

Remove a Business Attribute Value folder

A Configuration Manager Administrator must remove a Business Attribute Value folder in any Business Attribute that is known to contain dispositions.

The removed folder (for example: group in API terms) is immediately unavailable via the API.

In addition, all of its children must be removed in Cassandra as well.

Remove a Business attribute representing a disposition container

A Configuration Manager Administrator must remove a business attribute which represents dispositions and the corresponding group should be removed in Cassandra as well.

Note that the default disposition container may be removed as well in which case we may have a scenario where there is no default disposition container.

Create a new Business Attribute and mark it as a disposition container

A Configuration Manager Administrator can create a new business attribute and mark it as a disposition container by setting the annex.

Web Services imports this business attribute and provide access to its elements via the "groups" structure.

Set a disposition container as "default"

When the `interaction.disposition.value-business-attribute` option is updated in Configuration Manager, Web Services must set the disposition group which corresponds to that business attribute as `default`.

> **Important**
> If this option is not set, the `default` business attribute name is `DispositionCode`.

Platform Configuration API

Overview

You can use the Platform Configuration API to get read and write access to low-level data from Configuration Server. See Introduction to the Configuration Layer Objects for a full list of the supported configuration objects.

Accessing the API

The following table provides basic information about accessing the Platform Configuration API:

Root request URL	/api/v2/platform/configuration
HTTP Methods	GET, POST, PUT, DELETE
Required Features	• api-platform-configuration-read — for read operations • api-platform-configuration-write — for write operations

All configuration objects are retrieved directly from Configuration Server by using the following URI naming format: the plural version of the object name in lower case, with each word separated by a hyphen (-). Here are a few examples:

Configuration object	URI name
CfgAccessGroup	access-groups
CfgCampaign	campaigns
CfgAgentLogin	agent-logins
CfgSkill	skills

The API also supports the standard CfgQuery attributes for an object as parameters on the URI. If you filter the returned resources using these parameters, you can enclose the filter values in quotes to force a "string" type, where applicable. If the filter value doesn't have quotes and is numeric, Web Services uses an integer filter type. You should be aware of the filter types Configuration Server expects and use quotes as needed. See List of Configuration Layer Objects for details about configuration objects and their filters.

For example, the CfgApplication object has a `name` attribute (a string) and a `dbid` attribute (an integer).

Here's how you could query by application name, using quotes around the string filter value:

Request

```
GET http://198.51.100.10:8080/api/v2/platform/configuration/applications?name="SomeName"
```

And here's how you could query by dbid, without quotes around the integer filter value:

Request

```
GET http://198.51.100.10:8080/api/v2/platform/configuration/applications?dbid=123
```

Security

All Platform Configuration API operations are performed with the credentials of the currently logged in user. If a user doesn't have permissions to access a given object or to perform a given operation, Web Services returns an error. If you retrieve object lists through a query, Web Services only returns the set of objects that are accessible to the currently logged in user.

GET Operations

You can retrieve lists of all objects in a contact center for a given object type. For example, you can get all the CfgAgentLogin objects:

Request

```
GET http://198.51.100.10:8080/api/v2/platform/configuration/agent-logins
```

Response


```
{
   "statusCode":0,
   "agent-logins":[
      {
         "useOverride":"2",
         "tenantDBID":"1",
         "DBID":"261",
         "switchSpecificType":"1",
         "userProperties":{
            "TServer":{
               "wrap-up-time":"0"
            }
         },
         "state":"1",
         "switchDBID":"101",
         "loginCode":"111"
      },
      {
         "useOverride":"2",
         "tenantDBID":"1",
         "DBID":"263",
         "switchSpecificType":"1",
         "userProperties":{
            "provisioning_flags":{
               "modified_At":"4ac7b1ad-ac79-4f7b-a082-317ea79fc667"
            },
```

```
            "TServer":{
               "wrap-up-time":"0"
            }
         },
         "state":"1",
         "switchDBID":"101",
         "loginCode":"123456789"
      }
   ]
}
```


Or you can get a specific object by a database ID. For example, let's get the CfgAgentLogin with a DBID of 261:

Request

```
GET http://198.51.100.10:8080/api/v2/platform/configuration/agent-logins/261
```

Response


```
{
   "statusCode":0,
   "agent-login":{
      "useOverride":"2",
      "tenantDBID":"1",
      "DBID":"261",
      "switchSpecificType":"1",
      "userProperties":{
         "TServer":{
            "wrap-up-time":"0"
         }
      },
      "state":"1",
      "switchDBID":"101",
      "loginCode":"111"
   }
}
```


You can specify the filters `object_path` and `read_folder_dbid`, which will cause the path of the object and the dbid of the object's parent folder to be returned in the response. Note that these filters can be used with any Configuration Server object. The following example shows the filters being used with agent groups.

Request

```
GET /api/v2/platform/configuration/agent-groups?object_path=1
```

Response


```
{
  "statusCode": "0",
  "agent-groups": [
    {
      "objectPath": "\\Configuration\\Environment\\Agent Groups\\test",
      "CfgGroup": {
        "state": "1",
        "name": "test",
        "tenantDBID": "1",
        "DBID": "1486",
        "capacityTableDBID": "0",
```

```
        "siteDBID": "0",
        "capacityRuleDBID": "0",
        "contractDBID": "0",
        "quotaTableDBID": "0"
      }
    },
    {
      "objectPath": "\\Configuration\\Environment\\Agent Groups",
      "CfgGroup": {
        "state": "1",
        "name": "test1",
        "tenantDBID": "1",
        "DBID": "1487",
        "capacityTableDBID": "0",
        "siteDBID": "0",
        "capacityRuleDBID": "0",
        "contractDBID": "0",
        "quotaTableDBID": "0"
      }
    }
  ]
}
```


Request

```
GET /api/v2/platform/configuration/agent-groups?object_path=1&read_folder_dbid=1
```

Response


```
{
  "statusCode": "0",
  "agent-groups": [
    {
      "objectPath": "\\Configuration\\Environment\\Agent Groups\\test",
      "folderDbid": "4385",
      "CfgGroup": {
        "state": "1",
        "name": "test",
        "tenantDBID": "1",
        "DBID": "1486",
        "capacityTableDBID": "0",
        "siteDBID": "0",
        "capacityRuleDBID": "0",
        "contractDBID": "0",
        "quotaTableDBID": "0"
      }
    },
    {
      "objectPath": "\\Configuration\\Environment\\Agent Groups",
      "folderDbid": "111",
      "CfgGroup": {
        "state": "1",
        "name": "test1",
        "tenantDBID": "1",
        "DBID": "1487",
        "capacityTableDBID": "0",
        "siteDBID": "0",
        "capacityRuleDBID": "0",
        "contractDBID": "0",
        "quotaTableDBID": "0"
      }
    }
```

```
  ]
}
```

POST Operations

To add a new object, make sure the `Content-Type` header is set to `application/json`. Your POST must include the full JSON representation of the object as it's required by Configuration Server. Optionally, you can also include **folderDbid** to specify the DBID of a folder where you want the object to be created. For example:

Request

```
POST  http://198.51.100.10:8080/api/v2/platform/configuration/agent-logins
{
   "agent-login":{
      "useOverride":"2",
      "tenantDBID":"1",
      "switchSpecificType":"1",
      "userProperties":{
         "TServer":{
            "wrap-up-time":"0"
         }
      },
      "state":"1",
      "switchDBID":"101",
      "loginCode":"111"
   }
  "folderDbid":123//optional integer you can use to specify the folder DBID where you want
the object to be created
}
```

You can find details about the configuration objects in Introduction to the Configuration Layer Objects.

PUT Operations

To update a configuration object, you need to include the corresponding Configuration Server delta structure. For example, to update a CfgSkill you need to include the CfgDeltaSkill.

> **Important**
>
> The URI naming format for delta objects is the same as the other configuration objects: the name in lower case, with each word separated by a hyphen (-). For example, CfgDeltaSkill would be "delta-skill".

Because the DBID is part of the delta structure in Configuration Server, all PUT requests should be sent via the **/platform/configuration/<type>** path.

Here's an example of how to update a configuration skill with a DBID of 218 by sending the delta structure:

Request

```
PUT http://198.51.100.10:8080/api/v2/platform/configuration/skills
{
   "delta-skill":{
      "CfgSkill":{
         "DBID":218,
         "name":"NewName"
      }
   }
}
```

To update an agent group (CfgDeltaAgentGroup), it would be "delta-agent-group":

Request

```
PUT http://198.51.100.10:8080/api/v2/platform/configuration/agent-groups
{
   "delta-agent-group": {
      "CfgDeltaGroup": {
         "CfgGroup": {
            "DBID": "232",
            "userProperties": {
               "NewSection": {"option1": "1234", "option2": "5678"}
            }
         }
      }
   }
}
```

DELETE Operations

DELETE operations work on a URI with a DBID and don't require any additional parameters. For example:

Request

```
DELETE http://198.51.100.10:8080/api/v2/platform/configuration/agent-logins/261
```

Outbound API

The Outbound API supports asynchronous operations — calls to the API are translated to T-Server events and sent to the appropriate T-Server. Results are received asynchronously, converted to a Web Services resource, and then sent to the client via the CometD channel. Outbound campaign operations have the following endpoints: **/api/v2/me/outbound-campaigns** and **/api/v2/me/outbound-campaigns/<campaing-name>**. Outbound record operations have the following endpoints: **/api/v2/me/outbound-records** and **/api/v2/me/outbound-records/<record-handle>**

You can use the Outbound API to write client applications that include outbound preview features. Refer to the Outbound Contact documentation for more information about Outbound.

For more information about Outbound API operations, click the links below:

Campaign Operations

- Outbound Campaign Resource
- Request Campaign Status
- Start Preview Session
- End Preview Session
- Request Preview Record

Record Operations

- Outbound Record Resource
- Dial Preview Record
- Reject Record
- Cancel Record
- Cancel Record with Phone Number
- Complete Record

More Record Operations

- Do Not Call Record
- Do Not Call Record with Phone Number
- Create Record
- Update Record
- Get Chained Record
- Reschedule Record
- Incoming Call From an Outbound

Campaign

Outbound Campaign Resource

The Outbound Campaign resource contains information about the outbound campaign, including the name and dialing mode. Outbound campaigns have the following endpoints: **/api/v2/me/outbound-campaigns** and **/api/v2/me/outbound-campaigns /<campaing-name>**.

Sample Data

```
{
   "campaign": {
      "groupName": " Outbound Contact Campaigns",
      "groupDescription": "",
      "description": "",
      "applicationId": 124,
      "state": "Started",
      "name": "Outbound Contact - Customer Satisfaction Campaign",
      "dialingMode": "Preview",
      "devicePath": "/devices/1234567890"
   }
}
```

Resource Details

Field	Description
groupName	The name of the agent or place group assigned to the outbound campaign.
groupDescription	A description of the agent or place group assigned to the outbound campaign.
description	A description of the outbound campaign.
applicationId	The Outbound Contact Server application ID.
state	The status of the campaign, such as Started or Loaded.
name	The name of the outbound campaign.
dialingMode	The dialing mode to use as the default for the agent group in a campaign. The dialing modes are `Progressive`, `Predictive`, `Preview`, `Push Preview`, and `Power GVP`.
devicePath	The path to a device.

> **Important**
> Not all fields are sent for each response.

Outbound Record Resource

The Outbound Record resource contains information about records, including the calling list and other attached data. Outbound records have the following endpoints: **/api/v2/me/outbound-records** and **/api/v2/me/outbound-records/<record-handle>**.

Sample Data

```
{
  'campaignName': 'Campaign1',
  'devicePath': '/devices/68b39a39-dfb5-417d-9efe-93c03a1375af',
  'callingList': 'CallingList1',
  'applicationId': 134,
  'recordHandle': 6
}
```

Resource Details

Field	Description
campaignName	The name of the outbound campaign.
devicePath	The path to a device.
callingList	The name of the calling list used by the campaign.
applicationId	The Outbound Contact Server application ID.
recordHandle	The identifier for the record.

Request Campaign Status

This operation is part of the Outbound API section of the Web Services API.

Overview

Returns the outbound campaign status.

