



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

Consult

5/5/2025

Consult

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

Overview

This allows an agent to consult with another agent or with a queue. A consult occurs in the same chat context, but the customer will not be aware of the presence of a consulting agent.

Messages and notification from a consulting agent will only be visible to other agents in the chat, not to the customer.

After a consultation has started, the originating agent can either [Transfer](#) to the consulting agent or [Conference](#) with the consulting agent.

The consulting agent can [Leave](#) the chat.

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

Parameters

Parameter	Value
operationName	Consult
targetUri	contact URI, where contact is either an agent or multimedia queue

Sample

Request

```
POST api/v2/chats/0000Na9B26EF006E
{
  "operationName": "Consult",
  "targetUri": "http://localhost:8080/api/v2/users/429a55994ef64991a77acb77c1cf9041"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 35
}
```

Notification

Successful

First Notification

```
{
  u'notificationType': u'ParticipantsUpdated',
  u'messageType': u'ChatStateChangeMessage',
  u'chat': {
    u'participants': [
      {
        u'nickname': u'TestName',
        u'type': u'Agent',
        u'participantId': u'009052CB05C900EA'
      },
      {
        u'nickname': u'BFriend',
        u'type': u'Agent',
        u'participantId': u'009052CB05CA00EB'
      },
      {
        u'nickname': u'FirstL',
        u'type': u'Customer',
        u'participantId': u'009052CB056C00E5'
      },
      {
        u'nickname': u'TestName',
        u'type': u'Agent',
        u'participantId': u'009052CB057100E7'
      }
    ],
    u'state': u'Chatting',
    u'id': u'0000Na9B26EF006E',
    u'capabilities': [
      u'Transfer',
      u'Leave',
      u'Invite',
      u'Consult',
      u'SetInFocus',
      u'SetDisposition',
      u'AttachUserData',
      u'DeleteUserData',
      u'UpdateUserData',
      u'SendToAgents',
      u'SendStartTypingToAgentsNotification',
      u'SendStopTypingToAgentsNotification',
      u'Complete',
      u'SendMessage',
      u'SendStartTypingNotification',
      u'SendStopTypingNotification'
    ],
    u'uri': u'http: //localhost: 8080/api/v2/chats/0000Na9B26EF006E'
  }
}
```

```
}  
}
```

Second Notification

```
{  
  u'messages': [  
    {  
      u'index': 3,  
      u'from': {  
        u'nickname': u'BFriend',  
        u'type': u'Agent',  
        u'participantId': u'009052CB05CA00EB'  
      },  
      u'timestamp': u'2014-01-06T12:14:06.007-0800',  
      u'visibility': u'Agents',  
      u'type': u'ParticipantJoined',  
      u'timestampSeconds': 1389039246007L  
    },  
  ],  
  u'notificationType': u'NewMessages',  
  u'messageType': u'MessageLogUpdated',  
  u'chatUri': u'http://localhost:8080/api/v2/chats/0000Na9B26EF006E'  
}
```

Failed

```
{  
  u'notificationType': u'Error',  
  u'messageType': u'ChatStateChangeMessage',  
  u'errorMessage': u'Operationfailed',  
  u'referenceId': 36,  
  u'chat': {  
    u'participants': [  
      {  
        u'nickname': u'TestName',  
        u'type': u'Agent',  
        u'participantId': u'009052CB110900F5'  
      },  
      {  
        u'nickname': u'FirstL',  
        u'type': u'Customer',  
        u'participantId': u'009052CB10CC00F0'  
      }  
    ],  
    u'state': u'Chatting',  
    u'id': u'0000Na9B26EF006M',  
    u'capabilities': [  
      u'Transfer',  
      u'Leave',  
      u'Invite',  
      u'Consult',  
      u'SetInFocus',  
      u'SetDisposition',  
      u'AttachUserData',  
      u'DeleteUserData',  
      u'UpdateUserData',  
      u'Complete',  
      u'SendMessage',  
      u'SendStartTypingNotification',  
      u'SendStopTypingNotification'  
    ],  
  }  
}
```

```
    u'uri': u'http: //localhost: 8080/api/v2/chats/0000Na9B26EF006M'  
  }  
}
```