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Web Services API Reference

[AddAttachment](#)

12/12/2025

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/0001PaBMY3600R8

```
{
  "operationName": "AddAttachment",
  "documentId": "0000YaB6ARKB0019"
}
```

Response

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

Notification

```
{
  "chat": {
```

```
"attachments": [
  {
    "id": "0001PaBMY3600RC",
    "mime": "text/plain",
    "name": "testfileUploadAgent.txt",
    "path": "/attachments/0001PaBMY3600RC",
    "size": 46,
    "uri": "http://.../api/v2/chats/0001PaBMY3600R8/attachments/0001PaBMY3600RC"
  },
  {
    "id": "0000YaB6ARKB0019",
    "mime": "application/octet-stream",
    "name": "cloud-2015-12-01.log",
    "path": "/attachments/0000YaB6ARKB0019",
    "size": 20053630,
    "uri": "http://.../api/v2/chats/0001PaBMY3600R8/attachments/0000YaB6ARKB0019"
  }
],
"capabilities": [
  "Transfer",
  "Leave",
  "Invite",
  "Consult",
  "SetInFocus",
  "SetDisposition",
  "AttachUserData",
  "DeleteUserData",
  "UpdateUserData",
  "Complete",
  "SendMessage",
  "SendUrl",
  "SendStartTypingNotification",
  "SendStopTypingNotification",
  "SendCustomNotice"
],
"chatType": "Inbound",
"id": "0001PaBMY3600R8",
"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",
"suggestedQueueUri": [
  "http://192.168.83.63:8090/api/v2/queues/62464e99-53c8-4fda-9cfd-c63dee679c6d"
],
"threadId": "0001PaBMY3600T9",
"uri": "http://.../api/v2/chats/0001PaBMY3600R8",
"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/0001PaBMY3600R8

Response

```
{
  "statusCode": 0,
  "referenceId": 3,
}
```

Notification

```
{
  "chat": {
    "attachments": [
      {
        "id": "0000TaBTNRPW01GY",
        "mime": "text/plain",
        "name": "testfileUploadAgent.txt",
        "path": "/attachments/0001PaBMY3600RC",
        "size": 46,
        "uri": "http://.../api/v2/chats/0001PaBMY3600R8/attachments/0000TaBTNRPW01GY"
      }
    ],
    "capabilities": [
      "Transfer",
      "Leave",
      "Invite",
      "Consult",
      "SetInFocus",
      "SetDisposition",
      "AttachUserData",
      "DeleteUserData",
      "UpdateUserData",
      "Complete",
      "SendMessage",
      "SendUrl",
      "SendStartTypingNotification",
      "SendStopTypingNotification",
      "SendCustomNotice"
    ],
    "chatType": "Inbound",
    "id": "0001PaBMY3600R8",
    "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",
"suggestedQueueUri": [
  "http://.../api/v2/queues/62464e99-53c8-4fda-9cfd-c63dee679c6d"
],
"threadId": "0001PaBMY3600T9",
"uri": "http://.../api/v2/chats/0001PaBMY3600R8",
"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,
```

AddAttachment

```
        "ServiceType": "default",
        "Subject": "Test_V2",
        "TimeZone": "120"
    },
    "messageType": "ChatStateChangeMessage",
    "notificationType": "AttachmentAdded",
    "referenceId": 3
}
```