Request URL	/api/v2/me/outbound-campaigns
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Value	Required
operationName	GetCampaignStatus	Yes
devicePath	The relative path to the device used for sending the TLib request.	Yes
referenceId	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-campaigns
{
  'devicePath': '/devices/5910b027-3e64-4c85-9b9d-87248a21d8a5',
  'operationName': 'GetCampaignStatus',
  'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
{
'messageType': 'OutboundCampaignMessage',
'notificationType': 'CampaignLoaded',
'campaign':
        {'description': '',
        'groupName': 'Campaign1@AgentGroup1',
        'state': 'Active',
        'devicePath': '/devices/5910b027-3e64-4c85-9b9d-87248a21d8a5',
        'applicationId': 134,
        'groupDescription': '',
        'name': 'Campaign1'
        },
}
'referenceId': '123456789'
```

Start Preview Session

This operation is part of the Outbound API section of the Web Services API.

Overview

This requests starts a preview mode outbound session for the current user on the specified campaign.

Request URL	/api/v2/me/outbound-campaigns/<campaign-name>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Value	Required
operationName	StartPreviewSession	Yes
applicationId	The unique identifier of the Outbound Contact Server application.	Yes
devicePath	The relative path to the device used for sending the TLib request.	Yes
referenceId	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-campaigns/Campaign1,
{
  'devicePath': '/devices/5910b027-3e64-4c85-9b9d-87248a21d8a5',
  'operationName': 'StartPreviewSession',
```

```
  'applicationId': 134,
  'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
{
'messageType': 'OutboundCampaignMessage',
'notificationType': 'PreviewSessionStarted',
'campaign':
        {'name': 'Campaign1',
        'dialingMode': 'Preview',
        'groupName': 'Campaign1@AgentGroup1',
        'state': 'Started',
        'devicePath': '/devices/5910b027-3e64-4c85-9b9d-87248a21d8a5',
        'applicationId': 134,
        'groupDescription': '',
        'description': ''
        },
'referenceId': '123456789'
}
```

End Preview Session

This operation is part of the Outbound API section of the Web Services API.

Overview

This request ends a preview mode outbound session for the current user and specified campaign.

Request URL	/api/v2/me/outbound-campaigns/<campaign-name>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Value	Required
operationName	EndPreviewSession	Yes
applicationId	The unique identifier of the Outbound Contact Server application.	Yes
devicePath	The relative path to the device used for sending the TLib request.	Yes
referenceId	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-campaigns/<campaign-name>
{
   'operationName': 'EndPreviewSession',
   'applicationId': 124,
   'devicePath': '/devices/1234567890',
```

```
   'referenceId': '123456789'
}
```

HTTP Response

```
{
    'statusCode': 0
}
```

CometD Response

```
{
'messageType': 'OutboundCampaignMessage',
'notificationType': 'PreviewSessionEnded',
'campaign':
        {'devicePath': '/devices/5910b027-3e64-4c85-9b9d-87248a21d8a5',
         'state': 'Started',
         'applicationId': 134,
         'name': 'Campaign1'
         },
'referenceId': '123456789'
}
```

Request Preview Record

This operation is part of the Outbound API section of the Web Services API.

Overview

Returns a preview record for the specified campaign.

Request URL	/api/v2/me/outbound-campaigns/<campaign-name>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Value	Required
operationName	GetPreviewRecord	Yes
applicationId	The unique identifier of the Outbound Contact Server application.	Yes
devicePath	The relative path to the device used for sending the TLib request.	Yes
referenceId	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-campaigns/Campaign1
{
  'devicePath': '/devices/ac7fe6bb-c11d-45a6-a854-807472738ffc',
  'operationName': 'GetPreviewRecord',
  'applicationId': 134,
```

```
  'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
{
   'notificationType':'PreviewRecord',
   'messageType':'OutboundRecordMessage',
   'referenceId': '123456789',
   'record':{
      'userData':{
         'GSW_AGENT_ID':'3001',
         'contact_info':'647000',
         'GSW_CALL_RESULT':28,
         'custom1':'something',
         'custom2':0,
         'GSW_CALL_ATTEMPT_GUID':'01AJ7BMDBGANF1AABGHAHG5AES000003',
         'GSW_TZ_NAME':'PST',
         'GSW_CAMPAIGN_GROUP_DBID':42896,
         'GSW_CALLING_LIST_DBID':104,
         'GSW_APPLICATION_ID':134,
         'GSW_CAMPAIGN_GROUP_DESCRIPTION':'',
         'GSW_SWITCH_DBID':101,
         'GSW_CALLING_LIST':'CallingList1',
         'GSW_ATTEMPTS':0,
         'GSW_USER_EVENT':'PreviewRecord',
         'InteractionSubtype':'OutboundNew',
         'GSW_PHONE':'647000',
         'GSW_CAMPAIGN_NAME':'Campaign1',
         'GSW_TZ_OFFSET':-25200,
         'InteractionType':'Outbound',
         'GSW_CAMPAIGN_GROUP_NAME':'Campaign1@AgentGroup1',
         'GSW_RECORD_HANDLE':4,
         'GSW_CONTACT_MEDIA_TYPE':'voice',
         'daily_till':86399,
         'GSW_CHAIN_ID':1
      },
      'chainId':1,
      'callResult':'Unknown',
      'otherFields':{
         'GSW_AGENT_ID':'3001',
         'GSW_CALLING_LIST_DBID':104,
         'contact_info':'647000',
         'daily_till':86399,
         'GSW_CAMPAIGN_GROUP_DESCRIPTION':'',
         'InteractionSubtype':'OutboundNew',
         'custom1':'something',
         'custom2':0,
         'GSW_TZ_NAME':'PST',
         'InteractionType':'Outbound',
         'GSW_CONTACT_MEDIA_TYPE':'voice',
         'GSW_CAMPAIGN_GROUP_NAME':'Campaign1@AgentGroup1',
         'GSW_SWITCH_DBID':101,
         'GSW_CAMPAIGN_GROUP_DBID':42896
```

```
      },
      'attempts':0,
      'phoneNumber':'647000',
      'campaignName':'Campaign1',
      'devicePath':'/devices/ac7fe6bb-c11d-45a6-a854-807472738ffc',
      'callingList':'CallingList1',
      'applicationId':134,
      'recordHandle':4,
      'tzOffset':-25200
   },

}
```

Dial Preview Record

This operation is part of the Outbound API section of the Web Services API.

Overview

To dial using an outbound record, you can use the Dial operation on the device — see Dial in the Voice API for details. In addition to the regular phone number, the client sets the user data received as part of **previewRecord**.

Request URL	api/v2/me/devices/{id}/calls
HTTP Method	POST
Required Features	api-voice-outbound, api-voice

Parameters

Parameter	Value
operationName	Dial
devicePath	The relative path to the device used for sending the TLib request.
outboundRecord	An outbound record resource.

Samples

Request

```
POST api/v2/me/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a/calls
{
   "operationName": "Dial",
   "devicePath": "/devices/1234567890"
   "outboundRecord":
   {
      "recordHandle":431,
      "phoneNumber":"5001",
      "outboundCallerId":"410004343",
      ...
      "otherFields":
      {
         …
      }
```

```
   }
}
```

HTTP Response

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

CometD Response

```
{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "013V08JRL498H1OI04000VTAES00000G",
      "state": "Dialing",
      "callUuid": "013V08JRL498H1OI04000VTAES00000G",
      "connId": "0071023821aec010",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants":[
            {
               "e164Number":"",
               "formattedPhoneNumber":"5001",
               "phoneNumber":"5001",
               "digits":"5001"
            }
         ],
      "dnis": "5001",
      "callType": "Internal",
      "capabilities": [
        "DeleteUserDataPair",
        "AttachUserData",
        "Hangup",
        "DeleteUserData",
        "SendDtmf",
        "UpdateUserData"
      ],
      "duration": "0",
      "mute": "Off",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false,
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES00000G",
      "path": "/calls/013V08JRL498H1OI04000VTAES00000G"
    },
    "phoneNumber": "5005",
    "extensions": {
      "WrapUpTime": 0,
      "BusinessCall": 0
    },
    "messageType": "CallStateChangeMessage"
  },
  "channel": "/v2/me/calls"
```

Reject Record

This operation is part of the Outbound API section of the Web Services API.

Overview

Rejects the specified outbound record.

Request URL	/api/v2/me/outbound-records/<record-handle>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	RejectRecord	Yes
applicationId	Integer	The unique identifier of the Outbound Contact Server application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	Yes
devicePath	String	The relative path to the device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-records/9
{
        'operationName': 'RejectRecord',
        'devicePath': '/devices/2b00393c-9ad3-418f-8b3d-a06cbe8af395',
        'callingList': 'CallingList1',
        'applicationId': 134,
        'campaignName': 'Campaign1',
        'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
        {
                'data':
                {
                        'record':
                        {
                                'devicePath': '/devices/2b00393c-9ad3-418f-8b3d-a06cbe8af395',
                                'callingList': 'CallingList1',
                                'applicationId': 134,
                                'recordHandle': 9,
                                'campaignName': 'Campaign1'
                        },
                        'notificationType': 'RecordRejectAcknowledge',
                        'messageType': 'OutboundRecordMessage',
                        'referenceId': '123456789'
                },
                'channel': '/v2/me/outbound'
        },
        {
                'data':
                {
                        'metrics':
                        {
                                'eventProcessing':
                                {
                                        'serverGenerationTimestamp': 1433915386880,
                                        'nodeProcessingTimeNanos': 4419215,
                                        'serverProcessingTimeTotalMs': 5
                                }
                        },
                        'userData':
                        {
                                'GSW_APPLICATION_ID': 134,
                                'GSW_RECORD_HANDLE': 9,
                                'GSW_USER_EVENT': 'RecordRejectAcknowledge',
```

```
                                'GSW_CALLING_LIST': 'CallingList1',
                                'GSW_CAMPAIGN_NAME': 'Campaign1'
                        },
                        'deviceId': '2b00393c-9ad3-418f-8b3d-a06cbe8af395',
                        'messageType': 'DeviceUserEventMessage'
                },
                'channel': '/me/internal'
        },
        {
                'successful': True,
                'advice':
                {
                        'interval': 0,
                        'timeout': 30000,
                        'reconnect': 'retry'
                },
                'id': '21',
                'channel': '/meta/connect'
        }
]
```

Cancel Record

This operation is part of the Outbound API section of the Web Services API.

Overview

Cancels the specified outbound record.

Request URL	/api/v2/me/outbound-records/<record-handle>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	CancelRecord	Yes
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	Yes
phoneNumber	String	The phone number of the record that is being cancelled.	No
chainAttribute	String	The chain attribute, which can be `AllChain` or `RecordOnly`.	No
devicePath	String	The relative path to device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via	No

Parameter	Type	Value	Required
		CometD.	

Samples

Request

```
POST /api/v2/me/outbound-records/11
{
        'callingList': 'CallingList1',
        'phoneNumber': '3001',
        'campaignName': 'Campaign1',
        'devicePath': '/devices/57fc644b-c3b8-4ce8-ad82-d7e15c5f0b33',
        'operationName': 'CancelRecord',
        'applicationId': 134,
        'chainAttribute': 'AllChain',
        'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
        {
                'data':
                {
                        'record':
                        {
                                'devicePath': '/devices/57fc644b-c3b8-4ce8-ad82-d7e15c5f0b33',
                                'callingList': 'CallingList1',
                                'applicationId': 134,
                                'recordHandle': 11,
                                'campaignName': 'Campaign1'
                        },
                        'notificationType': 'RecordCancelAcknowledge',
                        'messageType': 'OutboundRecordMessage',
                        'referenceId': '123456789'
                },
                'channel': '/v2/me/outbound'
        },
        {
                'data':
                {
                        'metrics':
                        {
                                'eventProcessing':
                                {
                                        'serverGenerationTimestamp': 1433915407652,
                                        'nodeProcessingTimeNanos': 3679212,
```

```
                                        'serverProcessingTimeTotalMs': 4
                                }
                        },
                        'userData':
                        {
                                'GSW_CHAIN_ATTR': 'AllChain',
                                'GSW_APPLICATION_ID': 134,
                                'GSW_RECORD_HANDLE': 11,
                                'GSW_USER_EVENT': 'RecordCancelAcknowledge',
                                'GSW_CALLING_LIST': 'CallingList1',
                                'GSW_PHONE': '3001',
                                'GSW_CAMPAIGN_NAME': 'Campaign1'
                        },
                        'deviceId': '57fc644b-c3b8-4ce8-ad82-d7e15c5f0b33',
                        'messageType': 'DeviceUserEventMessage'
                },
                'channel': '/me/internal'
        },
        {
                'successful': True,
                'advice':
                {
                        'interval': 0,
                        'timeout': 30000,
                        'reconnect': 'retry'
                },
                'id': '20',
                'channel': '/meta/connect'
        }
]
```

Cancel Record with Phone Number

This operation is part of the Outbound API section of the Web Services API.

Overview

Cancels the specified outbound record.

Request URL	/api/v2/me/outbound-records/
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	CancelRecord	Yes
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	Yes
phoneNumber	String	The phone number of the record that is being cancelled.	Yes
chainAttribute	String	The chain attribute, which can be `AllChain` or `RecordOnly`.	No
devicePath	String	The relative path to device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via	No

Parameter	Type	Value	Required
		CometD.	

Samples

Request

