



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

GetContent

12/13/2025

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"
}
```