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Web Services API Reference

Consult

12/14/2025

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	<code>/api/v2/me/facebooksession/{id}</code>
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
<code>operationName</code>	Consult
<code>targetUri</code>	The user URI to consult with or the queue URI to consult through. Mandatory, if 'targetPath' is not specified.
<code>targetPath</code>	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",
"_facebookPMMMessageId": "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'  
}
```