```
POST /api/v2/me/outbound-records
{
        'callingList': 'CallingList1',
        'phoneNumber':'4100180988',
        'campaignName': 'Campaign1',
        'devicePath': '/devices/57fc644b-c3b8-4ce8-ad82-d7e15c5f0b33',
        'operationName': 'CancelRecord',
        'applicationId': 134,
        'chainAttribute': 'AllChain',
        'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
        {
                'data':
                {
                        'record':
                        {
                                'devicePath': '/devices/57fc644b-c3b8-4ce8-ad82-d7e15c5f0b33',
                                'callingList': 'CallingList1',
                                'applicationId': 134,
                                'campaignName': 'Campaign1'
                        },
                        'notificationType': 'RecordCancelAcknowledge',
                        'messageType': 'OutboundRecordMessage',
                        'referenceId': '123456789'
                },
                'channel': '/v2/me/outbound'
        },
        {
                'data':
                {
                        'metrics':
                        {
                                'eventProcessing':
                                {
                                        'serverGenerationTimestamp': 1433915407652,
                                        'nodeProcessingTimeNanos': 3679212,
                                        'serverProcessingTimeTotalMs': 4
```

```
                                }
                        },
                        'userData':
                        {
                                'GSW_CHAIN_ATTR': 'AllChain',
                                'GSW_APPLICATION_ID': 134,
                                'GSW_RECORD_HANDLE': 11,
                                'GSW_USER_EVENT': 'RecordCancelAcknowledge',
                                'GSW_CALLING_LIST': 'CallingList1',
                                'GSW_PHONE': '4100180988',
                                'GSW_CAMPAIGN_NAME': 'Campaign1'
                        },
                        'deviceId': '57fc644b-c3b8-4ce8-ad82-d7e15c5f0b33',
                        'messageType': 'DeviceUserEventMessage'
                },
                'channel': '/me/internal'
        },
        {
                'successful': True,
                'advice':
                {
                        'interval': 0,
                        'timeout': 30000,
                        'reconnect': 'retry'
                },
                'id': '20',
                'channel': '/meta/connect'
        }
]
```

Complete Record

This operation is part of the Outbound API section of the Web Services API.

Overview

Completes the specified outbound record.

Request URL	/api/v2/me/outbound-records/<record-handle>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	CompleteRecord	Yes
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	Yes
callResult	String	Possible values: • Ok • Transferred • Conferenced • GeneralError • SystemError • RemoteReleased • Busy • NoAnswer • SITDetected • QueueFull • Cleared • Overflowed • Abandoned • Redirected • Released • ConsultPickedUp • Dropped • NoProgress • NoRingBack • NoEstablishedDetected • AnsweringMachineDetected • WrongParty • DialError • CallDropError • SwitchError • NoFreePortError	No

Parameter	Type	Value	Required
		• AnsweringMachine • DropedNoAnswer • TransferError • AllTrunksBusy • Unknown • Stale • SITInvalidNumber • CNumed • AgentCallBackError • SITVacant • Conversion • GroupCallBackError • SITOperIntercept • Bridged • Deafened • SITUnknowns • Silence • Held • SITNoCircuit • Answer • DoNotCall • SITReorder • NuTone • CancelRecord • FaxDetected • NoDialTone • WrongNumber	
phoneNumber	String	The phone number of the record that is being completed.	No
devicePath	String	The relative path to device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-records/12
{
        'operationName': 'CompleteRecord',
        'devicePath': '/devices/42e3a1c6-fc5e-425b-9411-125f536fde00',
        'callingList': 'CallingList1',
        'applicationId': 134,
        'campaignName': 'Campaign1',
        'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
        {
                'data':
                {
                        'record':
                        {
                                'campaignName': 'Campaign1',
                                'devicePath': '/devices/
42e3a1c6-fc5e-425b-9411-125f536fde00',
                                'callingList': 'CallingList1',
                                'applicationId': 134,
                                'recordHandle': 12
                        },
                        'notificationType': 'RecordProcessedAcknowledge',
                        'messageType': 'OutboundRecordMessage',
                        'referenceId': '123456789'
                },
                'channel': '/v2/me/outbound'
        },
        {
                'data':
                {
                        'metrics':
                        {
                                'eventProcessing':
                                {
                                        'serverGenerationTimestamp': 1433915429118,
                                        'nodeProcessingTimeNanos': 3641862,
                                        'serverProcessingTimeTotalMs': 4
                                }
                        },
                        'userData':
                        {
                                'GSW_CALLING_LIST': 'CallingList1',
                                'GSW_APPLICATION_ID': 134,
                                'GSW_RECORD_HANDLE': 12,
                                'GSW_USER_EVENT': 'RecordProcessedAcknowledge',
                                'GSW_CALL_RESULT': 33,
                                'GSW_CAMPAIGN_NAME': 'Campaign1'
                        },
                        'deviceId': '42e3a1c6-fc5e-425b-9411-125f536fde00',
                        'messageType': 'DeviceUserEventMessage'
                        },
                'channel': '/me/internal'
        },
        {
                'successful': True,
                'advice':
                {
                        'interval': 0,
                        'timeout': 30000,
                        'reconnect': 'retry'
                },
```

```
                'id': '19',
                'channel': '/meta/connect'
        }
]
```

Do Not Call Record

This operation is part of the Outbound API section of the Web Services API.

Overview

Marks the specified record as DoNotCall.

Request URL	/api/v2/me/outbound-records/<record-handle>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	DoNotCallRecord	Yes
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	Yes
phoneNumber	String	The phone number of the record which will be used.	No
chainAttribute	String	The chain attribute (can be AllChain or RecordOnly).	No
devicePath	String	The relative path to device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via	No

Parameter	Type	Value	Required
		CometD.	

Samples

Request

```
POST /api/v2/me/outbound-records/13
{
        'callingList': 'CallingList1',
        'phoneNumber': '3001',
        'campaignName': 'Campaign1',
        'devicePath': '/devices/f32a46c4-8a48-4067-9965-537fc9788790',
        'operationName': 'DoNotCallRecord',
        'applicationId': 134,
        'chainAttribute': 'AllChain',
        'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
        {
                'data':
                {
                        'record':
                        {
                                'devicePath': '/devices/
f32a46c4-8a48-4067-9965-537fc9788790',
                                'callingList': 'CallingList1',
                                'applicationId': 134,
                                'recordHandle': 13,
                                'campaignName': 'Campaign1'
                        },
                        'notificationType': 'DoNotCallAcknowledge',
                        'messageType': 'OutboundRecordMessage',
                        'referenceId': '123456789'
                },
                'channel': '/v2/me/outbound'
        },
        {
                'data':
                {
                        'metrics':
                        {
                                'eventProcessing':
                                {
                                        'serverGenerationTimestamp': 1433915450788,
```

```
                                        'nodeProcessingTimeNanos': 4352048,
                                        'serverProcessingTimeTotalMs': 5
                                }
                        },
                        'userData':
                        {
                                'GSW_CHAIN_ATTR': 'AllChain',
                                'GSW_APPLICATION_ID': 134,
                                'GSW_RECORD_HANDLE': 13,
                                'GSW_USER_EVENT': 'DoNotCallAcknowledge',
                                'GSW_CALLING_LIST': 'CallingList1',
                                'GSW_PHONE': '3001',
                                'GSW_CAMPAIGN_NAME': 'Campaign1'
                        },
                        'deviceId': 'f32a46c4-8a48-4067-9965-537fc9788790',
                        'messageType': 'DeviceUserEventMessage'
                },
                'channel': '/me/internal'
        },
        {
                'successful': True,
                'advice':
                {
                        'interval': 0,
                        'timeout': 30000,
                        'reconnect': 'retry'
                },
                'id': '19',
                'channel': '/meta/connect'
        }
]
```

Do Not Call Record with Phone Number

This operation is part of the Outbound API section of the Web Services API.

Overview

Marks the specified record as DoNotCall.

Request URL	/api/v2/me/outbound-records
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	DoNotCallRecord	Yes
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	No
phoneNumber	String	The phone number of the record which will be used.	Yes
chainAttribute	String	The chain attribute (can be AllChain or RecordOnly).	No
devicePath	String	The relative path to device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via	No

Parameter	Type	Value	Required
		CometD.	

Samples

Request

```
POST /api/v2/me/outbound-records
{
       'callingList': 'CallingList1',
       'phoneNumber':'4100180988',
       'campaignName': 'Campaign1',
       'devicePath': '/devices/1234567890',
       'operationName':'DoNotCallRecord',
       'applicationId': 114,
       'chainAttribute': 'AllChain',
       'referenceId':'123456789'
}
```

HTTP Response

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

CometD Response

```
[
        {
                'data':
                {
                        'record':
                        {
                                'devicePath': '/devices/1234567890',
                                'callingList': 'CallingList1',
                                'applicationId': 114,
                                'phoneNumber':'4100180988',
                                'campaignName': 'Campaign1'
                        },
                        'notificationType': 'DoNotCallAcknowledge',
                        'messageType': 'OutboundRecordMessage',
                        'referenceId': '123456789'
                },
                'channel': '/v2/me/outbound'
        },
        {
                'data':
                {
                        'metrics':
                        {
                                'eventProcessing':
                                {
                                        'serverGenerationTimestamp': 1433915450788,
                                        'nodeProcessingTimeNanos': 4352048,
```

```
                                        'serverProcessingTimeTotalMs': 5
                                }
                        },
                        'userData':
                        {
                                'GSW_CHAIN_ATTR': 'AllChain',
                                'GSW_APPLICATION_ID': 134,
                                'GSW_RECORD_HANDLE': 13,
                                'GSW_USER_EVENT': 'DoNotCallAcknowledge',
                                'GSW_CALLING_LIST': 'CallingList1',
                                'GSW_PHONE': '4100180988',
                                'GSW_CAMPAIGN_NAME': 'Campaign1'
                        },
                        'deviceId': '1234567890',
                        'messageType': 'DeviceUserEventMessage'
                },
                'channel': '/me/internal'
        },
        {
                'successful': True,
                'advice':
                {
                        'interval': 0,
                        'timeout': 30000,
                        'reconnect': 'retry'
                },
                'id': '19',
                'channel': '/meta/connect'
        }
]
```

Create Record

This operation is part of the Outbound API section of the Web Services API.

Overview

Creates the specified outbound record.

