



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

SetCallCompleted

12/12/2025

SetCallCompleted

This operation is part of the [UCS Integration with Voice API](#) section of the [Web Services API](#).

Overview

This operation completes the call.

Important

Without this API, call interactions in UCS will remain in the state "In Process". Agent Desktop **must** send this request.

Request URL	/api/v2/ucs/interactions/{interactionId}
HTTP method	POST
Required features	One of the following: <ul style="list-style-type: none">• api-voice• api-ucs-voice

Parameters

Parameter	Value
operationName	SetCallCompleted
callDuration	The duration of the call.
userData	The map of attached data to be saved.

Sample

Request

```
POST /api/v2/ucs/interactions/{interactionId}
{
  "operationName": "SetCallCompleted",
  "callDuration": 15,
```

SetCallCompleted

```
"userData": {"key1": "value1", "key2": "value2"}
}
```

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 123
}
```

CometD notifications

Success

```
{
  "referenceId": 123,
  "messageType": "UcsOperationResponse",
  "success": true
}
```

Error

```
{
  "referenceId": 123,
  "messageType": "UcsOperationResponse",
  "success": false,
  "errorMessage": "UCS request failed"
}
```