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Web Services API Reference

`UpdateUserData`

12/13/2025

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/smsessions/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	UpdateUserData
userData	The data to update

Sample

Request

```
POST api/v2/me/smsessions/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/smsessions/0000Wa9CAM6W00J",
    "participants": [
      {
        "nickname": "test_consult_clientL",
        "type": "Customer",
        "participantId": "007352CE982D031B"
      }
    ]
  }
}
```

```
    {
      "nickname": "TestName",
      "type": "Agent",
      "participantId": "007352CE984F0321"
    },
    {
      "id": "0000Wa9CAM6W00J"
    }
  ],
  "notificationType": "PropertiesUpdated",
  "messageType": "SMSsessionStateChangeMessage"
}
```