Request URL	/api/v2/me/outbound-records
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	AddRecord	Yes
chainId	Integer	The unique identifier of the chain. This is added to the existing chain if specified; otherwise, Web Services creates a new chain.	No
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	Name of outbound campaign which will be used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	Yes
phoneNumber	String	The phone number of the record that is being created.	Yes
timeZone	String	Time zone information.	Yes
phoneType	String	Possible values: • NoContactType • HomePhone • DirectBusinessPhone	Yes

Parameter	Type	Value	Required
		• BusinessWithExt • Mobile • VacationPhone • Pager • Modem • VoiceMail • PinPager • EmailAddress • InstantMessaging	
from	Integer	The record is available from this time.	Yes
until	Integer	The record is available until this time.	Yes
otherFields	Map	A map that contains user data, which will be attached to request.	No
devicePath	String	The relative path to device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-records
{
        'chainId': 2,
        'from': 0,
        'devicePath': '/devices/4d72a6b5-ee96-4e1f-b09b-5c3f979d82b7',
        'operationName': 'AddRecord',
        'phoneNumber': '12345',
        'phoneType': 'InstantMessaging',
```

```
        'campaignName': 'Campaign1',
        'timeZone': 'GMT',
        'callingList': 'CallingList1',
        'applicationId': 134,
        'until': 86339,
        'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
        {
                'data':
                {
                        'record':
                        {
                                'devicePath': '/devices/4d72a6b5-ee96-4e1f-
b09b-5c3f979d82b7',
                                'callingList': 'CallingList1',
                                'applicationId': 134,
                                'campaignName': 'Campaign1'
                        },
                        'notificationType': 'AddRecordAcknowledge',
                        'messageType': 'OutboundRecordMessage',
                        'referenceId': '123456789'
                },
                'channel': '/v2/me/outbound'
        },
        {
                'data':
                {
                        'metrics':
                        {
                                'eventProcessing':
                                {
                                        'serverGenerationTimestamp': 1433915479448,
                                        'nodeProcessingTimeNanos': 4615078,
                                        'serverProcessingTimeTotalMs': 4
                                }
                        },
                        'userData':
                        {
                                'GSW_APPLICATION_ID': 134,
                                'GSW_USER_EVENT': 'AddRecordAcknowledge',
                                'GSW_CALLING_LIST': 'CallingList1',
                                'GSW_PHONE': '12345',
                                'GSW_CAMPAIGN_NAME': 'Campaign1',
                                'GSW_CHAIN_N': 0,
                                'GSW_CHAIN_ID': 2
                        },
                        'deviceId': '4d72a6b5-ee96-4e1f-b09b-5c3f979d82b7',
                        'messageType': 'DeviceUserEventMessage'
                },
                'channel': '/me/internal'
```

```
        },
        {
                'successful': True,
                'advice':
                {
                        'interval': 0,
                        'timeout': 30000,
                        'reconnect': 'retry'
                },
                'id': '14',
                'channel': '/meta/connect'
        }
]
```

Update Record

This operation is part of the Outbound API section of the Web Services API.

Overview

Updates the specified outbound record.

Request URL	/api/v2/me/outbound-records/<record-handle>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	UpdateRecord	Yes
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callingList	String	The name of the outbound calling list used for this operation.	No
phoneNumber	String	The phone number of record that is being updated.	No
timeZone	String	Time zone information.	No
phoneType	String	Possible values: • NoContactType • HomePhone • DirectBusinessPhone • BusinessWithExt • Mobile • VacationPhone • Pager	No

Parameter	Type	Value	Required
		• Modem • VoiceMail • PinPager • EmailAddress • InstantMessaging	
from	Integer	The record is available from this time.	No
until	Integer	The record is available until this time.	No
devicePath	String	The relative path to the device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-records/6
{
        'devicePath': '/devices/68b39a39-dfb5-417d-9efe-93c03a1375af',
        'operationName': 'UpdateRecord',
        'applicationId': 134,
        'campaignName': 'Campaign1',
        'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
        {
                'data':
                {
                        'record':
                        {
                                'campaignName': 'Campaign1',
                                'devicePath': '/devices/
68b39a39-dfb5-417d-9efe-93c03a1375af',
                                'callingList': 'CallingList1',
                                'applicationId': 134,
                                'recordHandle': 6
                        },
                        'notificationType': 'UpdateCallCompletionStatsAcknowledge',
                        'messageType': 'OutboundRecordMessage',
                        'referenceId': '123456789'
                },
                'channel': '/v2/me/outbound'
        },
        {
                'data':
                {
                        'metrics':
                        {
                                'eventProcessing':
                                {
                                        'serverGenerationTimestamp': 1433915511662,
                                        'nodeProcessingTimeNanos': 6964042,
                                        'serverProcessingTimeTotalMs': 8
                                }
                        },
                        'userData':
                        {
                                'GSW_CALLING_LIST': 'CallingList1',
                                'GSW_APPLICATION_ID': 134,
                                'GSW_RECORD_HANDLE': 6,
                                'GSW_USER_EVENT': 'UpdateCallCompletionStatsAcknowledge',
                                'GSW_CALL_RESULT': '21',
                                'GSW_CAMPAIGN_NAME': 'Campaign1'
                        },
                        'deviceId': '68b39a39-dfb5-417d-9efe-93c03a1375af',
                        'messageType': 'DeviceUserEventMessage'
                },
                'channel': '/me/internal'
        },
        {
                'successful': True,
                'advice':
                {
                        'interval': 0,
                        'timeout': 30000,
                        'reconnect': 'retry'
                },
                'id': '20',
                'channel': '/meta/connect'
        }
]
```

Get Chained Record

This operation is part of the Outbound API section of the Web Services API.

Overview

Returns the chained outbound record.

Request URL	/api/v2/me/outbound-records/<record-handle>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	GetChainedRecord	Yes
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
devicePath	String	The relative path to the device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-records/7
{
        'devicePath': '/devices/c259da54-7c22-4a43-9440-77a92facc86b',
        'operationName': 'GetChainedRecord',
        'applicationId': 134,
        'campaignName': 'Campaign1',
        'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
        {
                'data':
                {
                        'record':
                        {
                                'devicePath': '/devices/
c259da54-7c22-4a43-9440-77a92facc86b',
                                'callingList': 'CallingList1',
                                'applicationId': 134,
                                'recordHandle': 7,
                                'campaignName': 'Campaign1'
                        },
                        'notificationType': 'ChainedRecordsDataEnd',
                        'messageType': 'OutboundRecordMessage',
                        'referenceId': '123456789'
                },
                'channel': '/v2/me/outbound'
        },
        {
                'data':
                {
                        'metrics':
                        {
                                'eventProcessing':
                                {
                                        'serverGenerationTimestamp': 1433915532887,
                                        'nodeProcessingTimeNanos': 6518539,
                                        'serverProcessingTimeTotalMs': 6
                                }
                        },
                        'userData':
                        {
                                'GSW_APPLICATION_ID': 134,
                                'GSW_RECORD_HANDLE': 7,
                                'GSW_USER_EVENT': 'ChainedRecordsDataEnd',
```

```
                                'GSW_CALLING_LIST': 'CallingList1',
                                'GSW_CAMPAIGN_NAME': 'Campaign1',
                                'GSW_CHAIN_ID': 1
                        },
                        'deviceId': 'c259da54-7c22-4a43-9440-77a92facc86b',
                        'messageType': 'DeviceUserEventMessage'
                },
                'channel': '/me/internal'
        },
        {
                'successful': True,
                'advice':
                {
                        'interval': 0,
                        'timeout': 30000,
                        'reconnect': 'retry'
                },
                'id': '16',
                'channel': '/meta/connect'
        }
]
```

Reschedule Record

This operation is part of the Outbound API section of the Web Services API.

Overview

Reschedules the specified outbound record.

Request URL	/api/v2/me/outbound-records/<record-handle>
HTTP Method	POST
Required Features	api-voice-outbound

Parameters

Parameter	Type	Value	Required
operationName	String	RescheduleRecord	Yes
applicationId	Integer	The unique identifier of the OCS application.	Yes
campaignName	String	The name of the outbound campaign used for this operation.	Yes
callbackType	String	The callback type, which can be `Personal` or `Campaign`.	Yes
timestamp	Long	The timestamp.	Yes
devicePath	String	The relative path to the device used for sending the TLib request.	Yes
referenceId	String	A unique identifier used to map the API call to the CometD response. If the request contains a referenceId, Web Services sends an acknowledgement or other event with the same reference ID via CometD.	No

Samples

Request

```
POST /api/v2/me/outbound-records/9
{
        'devicePath': '/devices/d8a19a8d-aa8f-4cea-93e3-dfb062db7294',
        'campaignName': 'Campaign1',
        'timestamp': 1433917552,
        'operationName': 'RescheduleRecord',
        'applicationId': 134,
        'callbackType': 'Personal',
        'referenceId': '123456789'
}
```

HTTP Response

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

CometD Response

```
[
        {
                'data':
                {
                        'record':
                        {
                                'devicePath': '/devices/d8a19a8d-
aa8f-4cea-93e3-dfb062db7294',
                                'callingList': 'CallingList1',
                                'applicationId': 134,
                                'recordHandle': 9,
                                'campaignName': 'Campaign1'
                        },
                        'notificationType': 'ScheduledRecordRescheduleAcknowledge',
                        'messageType': 'OutboundRecordMessage',
                        'referenceId': '123456789'
                },
                'channel': '/v2/me/outbound'
        },
        {
                'data':
                {
                        'metrics':
                        {
                                'eventProcessing':
                                {
                                        'serverGenerationTimestamp': 1433915552745,
                                        'nodeProcessingTimeNanos': 6190799,
                                        'serverProcessingTimeTotalMs': 6
                                }
                        },
                        'userData':
                        {
                                'GSW_APPLICATION_ID': 134,
```

```
                                'GSW_RECORD_HANDLE': 9,
                                'GSW_USER_EVENT': 'ScheduledRecordRescheduleAcknowledge',
                                'GSW_CALLING_LIST': 'CallingList1',
                                'GSW_DATE_TIME': '06/10/2015 06:25',
                                'GSW_CALLBACK_TYPE': 'Personal',
                                'GSW_CAMPAIGN_NAME': 'Campaign1'
                        },
                        'deviceId': 'd8a19a8d-aa8f-4cea-93e3-dfb062db7294',
                        'messageType': 'DeviceUserEventMessage'
                },
                'channel': '/me/internal'
        },
        {
                'successful': True,
                'advice':
                {
                        'interval': 0,
                        'timeout': 30000,
                        'reconnect': 'retry'
                },
                'id': '17',
                'channel': '/meta/connect'
        }
]
```

Incoming Call From an Outbound Campaign

When a call comes from an outbound campaign, Web Services sends its outbound record via the **/v2/me/call** channel as part of the call message. The outbound record is contained in the **outboundRecord** field:

```
"call":{
   "id":"0IFVANQ9O94C1CP1T9MP240QC0000008",
   "state":"Released",
   "callUuid":"0IFVANQ9O94C1CP1T9MP240QC0000008",
   ...
   "outboundRecord":{
      "recordHandle":23,
      "chainId":1,
      "applicationId":114,
      "campaignName":"GSW_CAMPAIGN_NAME",
      "callingList":"GSW_CALLING_LIST",
      "phoneNumber":"50000",
      "callResult":"Answer",
      "tzOffset":-25200,
      "otherFields":{
         "RRequestedSkills":null,
         "RRequestedSkillCombination":"",
         "GSW_CAMPAIGN_GROUP_DESCRIPTION":"",
         "RTargetObjectSelected":"",
         "IW_CaseUid":"0bc64636-2cd5-4da1-3987-1764fc296b76",
         "IW_BundleUid":"4e3eecaa-c6b5-4cc2-816a-b3ce147302e2",
         "ServiceType":"default",
         "GSW_MEDIA_SRV_ID":"sip:Genesys@10.10.9.254:5070",
         "USR_FIELD02":"",
         "USR_FIELD01":"",
         …
      },
      "attempts":42,
      "devicePath":"/devices/87c137eb-cb8a-4fb0-97ad-eaa4cd908c89",
      "userData":{
      …
      }
   },
   …
}
```

Interaction History API

This section describes the Interaction History API section of the Web Services API and provides guidance for developers who need to access interaction history for contacts and agents.

CometD notifications

In order for asynchronous requests to work correctly in the Web Services API, you must subscribe to the appropriate topics for the functionality available in your client application. See CometD notifications for details about the topics you can subscribe to for the Interaction History API.

Resources

The Interaction History API includes the following resources:

- Interaction history resource
- Message resource

Retrieving interaction history

You can use the Interaction History API to get the content of an interaction or get interactions for a specific agent or contact.

Related operations

- RetrieveContactHistory
- RetrieveAgentHistory
- RetrieveInteractionHistory
- GetInteractionContent

CometD notifications

You can subscribe to the **/v2/ucs/interactions** topic to receive CometD notifications for the Interaction History API. This topic provides messages related to interaction history. It supports the following message types:

- GetInteractionsHistoryMessage
- GetInteractionContentMessage

GetInteractionsHistoryMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case GetInteractionsHistoryMessage.
data.interaction	An interaction history resource.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.
data.errorMessage	If the operation doesn't succeed, then the notification contains the errorMessage property with details about the error.

Example

Success


```
{
   "data":{
      "referenceId":1,
      "messageType":"GetInteractionsHistoryMessage",
      "interactions":[
         {
            "typeId":"Inbound",
            "startDate":"2015-10-01 16:02:07.000+0300",
            "endDate":"2015-10-01 16:02:10.000+0300",
            "mediaType":"Chat",
            "uri":"http://localhost:8080/api/v2/interactions/00016aB14RQD003N",
            "state":"InProcess",
            "contactId":"00012aB0T770000M",
            "id":"00016aB14RQD003N",
            "subject":"Customer support",
            "customAttributes":{
               "SearchId":"123456",
               "CustomerId":"a21d4c3"
            }
```

