Web Services API Reference

Reject

12/12/2025

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
}
```

Reject

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"
}
```