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Web Services API Reference

Workitem Accept

12/20/2025

Workitem Accept

This operation is part of the [Workitem API](#) section of the [Web Services API](#).

Overview

This request accepts an incoming workitem interaction.

Request URL	/api/v2/me/workitems/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Accept

Sample

Request

```
POST api/v2/me/workitems/03W07R2K4VAYT010
{
  "operationName": "Accept"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 6
}
```

Notification

Status changed to Processing

```
{
  "workitem": {
    "userData": {
```

```
    "RTargetTypeSelected": "2",
    "RTargetObjectSelected": "Workitems",
    "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": "Workitems",
    "RTargetAgentGroup": "Workitems",
    "PegAGWorkitems": 2,
    "RStrategyName": "Workitem"
  },
  "receivedDate": "2014-03-26 16:02:22.000+0200",
  "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT010",
  "capabilities": [
    "Transfer",
    "AttachUserData",
    "UpdateUserData",
    "DeleteUserData",
    "SetInFocus",
    "Complete"
  ],
  "state": "Processing",
  "id": "03W07R2K4VAYT010"
},
"referenceId": 6,
"notificationType": "StatusChange",
"messageType": "WorkitemStateChangeMessage"
}
```