```
        },
        {
           "typeId":"Inbound",
           "startDate":"2015-10-02 20:02:07.000+0300",
           "ownerInformation":{
              "userName":"a2",
              "lastName":"a2",
              "id":"cc9016eee9c84dfeb266c642d9fd92c5",
              "firstName":"a2"
           },
           "mediaType":"Chat",
           "uri":"http://localhost:8080/api/v2/interactions/00016aB14RQD003K",
           "state":"InProcess",
           "contactId":"00012aB0T770000M",
           "id":"00016aB14RQD003K",
           "subject":"Customer support",
           "customAttributes":{
              "SearchId":"123456"
           }
        },
        {
           "typeId":"Inbound",
           "startDate":"2015-10-03 14:02:07.000+0300",
           "endDate":"2015-10-03 14:02:25.000+0300",
           "ownerInformation":{
              "userName":"a1",
              "lastName":"a1",
              "id":"e6f2ad1b26ea4e9b8dd907eabe167522",
              "firstName":"a1"
           },
           "mediaType":"Chat",
           "uri":"http://localhost:8080/api/v2/interactions/00012aB0T770000K",
           "state":"Stopped",
           "contactId":"00012aB0T770000M",
           "id":"00012aB0T770000K",
           "subject":"qq",
           "customAttributes":{
              "SearchId":"123456"
           }
        }
     ]
  }
}
```


Failure


```
{
   "data":{
      "referenceId":1,
      "messageType":"GetInteractionsHistoryMessage",
      "errorMessage":"Request failed"
   }
}
```


GetInteractionContentMessage

Property	Description
data	The data element is present in all CometD

Property	Description
	notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case GetInteractionContentMessage.
data.interaction	An interaction history resource.
data.messages	A list of message resources. This property is only included for Chat or FacebookSession interactions.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.
data.errorMessage	If the operation doesn't succeed, then the notification contains the errorMessage property with details about the error.

Example

Success


```
{
   "data":{
      "referenceId":2,
      "messageType":"GetInteractionContentMessage",
      "interaction":{
         "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM5",
         "id":"0000Sa99620J0EM5",
         "path":"/interactions/0000Sa99620J0EM5",
         "mediaType":"facebooksession",
         "typeId":"Inbound",
         "state":"Stopped",
         "startDate":"2013-11-25 21:02:22.000+0200",
         "endDate":"2013-11-25 21:02:25.000+0200",
         "subject":"Customer support",
         "contactId":"0000Sa99620J0EM7",
         "ownerInformation":{
            "userName":"a2",
            "lastName":"a2",
            "id":"cc9016eee9c84dfeb266c642d9fd92c5",
            "firstName":"a2"
         }
      },
      "messages":[
         {
            "index":1,
            "from":{
               "nickname":"You",
               "type":"Customer",
               "participantId":"00AF52939EBE5BC4"
            },
            "timestamp":"2013-11-2521: 02: 22.000+0200",
            "visibility":"All",
            "type":"ParticipantJoined",
            "timestampSeconds":1385406142000L
         },
         {
            "index":2,
            "from":{
```

```
               "nickname":"htcc1",
               "type":"Agent",
               "participantId":"00AF52939EDF5BC6"
            },
            "timestamp":"2013-11-2521: 02: 22.033+0200",
            "visibility":"All",
            "type":"ParticipantJoined",
            "timestampSeconds":1385406142033L
         },
         {
            "index":3,
            "from":{
               "nickname":"htcc1",
               "type":"Agent",
               "participantId":"00AF52939EDF5BC6"
            },
            "text":"Hello!",
            "visibility":"All",
            "timestamp":"2013-11-2521: 02: 22.036+0200",
            "type":"Text",
            "timestampSeconds":1385406142036L
         },
         {
            "index":13,
            "from":{
               "nickname":"htcc1",
               "type":"Agent",
               "participantId":"00AF52939EDF5BC6"
            },
            "timestamp":"2013-11-2521: 02: 22.054+0200",
            "visibility":"All",
            "type":"ParticipantLeft",
            "timestampSeconds":1385406142054L
         },
         {
            "index":14,
            "from":{
               "nickname":"You",
               "type":"Customer",
               "participantId":"00AF52939EBE5BC4"
            },
            "timestamp":"2013-11-2521: 02: 22.054+0200",
            "visibility":"All",
            "type":"ParticipantLeft",
            "timestampSeconds":1385406142054L
         }
      ]
   }
}
```


Failure


```
{
   "data":{
      "referenceId":1,
      "messageType":"GetInteractionContentMessage",
      "errorMessage":"Request failed"
   }
}
```

Interaction history resource

The interaction history resource includes properties that describe the current state of the interaction, the type of interaction, and when it occurred. Interaction history resources are returned from GET requests to **/api/v2/ucs/interactions**.

Sample data


```
{
   "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM5",
   "id":"0000Sa99620J0EM5",
   "path":"/interactions/0000Sa99620J0EM5",
   "mediaType":"facebooksession",
   "typeId":"Inbound",
   "state":"Stopped",
   "startDate":"2013-11-25 21:02:22.000+0200",
   "endDate":"2013-11-25 21:02:25.000+0200",
   "subject":"Customer support",
   "contactId":"0000Sa99620J0EM7",
   "ownerInformation":{
      "userName":"JohnS",
      "lastName":"John",
      "id":"cc9016eee9c84dfeb266c642d9fd92c5",
      "firstName":"Smith"
   }
}
```


Resource details

Field	Description
typeId	The type of interaction. Possible values are Inbound, Outbound, Internal, Consult, or Unknown.
startDate	The date the interaction started.
endDate	The date the interaction ended.
ownerInformation	Information about the interaction's owner. This property contains the following list of structures: • id • userName • firstName • lastName
mediaType	The media type of the interaction. Possible values are call, chat, email, facebook, facebooksession, smssession, openmedia, twitter, or workitem.

Field	Description
uri	The interaction's resource identifier.
path	The path to the interaction resource.
state	The state of the interaction. Possible values are New, InProcess, Stopped, or Pending.
contactId	The interaction's contact ID.
parentId	The ID of the interaction's parent interaction.
id	The interaction's ID.
subject	The subject of the interaction.
comment	Interaction comment.
customAttributes	A map of custom field names and values.
phoneNumber	Contact phone number (for call interactions only).
callDuration	The duration of the call, in seconds (for call interactions only).
userData	Interaction attached data

Message resource

The message resource includes properties that describe who the message was from, when it occurred, and its type. Messages are returned for chat or facebooksession interactions when you make GET requests to **/v2/ucs/interactions**.

Sample data

```
{
   "index":1,
   "from":{
      "nickname":"You",
      "type":"Customer",
      "participantId":"00AF52939EBE5BC4"
   },
   "timestamp":"2013-11-2521: 02: 22.000+0200",
   "visibility":"All",
   "type":"ParticipantJoined",
   "timestampSeconds":1385406142000L
}
```

Resource details

Field	Description
index	The chat message's sequence number.
from	The chat's participant data.
type	The chat messages's type. Possible values are Text, TypingStarted, TypingStopping, ParticipantJoined, ParticipantRejoined, ParticipantLeft, PushUrl, Notice, or TranscriptSaveDone.
visibility	The chat message's visibility. Possible values are All, Agents, or Supervisors.
timestamp	The date the chat message was received, in `yyyy-MM-dd HH:mm:ss.SSSZ` format.
timestampSeconds	The date the chat message was received, in seconds.

RetrieveContactHistory

This operation is part of the Interaction History API section of the Web Services API.

Overview

Returns the interaction history for the specified contact. If you make the request without parameters, Web Services returns interactions that were started in the last month.

Request URL	/api/v2/ucs/contacts/*{id}*/interactions
HTTP method	POST
Required features	One of the following, depending on the type of interactions you want to retrieve: • api-multimedia-chat • api-multimedia-email • api-multimedia-facebook • api-multimedia-twitter • api-ucs-voice

Parameters

Parameter	Value	Mandatory
operationName	RetrieveContactHistory	Yes
fromDate	In `yyyy-MM-dd` format. The default is the current date minus one month.	No
toDate	In `yyyy-MM-dd` format. The default is the current date.	No
mediaType	The type of media. Possible values are call, chat, email, facebook, facebooksession, openmedia, twitter, or workitem.	No
sort	Possible values are "asc" or "desc". The default is "desc".	No
source	Specifies where to look up the interaction. Possible values are "main" and "archive". The default is "main". Whether "archive" is	No

Parameter	Value	Mandatory
	available depends on your Universal Contact Server configuration.	
customAttributes	A list of custom attribute names to include in the result.	No
searchCustomAttributes	Specify this parameter to search by a custom attribute. You can search custom attributes only with "Equals" statements. In order to include custom fields into the found interactions, you should specify their names in the customAttributes list.	No

Sample

Request

```
POST /api/v2/ucs/contacts/00012aB0T770000M/interactions
{
   "operationName":"RetrieveContactHistory",
   "fromDate":"2015-06-01",
   "toDate":"2015-11-04",
   "mediaType":"chat",
   "sort":"desc",
   "searchCustomAttributes":{
      "SearchId":"123456"
   },
   "customAttributes":[
      "SearchId",
      "CustomerId"
   ]
}
```

HTTP response

```
{
   "statusCode":0,
   "referenceId":1
}
```

CometD notification

```
{
   "referenceId":1,
   "messageType":"GetInteractionsHistoryMessage",
   "interactions":[
      {
         "typeId":"Inbound",
         "startDate":"2015-10-01 16:02:07.000+0300",
```

```
         "endDate":"2015-10-01 16:02:10.000+0300",
         "mediaType":"Chat",
         "uri":"http://localhost:8080/api/v2/interactions/00016aB14RQD003N",
         "state":"InProcess",
         "contactId":"00012aB0T770000M",
         "id":"00016aB14RQD003N",
         "subject":"Customer support",
         "customAttributes":{
            "SearchId":"123456",
            "CustomerId":"a21d4c3"
         }
      },
      {
         "typeId":"Inbound",
         "startDate":"2015-10-02 20:02:07.000+0300",
         "ownerInformation":{
            "userName":"a2",
            "lastName":"a2",
            "id":"cc9016eee9c84dfeb266c642d9fd92c5",
            "firstName":"a2"
         },
         "mediaType":"Chat",
         "uri":"http://localhost:8080/api/v2/interactions/00016aB14RQD003K",
         "state":"InProcess",
         "contactId":"00012aB0T770000M",
         "id":"00016aB14RQD003K",
         "subject":"Customer support",
         "customAttributes":{
            "SearchId":"123456"
         }
      },
      {
         "typeId":"Inbound",
         "startDate":"2015-10-03 14:02:07.000+0300",
         "endDate":"2015-10-03 14:02:25.000+0300",
         "ownerInformation":{
            "userName":"a1",
            "lastName":"a1",
            "id":"e6f2ad1b26ea4e9b8dd907eabe167522",
            "firstName":"a1"
         },
         "mediaType":"Chat",
         "uri":"http://localhost:8080/api/v2/interactions/00012aB0T770000K",
         "state":"Stopped",
         "contactId":"00012aB0T770000M",
         "id":"00012aB0T770000K",
         "subject":"qq",
         "customAttributes":{
            "SearchId":"123456"
         }
      }
   ]
}
```

RetrieveAgentHistory

This operation is part of the Interaction History API section of the Web Services API.

Overview

Returns the interaction history for the specified agent. If you make the request without parameters, Web Services returns interactions that were started in the last month.

Request URL	/api/v2/ucs/interactions
HTTP method	POST
Required features	One of the following, depending on the type of interactions you want to retrieve: • api-multimedia-chat • api-multimedia-email • api-multimedia-facebook • api-multimedia-twitter • api-ucs-voice

Parameters

Parameter	Value	Mandatory
operationName	RetrieveAgentHistory	Yes
fromDate	In `yyyy-MM-dd` format. The default is the current date minus one month.	No
toDate	In `yyyy-MM-dd` format. The default is the current date.	No
mediaType	The type of media. Possible values are call, chat, email, facebook, facebooksession, openmedia, twitter, or workitem.	No
userId	If specified, only interactions handled the specified agent are returned.	No
sort	Possible values are "asc" or "desc". The default is "desc".	No
maxSize	The number of interactions to	No

Parameter	Value	Mandatory
	return. The default is "100".	
source	Specifies where to look up the interaction. Possible values are "main" and "archive". The default is "main". Whether "archive" is available depends on your Universal Contact Server configuration.	No
customAttributes	A list of custom attribute names to include in the result.	No
searchCustomAttributes	Specify this parameter to search by a custom attribute. You can search custom attributes only with "Equals" statements. In order to include custom fields into the found interactions, you should specify their names in the customAttributes list.	No

Sample

Request

```
POST /api/v2/ucs/interactions
{
   "operationName":"RetrieveAgentHistory",
   "fromDate":"2015-10-01",
   "toDate":"2015-10-05",
   "sort":"asc",
   "searchCustomAttributes":{
      "SearchId":"123456"
   },
   "customAttributes":[
      "SearchId",
      "CustomerId"
   ]
}
```

HTTP response

```
{
   "statusCode":0,
   "referenceId":1
}
```

CometD notification

```
{
   "referenceId":1,
```

```
"messageType":"GetInteractionsHistoryMessage",
"interactions":[
   {
      "path":"interactions/0000Sa99620J0EM5",
      "mediaType":"Chat",
      "typeId":"Inbound",
      "state":"New",
      "startDate":"2015-10-01 12:17:45.000+0300",
      "subject":"Customer support",
      "contactId":"0000FaA3VXUS000M",
      "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM5",
      "ownerInformation":{
         "userName":"a2",
         "lastName":"a2",
         "id":"cc9016eee9c84dfeb266c642d9fd92c5",
         "firstName":"a2"
      },
      "id":"0000Sa99620J0EM5",
      "customAttributes":{
         "SearchId":"123456",
         "CustomerId":"a21d4c3"
      }
   },
   {
      "path":"/api/v2/interactions/0000Sa99620J0EM7",
      "mediaType":"Email",
      "typeId":"Outbound",
      "state":"Stopped",
      "startDate":"2015-10-02 20:02:22.000+0300",
      "endDate":"2015-10-02 20:02:25.000+0300",
      "subject":"Customer support",
      "contactId":"0000FaA3VXUS000M",
      "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM7",
      "ownerInformation":{
         "userName":"a2",
         "lastName":"a2",
         "id":"cc9016eee9c84dfeb266c642d9fd92c5",
         "firstName":"a2"
      },
      "id":"0000Sa99620J0EM7",
      "customAttributes":{
         "SearchId":"123456"
      }
   },
   {
      "path":"/api/v2/interactions/0000Sa99620J0EM9",
      "mediaType":"Call",
      "typeId":"Inbound",
      "state":"Stopped",
      "startDate":"2015-10-02 22:02:22.000+0300",
      "endDate":"2015-10-02 22:02:25.000+0300",
      "subject":"Customer support",
      "contactId":"0000FaA3VXUS000M",
      "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM9",
      "ownerInformation":{
         "userName":"a2",
         "lastName":"a2",
         "id":"cc9016eee9c84dfeb266c642d9fd92c5",
         "firstName":"a2"
      },
      "id":"0000Sa99620J0EM9",
      "customAttributes":{
         "SearchId":"123456"
```

```
            }
        }
    ]
}
```

RetrieveInteractionHistory

This operation is part of the Interaction History API section of the Web Services API.

Overview

Returns interaction history. If you make the request without parameters, Web Services returns interactions that were started in the last month. To search interactions started during a specific period of time, use the `fromDate` and `toDate` parameters. You can use just one or both parameters.

Request URL	/api/v2/ucs/interactions
HTTP method	POST
Required features	One of the following, depending on the type of interactions you want to retrieve: • api-multimedia-chat • api-multimedia-email • api-multimedia-facebook • api-multimedia-twitter • api-ucs-voice

Parameters

Parameter	Value	Mandatory
operationName	RetrieveInteractionHistory	Yes
fromDate	In `yyyy-MM-dd` format. The default is the current date minus one month.	No
toDate	In `yyyy-MM-dd` format. The default is the current date.	No
mediaType	The type of media. Possible values are call, chat, email, facebook, facebooksession, openmedia, twitter, or workitem.	No
sort	Possible values are "asc" or "desc". The default is "desc".	No
maxSize	The number of interactions to return. The default is "100".	No
source	Specifies where to look up the	No

Parameter	Value	Mandatory
	interaction. Possible values are "main" and "archive". The default is "main". Whether "archive" is available depends on your Universal Contact Server configuration.	
customAttributes	A list of custom attribute names to include in the result.	No
searchCustomAttributes	Specify this parameter to search by a custom attribute. You can search custom attributes only with "Equals" statements. In order to include custom fields into the found interactions, you should specify their names in the customAttributes list.	No

Sample

Request

```
POST /api/v2/ucs/interactions
{
   "operationName":"RetrieveInteractionHistory",
   "fromDate":"2015-10-01",
   "toDate":"2015-10-05",
   "userId":"cc9016eee9c84dfeb266c642d9fd92c5",
   "sort":"asc",
   "searchCustomAttributes":{
      "SearchId":"123456"
   },
   "customAttributes":[
      "SearchId",
      "CustomerId"
   ]
}
```

HTTP response

```
{
   "statusCode":0,
   "referenceId":1
}
```

CometD notification

Success

```
{
   "referenceId":1,
```

```
"messageType":"GetInteractionsHistoryMessage",
"interactions":[
   {
      "path":"interactions/0000Sa99620J0EM5",
      "mediaType":"Chat",
      "typeId":"Inbound",
      "state":"New",
      "startDate":"2015-10-01 12:17:45.000+0300",
      "subject":"Customer support",
      "contactId":"0000FaA3VXUS000M",
      "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM5",
      "ownerInformation":{
         "userName":"a2",
         "lastName":"a2",
         "id":"cc9016eee9c84dfeb266c642d9fd92c5",
         "firstName":"a2"
      },
      "id":"0000Sa99620J0EM5",
      "customAttributes":{
         "SearchId":"123456",
         "CustomerId":"a21d4c3"
      }
   },
   {
      "path":"/api/v2/interactions/0000Sa99620J0EM7",
      "mediaType":"Email",
      "typeId":"Outbound",
      "state":"Stopped",
      "startDate":"2015-10-02 20:02:22.000+0300",
      "endDate":"2015-10-02 20:02:25.000+0300",
      "subject":"Customer support",
      "contactId":"0000FaA3VXUS000M",
      "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM7",
      "ownerInformation":{
         "userName":"a2",
         "lastName":"a2",
         "id":"cc9016eee9c84dfeb266c642d9fd92c5",
         "firstName":"a2"
      },
      "id":"0000Sa99620J0EM7",
      "customAttributes":{
         "SearchId":"123456"
      }
   },
   {
      "path":"/api/v2/interactions/0000Sa99620J0EM9",
      "mediaType":"Call",
      "typeId":"Inbound",
      "state":"Stopped",
      "startDate":"2015-10-02 22:02:22.000+0300",
      "endDate":"2015-10-02 22:02:25.000+0300",
      "subject":"Customer support",
      "contactId":"0000FaA3VXUS000M",
      "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM9",
      "ownerInformation":{
         "userName":"a2",
         "lastName":"a2",
         "id":"cc9016eee9c84dfeb266c642d9fd92c5",
         "firstName":"a2"
      },
      "id":"0000Sa99620J0EM9",
      "customAttributes":{
         "SearchId":"123456"
```

```
         }
      }
   ]
}
```

Error

```
{
   "referenceId":1,
   "messageType":"GetInteractionsHistoryMessage",
   "errorMessage":"Request failed"
}
```

GetInteractionContent

This operation is part of the Interaction History API section of the Web Services API.

Overview

Returns interaction attributes for the specified interaction. For chat, facebooksession, and smssession interactions, Web Services also includes a list of messages.

Request URL	/api/v2/ucs/interactions/*{id}*
HTTP method	POST
Required features	api-multimedia

Parameters

Parameter	Value	Mandatory
operationName	GetInteractionContent	Yes
source	Specifies where to look up the interaction. Possible values are "main" and "archive". The default is "main". Whether "archive" is available depends on your Universal Contact Server configuration.	No

Sample

Request

```
POST /api/v2/ucs/interactions/0000Sa99620J0EM5
{
   "operationName":"GetInteractionContent"
}
```

HTTP response

```
{
   "statusCode":0,
   "referenceId":2
}
```

CometD notification


```
{
   "referenceId":2,
   "messageType":"GetInteractionContentMessage",
   "interaction":{
      "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM5",
      "id":"0000Sa99620J0EM5",
      "path":"/interactions/0000Sa99620J0EM5",
      "mediaType":"facebooksession",
      "typeId":"Inbound",
      "state":"Stopped",
      "startDate":"2013-11-25 21:02:22.000+0200",
      "endDate":"2013-11-25 21:02:25.000+0200",
      "subject":"Customer support",
      "contactId":"0000Sa99620J0EM7",
      "ownerInformation":{
         "userName":"a2",
         "lastName":"a2",
         "id":"cc9016eee9c84dfeb266c642d9fd92c5",
         "firstName":"a2"
      }
   },
   "messages":[
      {
         "index":1,
         "from":{
            "nickname":"You",
            "type":"Customer",
            "participantId":"00AF52939EBE5BC4"
         },
         "timestamp":"2013-11-2521: 02: 22.000+0200",
         "visibility":"All",
         "type":"ParticipantJoined",
         "timestampSeconds":1385406142000L
      },
      {
         "index":2,
         "from":{
            "nickname":"htcc1",
            "type":"Agent",
            "participantId":"00AF52939EDF5BC6"
         },
         "timestamp":"2013-11-2521: 02: 22.033+0200",
         "visibility":"All",
         "type":"ParticipantJoined",
         "timestampSeconds":1385406142033L
      },
      {
         "index":3,
         "from":{
            "nickname":"htcc1",
            "type":"Agent",
            "participantId":"00AF52939EDF5BC6"
         },
         "text":"Hello!",
         "visibility":"All",
         "timestamp":"2013-11-2521: 02: 22.036+0200",
         "type":"Text",
         "timestampSeconds":1385406142036L
      },
      {
```

```
         "index":13,
         "from":{
            "nickname":"htcc1",
            "type":"Agent",
            "participantId":"00AF52939EDF5BC6"
         },
         "timestamp":"2013-11-2521: 02: 22.054+0200",
         "visibility":"All",
         "type":"ParticipantLeft",
         "timestampSeconds":1385406142054L
      },
      {
         "index":14,
         "from":{
            "nickname":"You",
            "type":"Customer",
            "participantId":"00AF52939EBE5BC4"
         },
         "timestamp":"2013-11-2521: 02: 22.054+0200",
         "visibility":"All",
         "type":"ParticipantLeft",
         "timestampSeconds":1385406142054L
      }
   ]
}
```


Error notification


```
{
    "referenceId": 1,
    "messageType": "GetInteractionContentMessage",
    "errorMessage": "Request failed"
}
```

UCS Integration with Voice API

This section describes the UCS Integration with Voice section of the Web Services API, and provides guidance for developers on how to create a record of phone calls in UCS.

Related operations

- IdentifyUCSContact
- FindPhoneCall
- SetCallNote
- SetCallCompleted
- SetCallContact
- GetInteractionContent

IdentifyUCSContact

This operation is part of the UCS Integration with Voice API section of the Web Services API.

Overview

Returns the identity for the specified UCS contact.

Request URL	/api/v2/contacts/ucs
HTTP method	POST
Required features	One of the following, depending on the type of contact you want to identify: • api-ucs-voice • multimedia-*

Parameters

Parameter	Value
operationName	IdentifyUCSContact
emailAddress	The email address to use for identification.
lastName	The last name to use for identification.
phoneNumber	The phone number to use for identification.
mediaType	The type of media for which to search.
createContactEnabled	Specify "false" to only look up a contact, or specify "true" for the operation to also create a contact if a contact is not found.
userData	The attached data to use for identification.

Sample

Request

```
POST api/v2/contacts/ucs
{
  "operationName": "IdentifyUCSContact",
  "phoneNumber":"323-234-2342",
```

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

HTTP response

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

CometD notifications

Success

```
{
 "referenceId": 123,
 "contactId": "0000DaA3G4VF000Q"
}
```

Error

```
{
 "referenceId": 123,
 "errorMessage": "UCS request failed"
}
```

FindPhoneCall

This operation is part of the UCS Integration with Voice API section of the Web Services API.

Overview

This operation finds or creates a phone call.

Request URL	/api/v2/ucs/interactions
HTTP method	POST
Required features	api-ucs-voice

Parameters

Parameter	Value	Mandatory
operationName	FindPhoneCall	Yes
callId	The ID of the call.	Yes
status	The status of the call. Valid values are "New", "Pending", "InProcess", or "Stopped".	Yes
phoneNumber	The phone number to use for identification.	Yes
contactId	The contact ID to use to associate with the interaction.	No
type	The type of call. Valid values are "Unknown", "Internal", "Inbound", "Outbound", or "Consult".	Yes
parentId	The parent interaction ID with which to associate this phone call.	No
threadId	The thread ID with which to associate this phone call.	No
subject	The interaction subject.	No
userData	The attached data to use for identification.	No

Sample

Request

```
POST /api/v2/ucs/interactions
{
  "operationName": "FindPhoneCall",
  "callId":"1231331",
  "status":"InProcess",
  "contactId":"0000DaA3G4VF000Q",
  "phoneNumber":"1231231231",
  "type":"Inbound",
  "parentId":"XXXDDDD",
  "threadId":"A34XX6BA0FX",
  "userData":{"key1":"value1","key2":"value2"}
}
```

HTTP response

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

CometD notifications

Success

```
{
 "referenceId": 123,
 "messageType": "createInteractionResponse",
 "interactionId": "0000DaA3G4VF000Q",
 "isCreated": "true"
}
```

Error

```
{
 "referenceId": 123,
 "messageType": "createInteractionResponse",
 "errorMessage": "UCS request failed"
}
```

SetCallNote

This operation is part of the UCS Integration with Voice API section of the Web Services API.

Overview

This operation adds a note to the call.

Request URL	/api/v2/ucs/interactions/{interactionId}
HTTP method	POST
Required features	One of the following: • api-voice • api-ucs-voice

Parameters

Parameter	Value
operationName	SetCallNote
note	A string value to save as a note.

Sample

Request

```
POST /api/v2/ucs/interactions/{interactionId}
{
  "operationName": "SetCallNote",
  "note": "Customer was satisfied with resolve"
}
```

HTTP response

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

CometD notifications

Success

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

Error

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

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: • 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,
```

```
  "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"
}
```

SetCallContact

This operation is part of the UCS Integration with Voice API section of the Web Services API.

Overview

This operation sets the Contact ID.

Request URL	/api/v2/ucs/interactions/{interactionId}
HTTP method	POST
Required features	One of the following: • api-voice • api-ucs-voice

Parameters

Parameter	Value
operationName	SetCallContact
contactPath	The path to the contact.

Sample

Request

```
POST /api/v2/ucs/interactions/{interactionId}
{
  "operationName": "SetCallContact",
  "contactPath": "/path/{contactId}"
}
```

HTTP response

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

CometD notifications

Success

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

Error

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

Supervisor Agent State Control API

This API enables the supervisor to manage agent states for a specified media channel.

Related operations

- Ready
- NotReady
- DoNotDisturbOff
- DoNotDisturbOn
- Offline

Ready

This operation is part of the Supervisor Agent State Control API section of the Web Services API.

Overview

With this request, the supervisor can set an agent's channel status to Ready, meaning that the agent is available for phone calls on the voice channel, or ready to receive interaction invitations for media channels.

Request URL	/api/v2/users/{userId}/channels/{channelId}
HTTP method	POST
Required features	api-supervisor-agent-control

Valid values for `channelId` are voice, chat, email, and other defined media types.

Parameters

Parameter	Value
operationName	Ready

Sample

Request

```
POST api/v2/users/6c991eb2c1ba48d5b637d569a5295388/channels/chat
{
  "operationName": "Ready"
}
```

HTTP response

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

Notification

The agent whose state has been updated receives notification:

```
{
  "channel": "/v2/me/channels",
  "data": {
    "channels": [
      {
        "channel": "chat",
        "dndState": "Off",
        "userState": {
          "displayName": "Ready",
          "id": "9430250E-0A1B-421F-B372-F29E69366DED",
          "state": "Ready"
        }
      }
    ],
    "messageType": "ChannelStateChangeMessageV2"
  }
}
```

NotReady

This operation is part of the Supervisor Agent State Control API section of the Web Services API.

Overview

With this request, the supervisor can set an agent's channel status to NotReady, meaning that the agent is not available for phone calls on the voice channel, or is not available to receive interaction invitations for media channels.

Request URL	/api/v2/users/{userId}/channels/{channelId}
HTTP method	POST
Required features	api-supervisor-agent-control

Valid values for `channelId` are voice, chat, email, and other defined media types.

Parameters

Parameter	Value
operationName	NotReady

Sample

Request

```
POST api/v2/users/6c991eb2c1ba48d5b637d569a5295388/channels/email
{
  "operationName": "NotReady"
}
```

HTTP response

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

Notification

The agent whose state has been updated receives notification:

```
{
  "channel": "/v2/me/channels",
  "data": {
    "channels": [
      {
        "channel": "email",
        "dndState": "Off",
        "userState": {
          "displayName": "Not Ready",
          "id": "900D55CC-2BB0-431F-8BF9-D3525B383BE6",
          "state": "NotReady"
        }
      }
    ],
    "messageType": "ChannelStateChangeMessageV2"
  }
}
```

DoNotDisturbOff

This operation is part of the Supervisor Agent State Control API section of the Web Services API.

Overview

With this request, the supervisor can turn off the Do Not Disturb status for the agent.

Request URL	/api/v2/users/{userId}/channels/{channelId}
HTTP method	POST
Required features	api-supervisor-agent-control

Valid values for `channelId` are chat, email, and other defined media types. Do Not Disturb is not applicable for the voice channel.

Parameters

Parameter	Value
operationName	DoNotDisturbOff

Sample

Request

```
POST api/v2/users/2d96456349284f45b6bc58790ccbd729/channels/email
{
  "operationName": "DoNotDisturbOff"
}
```

HTTP response

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

Notification

The agent whose state has been updated receives notification:

```
{
  "channel": "/v2/me/channels",
  "data": {
    "channels": [
      {
        "channel": "email",
        "dndState": "Off",
        "userState": {
          "displayName": "Ready",
          "id": "9430250E-0A1B-421F-B372-F29E69366DEV",
          "state": "Ready"
        }
      }
    ],
    "messageType": "ChannelStateChangeMessageV2"
  }
}
```

DoNotDisturbOn

This operation is part of the Supervisor Agent State Control API section of the Web Services API.

Overview

With this request, the supervisor can turn on the Do Not Disturb status for the agent.

Request URL	/api/v2/users/{userId}/channels/{channelId}
HTTP method	POST
Required features	api-supervisor-agent-control

Valid values for `channelId` are chat, email, and other defined media types. Do Not Disturb is not applicable for the voice channel.

Parameters

Parameter	Value
operationName	DoNotDisturbOn

Sample

Request

```
POST api/v2/users/2d96456349284f45b6bc58790ccbd729/channels/chat
{
  "operationName": "DoNotDisturbOn"
}
```

HTTP response

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

Notification

The agent whose state has been updated receives notification:

```
{
  "channel": "/v2/me/channels",
  "data": {
    "channels": [
      {
        "channel": "chat",
        "dndState": "On",
        "userState": {
          "displayName": "Ready",
          "id": "9430250E-0A1B-421F-B372-F29E69366DED",
          "state": "Ready"
        }
      }
    ],
    "messageType": "ChannelStateChangeMessageV2"
  }
}
```

Offline

This operation is part of the Supervisor Agent State Control API section of the Web Services API.

Overview

With this request, the supervisor can set the agent's status to Offline.

Request URL	/api/v2/users/{userId}/channels/{channelId}
HTTP method	POST
Required features	api-supervisor-agent-control

Valid values for `channelId` are voice, chat, email, and other defined media types.

Parameters

Parameter	Value
operationName	Offline

Sample

Request

```
POST api/v2/users/2d96456349284f45b6bc58790ccbd729/channels/chat
{
  "operationName": "Offline"
}
```

HTTP response

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

Notification

The agent whose state has been updated receives notification:

```
{
```

```
  "channel": "/v2/me/channels",
  "data": {
    "channels": [
      {
        "channel": "chat",
        "userState": {
          "displayName": "Offline",
          "id": "0F7F5003-EF26-4D13-A6Ef-D0C7EC819BEB",
          "state": "LoggedOut"
        }
      }
    ],
    "messageType": "ChannelStateChangeMessageV2"
  }
}
```

Service API

This section describes the Service API section of the Web Services API and provides guidance for developers who need to access system runtime information.

Related operations

- Runtime

Runtime

This operation is part of the Service API section of the Web Services API.

Overview

With this request, a Contact Center administrator or an OPS user can retrieve system data including Java Virtual Machine (JVM) information and other metrics using the API. This information is useful in troubleshooting and running diagnostics. Runtime information can be retrieved for a single node.

Request URL	/api/v2/service/runtime
HTTP method	GET

Sample

Request

```
GET ../api/v2/service/runtime
```

HTTP response

```
{
    "information": {
        "jvmMetrics": {
            "gc": {
                "jvm.gc.PS-MarkSweep.count": {
                    "value": <int>
                },
                "jvm.gc.PS-MarkSweep.time": {
                    "value": <int>
                },
                "jvm.gc.PS-Scavenge.count": {
                    "value": <int>
                },
                "jvm.gc.PS-Scavenge.time": {
                    "value": <int>
                }
            },
            "memory": {
                "jvm.memory.heap.committed": {
                    "value": <int>
                },
                "jvm.memory.heap.init": {
                    "value": <int>
```

```
        },
        "jvm.memory.heap.max": {
            "value": <int>
        },
        "jvm.memory.heap.usage": {
            "value": <double>
        },
        "jvm.memory.heap.used": {
            "value": <int>
        },
        "jvm.memory.non-heap.committed": {
            "value": <int>
        },
        "jvm.memory.non-heap.init": {
            "value": <int>
        },
        "jvm.memory.non-heap.max": {
            "value": <int>
        },
        "jvm.memory.non-heap.usage": {
            "value": <double>
        },
        "jvm.memory.non-heap.used": {
            "value": <int>
        },
        "jvm.memory.pools.Code-Cache.usage": {
            "value": <double>
        },
        "jvm.memory.pools.Compressed-Class-Space.usage": {
            "value": <double>
        },
        "jvm.memory.pools.Metaspace.usage": {
            "value": <double>
        },
        "jvm.memory.pools.PS-Eden-Space.usage": {
            "value": <double>
        },
        "jvm.memory.pools.PS-Old-Gen.usage": {
            "value": <double>
        },
        "jvm.memory.pools.PS-Survivor-Space.usage": {
            "value": <double>
        },
        "jvm.memory.total.committed": {
            "value": <int>
        },
        "jvm.memory.total.init": {
            "value": <int>
        },
        "jvm.memory.total.max": {
            "value": <int>
        },
        "jvm.memory.total.used": {
            "value": <int>
        }
    },
    "threads": {
        "jvm.threads.blocked.count": {
            "value": <int>
        },
        "jvm.threads.count": {
            "value": <int>
        },
```

```
            "jvm.threads.daemon.count": {
                "value": <int>
            },
            "jvm.threads.deadlock.count": {
                "value": <int>
            },
            "jvm.threads.deadlocks": {
                "value": []
            },
            "jvm.threads.new.count": {
                "value": <int>
            },
            "jvm.threads.runnable.count": {
                "value": <int>
            },
            "jvm.threads.terminated.count": {
                "value": <int>
            },
            "jvm.threads.timed_waiting.count": {
                "value": <int>
            },
            "jvm.threads.waiting.count": {
                "value": <int>
            }
        }
    },
    "jvmParameters": {
        "inputArguments": [
            "-Xms4G",
            "-Xmx4G",
            ...
        ],
        "name": "...",
        "specName": "...",
        "specVendor": "...",
        "specVersion": "...",
        "startTime": <long>,
        "systemProperties": {
            "LOG_FILE": "...",
            "LOG_PATH": "...",
            "PID": "...",
            "archaius.configurationSource.additionalUrls": "...",
            "awt.toolkit": "...",
            "file.encoding": "...",
            "file.encoding.pkg": "...",
            "file.separator": "...",
            "gopherProxySet": "...",
            "java.awt.graphicsenv": "...",
            "java.awt.headless": "...",
            "java.awt.printerjob": "...",
            "java.class.version": "...",
            "java.endorsed.dirs": "...",
            "java.ext.dirs": "...",
            "java.home": "...",
            "java.io.tmpdir": "...",
            "java.library.path": "...",
            "java.runtime.name": "...",
            "java.runtime.version": "...",
            "java.specification.name": "...",
            "java.specification.vendor": "...",
            "java.specification.version": "...",
            "java.vendor": "...",
            "java.vendor.url": "...",
```

```
                "java.vendor.url.bug": "...",
                "java.version": "...",
                "java.vm.info": "...",
                "java.vm.name": "...",
                "java.vm.specification.name": "...",
                "java.vm.specification.vendor": "Oracle Corporation",
                "java.vm.specification.version": "...",
                "java.vm.vendor": "...",
                "java.vm.version": "...",
                "line.separator": "...",
                "org.apache.xml.security.ignoreLineBreaks": "...",
                "org.jboss.logging.provider": "...",
                "org.owasp.esapi.SecurityConfiguration": "...",
                "os.arch": "...",
                "os.name": "...",
                "os.version": "...",
                "path.separator": ":",
                "spring.beaninfo.ignore": "...",
                "sun.arch.data.model": "...",
                "sun.boot.library.path": "...",
                "sun.cpu.endian": "...",
                "sun.cpu.isalist": "...",
                "sun.io.unicode.encoding": "....",
                "sun.java.command": "...",
                "sun.java.launcher": "...",
                "sun.jnu.encoding": "...",
                "sun.management.compiler": "...",
                "sun.nio.ch.bugLevel": "...",
                "sun.os.patch.level": "...",
                "user.country": "...",
                "user.country.format": "...",
                "user.dir": "...",
                "user.home": "...",
                "user.language": "...",
                "user.name": "...",
                "user.timezone": "..."
            },
            "uptime": <long>,
            "vmName": "...",
            "vmVendor": "...",
            "vmVersion": "..."
        }
    },
    "statusCode": 0
}
```

Configuration

This operation is part of the ServiceAPI section of the Web Services API.

Overview

With this request, a Contact Center administrator or an OPS user can retrieve the entire GWS configuration using the API or for a specific instance.

Additionally, they can also retrieve configuration changes between two specific dates (in *yyyy/MM/dd* format) for all instances or for a specific instance. The configuration changeset can be retrieved completely or partially as a diff using the `fullSettings` parameter.

Request URL	/api/v2/service/configuration
HTTP method	GET

Samples

Retrieving the latest configuration for all instances

Request

```
GET ../api/v2/service/configurations/latest
```

HTTP response

```
{
  "statusCode":0,
  "configurations":
  {
  "GWS":
  {
    "instances":
    [
      "usw1gws-000-001.usw1.genprim.com-bCnTPP0I4UnoS8Aj96ywQw==":
      {
        "serverSettings"
        {
          {
            "applicationType": "CFGGenericClient",
            "destroyScopeOnCometDSessionExpiration": false,
            "maxHoursStandardResponsesStale": 1,
            "contactCenterSynchronizationTimeout": "60000",
            "cdrCleanupReadTimeout": 43200,
            "logHeaderSettings": {
              "updateOnPremiseInfoInterval": 600,
```

```
        "enableLogHeader": true
      },
      "elasticSearchSettings": {
        "transportClient": {
          "pingTimeout": 5000,
          "ignoreClusterName": false,
          "useSniff": false,
          "nodesSamplerInterval": 5000
        },
        "useTransportClient": false,
        "indexVerificationInterval": 720,
        "enableScheduledIndexVerification": true,
        "readTimeout": 3333,
        "enableIndexVerificationAtStartUp": true,
        "waitToIndexTimeout": 0,
        "indexPerContactCenter": true,
        "retriesOnConflict": 3,
        "clientNode": false
    },
    ...
    "cachingSettings": {
      "voiceContextCaching": true,
      "contactCenterSettingsTTL": 60,
      "transactionsTTL": 30,
      "virtualAgentGroupSettingsTTL": 1,
      "enableSystemWideCaching": true,
      "voiceContextRefreshInterval": 30,
      "virtualAgentGroupsTTL": 30,
      "agentStatesTTL": 30,
      "voiceContextReadSliceSize": 500,
      "skillsTTL": 30,
      "businessUnitSettingsTTL": 60,
      "socialMediaSettingTTL": 1800,
      "cleanupPeriod": 1800,
      "businessAttributesTTL": 30,
      "contactCenterFeaturesTTL": 1
    },
    "inactiveUserTimeout": 60,
    "syncNode": true,
    "awsS3MaxConnection": 50,
    "temporaryAuthenticationTokenTTL": 300,
    "statReconnectTimeout": 10000,
    "webDAVMaxConnection": 50,
    "enableCsrfProtection": true,
    "statistics": {
      "locationAwareMonitoringDistribution": false,
      "enableMultipleDataCenterMonitoring": false,
      "unchangedSimpleStatsSaveIntervalSeconds": 150
    }
  },
  "cassandraSettings":
  {
    "primaryCluster":
    {
      "read_consistency_level": "CL_QUORUM",
      "replicationFactor": 1,
      "should_sync_schema": true,
      "retryMaxAttempt": 1,
      "thriftPort": 9160,
      "async_writes_pool_size": 0,
      "maxPendingConnectionsPerHost": 80,
      "retry_max_attempt": 0,
      "jmx_port": 7199,
```

```
            "rowsPageSize": -1,
            "retry_sleep_time_ms": 0,
            "cols_page_size": -1,
            "max_conns_per_host": 16,
            "rows_page_size": -1,
            "max_blocked_threads_per_host": 160,
            "retrySleepTimeMs": 5000,
            "max_pending_conns_per_host": 80,
            "maxConnections": 16,
            "replication_factor": 1,
            "jmxPort": 7199,
            "writeConsistencyLevel": "CL_QUORUM",
            "readConsistencyLevel": "CL_QUORUM",
            "readCheckProbability": 0,
            "asyncWritesPoolSize": 8,
            "max_cons": 16,
            "should_drop_existing_schema": false,
            "colsPageSize": -1,
            "maxBlockedThreadsPerHost": 160,
            "write_consistency_level": "CL_QUORUM",
            "thrift_port": 9160,
            "useSSL": false,
            "keyspace": "sipfs",
            "nodes": "localhost",
            "cassandraVersion": "1.2",
            "maxConnectionsPerHost": 16
          }
        },
        "secondaryCluster":
        {
          ...
        }
      },
      "onPremiseSettings":
      {
        "onPremiseMode": false,
        "tlsEnabled": false
      },
      ...
    },
    ...
  },
  "Cassandra":
  {
    "instances": [
      "%cassandra_node_hostname%":
      {
        ...
      }
    ]
  },
  "ElasticSearch":
  {
    "instances": [
      "%es_node_hostname%":
      {
        ...
      }
    ]
  }
  }
}
```

Retrieving the latest configuration for a specific instance

Request

```
GET ../api/v2/service/configurations/%instance_name%/latest
```

HTTP response


```
{
  "statusCode":0,
  "configurations":
  {
  "usw1gws-000-001.usw1.genprim.com-bCnTPP0I4UnoS8Aj96ywQw==":
  {
    "serverSettings"
    {
      {
        "applicationType": "CFGGenericClient",
        "destroyScopeOnCometDSessionExpiration": false,
        "maxHoursStandardResponsesStale": 1,
        "contactCenterSynchronizationTimeout": "60000",
        "cdrCleanupReadTimeout": 43200,
        "logHeaderSettings": {
        "updateOnPremiseInfoInterval": 600,
        "enableLogHeader": true
      },
      "elasticSearchSettings": {
        "transportClient": {
           "pingTimeout": 5000,
           "ignoreClusterName": false,
           "useSniff": false,
           "nodesSamplerInterval": 5000
         },
         "useTransportClient": false,
         "indexVerificationInterval": 720,
         "enableScheduledIndexVerification": true,
         "readTimeout": 3333,
         "enableIndexVerificationAtStartUp": true,
         "waitToIndexTimeout": 0,
         "indexPerContactCenter": true,
         "retriesOnConflict": 3,
         "clientNode": false
       },
       ...
       "cachingSettings": {
         "voiceContextCaching": true,
         "contactCenterSettingsTTL": 60,
         "transactionsTTL": 30,
         "virtualAgentGroupSettingsTTL": 1,
         "enableSystemWideCaching": true,
         "voiceContextRefreshInterval": 30,
         "virtualAgentGroupsTTL": 30,
         "agentStatesTTL": 30,
         "voiceContextReadSliceSize": 500,
         "skillsTTL": 30,
         "businessUnitSettingsTTL": 60,
         "socialMediaSettingTTL": 1800,
         "cleanupPeriod": 1800,
         "businessAttributesTTL": 30,
         "contactCenterFeaturesTTL": 1
       },
```

```
 "inactiveUserTimeout": 60,
 "syncNode": true,
 "awsS3MaxConnection": 50,
 "temporaryAuthenticationTokenTTL": 300,
 "statReconnectTimeout": 10000,
 "webDAVMaxConnection": 50,
 "enableCsrfProtection": true,
 "statistics": {
   "locationAwareMonitoringDistribution": false,
   "enableMultipleDataCenterMonitoring": false,
   "unchangedSimpleStatsSaveIntervalSeconds": 150
 }
},
"cassandraSettings":
{
  "primaryCluster":
  {
    "read_consistency_level": "CL_QUORUM",
    "replicationFactor": 1,
    "should_sync_schema": true,
    "retryMaxAttempt": 1,
    "thriftPort": 9160,
    "async_writes_pool_size": 0,
    "maxPendingConnectionsPerHost": 80,
    "retry_max_attempt": 0,
    "jmx_port": 7199,
    "rowsPageSize": -1,
    "retry_sleep_time_ms": 0,
    "cols_page_size": -1,
    "max_conns_per_host": 16,
    "rows_page_size": -1,
    "max_blocked_threads_per_host": 160,
    "retrySleepTimeMs": 5000,
    "max_pending_conns_per_host": 80,
    "maxConnections": 16,
    "replication_factor": 1,
    "jmxPort": 7199,
    "writeConsistencyLevel": "CL_QUORUM",
    "readConsistencyLevel": "CL_QUORUM",
    "readCheckProbability": 0,
    "asyncWritesPoolSize": 8,
    "max_cons": 16,
    "should_drop_existing_schema": false,
    "colsPageSize": -1,
    "maxBlockedThreadsPerHost": 160,
    "write_consistency_level": "CL_QUORUM",
    "thrift_port": 9160,
    "useSSL": false,
    "keyspace": "sipfs",
    "nodes": "localhost",
    "cassandraVersion": "1.2",
    "maxConnectionsPerHost": 16
  },
  "secondaryCluster":
  {
    ...
  }
},
"onPremiseSettings":
{
  "onPremiseMode": false,
  "tlsEnabled": false
}
```

```
    }
  }
  }
}
```

Retrieving the configuration changes for all instances between two dates

Request

```
GET ../api/v2/service/configurations?fullSettings☆tDate=2018/04/02&endDate=2018/05/01
```

HTTP response

```
{
   "statusCode": 0,
    "configurations": {
        "test1.gws.genesys.com-bCnTPP0I4UnoS8Aj96ywQw==": [
            {
                "timestamp": "2018/04/02 10:04:02",
                "serverSettings": {
                    "applicationType": "CFGGenericClient",
                    ...
                },
                "jettySettings": {
                     ...
                },
                "onPremiseSettings": {
                    "tlsEnabled": false,
                    .....
                },
                "cassandraSettings": {
                   ...
                }
            }
        ],
         "test2.gws.genesys.com-bCnTPP0I4UnoS8Aj96ywQw==": [
             ...
         ]
    }
}
```

Retrieving the configuration changes between two dates for a specific instance

Request

```
GET ../api/v2/ops/service/configurations/%instance_name%?startDate=2018/04/02
```

HTTP response

```
{
  "statusCode":0,
  "configurations":
  {
```

```
    "test.gws.genesys.com-bCnTPP0I4UnoS8Aj96ywQw==": [
    {
      "timestamp": "2018/04/02 10:04:02",
      "serverSettings"
      {
        "cachingSettings": {
          "voiceContextCaching": true,
          "contactCenterSettingsTTL": 60
        }
      }
    },
    {
      "timestamp": "2018/04/05 10:12:21",
      "serverSettings"
      {
        "syncNode": true
      }
    },
    ...
   ]
  }
}
```