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Web Services API Reference

`RemoveParticipantFromConference`

5/4/2025

RemoveParticipantFromConference

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

Overview

This allows an agent to remove another agent from a conference or consultation. Only agents who are visible to all can do this.

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

Parameters

Parameter	Value
operationName	RemoveParticipantFromConference
targetUri	User URI to remove. Mandatory, if targetPath is not specified.
targetPath	User path to remove. Mandatory, if targetUri is not specified.
text	Optional. Text to send to customer.
messageType	Optional. Must be provided together with text parameter. Defines the message type. Default value: Text
treatAs	Optional. Must be provided together with text parameter. Specifies how message should be treated: Normal or System . Default value: Normal

Sample

Request

```
POST api/v2/me/chats/00010a9FSGFP001F
{
  "operationName": "RemoveParticipantFromConference",
  "targetUri": "http://10.10.15.212:9090/api/v2/users/c30d06daa1ea43b8be79f9b071f30d70"
}
```

Response

```
{
  "statusCode": 0
}
```

Notification

Successful

Agent1 First Notification

```
{
  'chat': {
    'userData': {
      'IdentifyCreateContact': '3',
      'FirstName': 'test_consult_client',
      'LastName': 'Lastname',
      'RTargetObjectSelected': 'Chatdistributionforprocessing',
      'RVQID': '',
      'ChatServerAppName': 'ChatServer',
      'PegAGChatdistributionforprocessing': 1,
      'ChatServerHost': 'GWS-gf81',
      'RTargetObjSelDBID': '157',
      'CBR-IT-path_DBIDs': '',
      'ChatServerPort': '7030',
      'CBR-Interaction_cost': '',
      'CBR-contract_DBIDs': '',
      'ContactId': '00010a9FSGFP000M',
      'RTargetAgentSelected': 'GWS1',
      'RTargetTypeSelected': '2',
      'RTargetAgentGroup': 'Chatdistributionforprocessing',
      'RTargetRuleSelected': '',
      'RTargetPlaceSelected': 'GWS1',
      'CBR-actual_volume': '',
      'RTenant': 'Environment',
      'ChatServerDBID': '175',
      'RRequestedSkills': None,
      'ChatServerModeHA': 'true',
      'RRequestedSkillCombination': '',
      'RVQDBID': '',
      'RStrategyDBID': '894',
      'CustomerSegment': 'default',
      'ServiceType': 'default',
      'ServiceObjective': 0,
      'RTargetRequested': 'Chatdistributionforprocessing',
      'EmailAddress': 'Email@abc.com',
      'RStrategyName': 'Chatinboundstrategy',
      'Subject': 'Customersupport'
    },
    'state': 'Chatting',
    'capabilities': [
      'Transfer',
      'Leave',
      'Invite',
      'Consult',
      'SetInFocus',
      'SetDisposition',
      'AttachUserData',
      'DeleteUserData',
    ]
  }
}
```

```
        'UpdateUserData',
        'Complete',
        'SendMessage',
        'SendStartTypingNotification',
        'SendStopTypingNotification'
    ],
    'uri': 'http://10.10.15.212:9090/api/v2/chats/00010a9FSGFP001F',
    'participants': [
        {
            'nickname': 'test_consult',
            'type': 'Agent',
            'uri': 'http://10.10.15.212:9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
            'visibility': 'All',
            'participantId': '00AF52FCF0C0002F'
        },
        {
            'nickname': 'test_consult_clientL',
            'type': 'Customer',
            'participantId': '00AF52FCF09E002D',
            'visibility': 'All'
        }
    ],
    'id': '00010a9FSGFP001F'
},
'notificationType': 'ParticipantsUpdated',
'messageType': 'ChatStateChangeMessage'
}
```

Agent1 Second Notification

```
{
  'messages': [
    {
      'index': 7,
      'from': {
        'nickname': 'chat_consult',
        'type': 'Agent',
        'uri': 'http://10.10.15.212:9090/api/v2/users/
c30d06daalea43b8be79f9b071f30d70',
        'visibility': 'All',
        'participantId': '00AF52FCF0C10030'
      },
      'timestamp': '2014-02-1308: 20: 59.000-0800',
      'visibility': 'All',
      'type': 'ParticipantLeft',
      'timestampSeconds': 1392308459000L
    }
  ],
  'notificationType': 'NewMessages',
  'messageType': 'MessageLogUpdated',
  'chatUri': 'http://10.10.15.212:9090/api/v2/chats/00010a9FSGFP001F'
}
```

Agent2 First Notification

```
{
  'chat': {
    'userData': {
      'IdentifyCreateContact': '3',
      'FirstName': 'test_consult_client',
      'LastName': 'Lastname',

```

```
{
  'RTargetObjectSelected': 'Chatdistributionforprocessing',
  'RVQID': '',
  'ChatServerAppName': 'ChatServer',
  'PegAGChatdistributionforprocessing': 1,
  'ChatServerHost': 'GWS-gf81',
  'RTargetObjSelDBID': '157',
  'CBR-IT-path_DBIDs': '',
  'ChatServerPort': '7030',
  'CBR-Interaction_cost': '',
  'CBR-contract_DBIDs': '',
  'ContactId': '00010a9FSGFP000M',
  'RTargetAgentSelected': 'GWS1',
  'RTargetTypeSelected': '2',
  'RTargetAgentGroup': 'Chatdistributionforprocessing',
  'RTargetRuleSelected': '',
  'RTargetPlaceSelected': 'GWS1',
  'CBR-actual_volume': '',
  'RTenant': 'Environment',
  'ChatServerDBID': '175',
  'RRequestedSkills': None,
  'ChatServerModeHA': 'true',
  'RRequestedSkillCombination': '',
  'RVQDBID': '',
  'RStrategyDBID': '894',
  'CustomerSegment': 'default',
  'ServiceType': 'default',
  'ServiceObjective': 0,
  'RTargetRequested': 'Chatdistributionforprocessing',
  'EmailAddress': 'Email@abc.com',
  'RStrategyName': 'Chatinboundstrategy',
  'Subject': 'Customersupport'
},
'state': 'LeftChat',
'capabilities': [
  'SetInFocus',
  'Complete',
  'SetDisposition',
  'AttachUserData',
  'DeleteUserData',
  'UpdateUserData'
],
'uri': 'http://10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F',
'participants': [
  {
    'nickname': 'test_consult',
    'type': 'Agent',
    'uri': 'http://10.10.15.212: 9090/api/v2/users/914165a5841348aa94ccfcd56917443',
    'visibility': 'All',
    'participantId': '00AF52FCF0C0002F'
  },
  {
    'nickname': 'test_consult_clientL',
    'type': 'Customer',
    'participantId': '00AF52FCF09E002D',
    'visibility': 'All'
  }
],
'id': '00010a9FSGFP001F'
},
'notificationType': 'ParticipantsUpdated',
'messageType': 'ChatStateChangeMessage'
}
```

Agent2 Second Notification

```
{
  'messages': [
    {
      'index': 7,
      'from': {
        'nickname': 'chat_consult',
        'type': 'Agent',
        'uri': 'http: //10.10.15.212: 9090/api/v2/users/
c30d06daalea43b8be79f9b071f30d70',
        'visibility': 'All',
        'participantId': '00AF52FCF0C10030'
      },
      'timestamp': '2014-02-1308: 20: 59.000-0800',
      'visibility': 'All',
      'type': 'ParticipantLeft',
      'timestampSeconds': 1392308459000L
    },
  ],
  'notificationType': 'NewMessages',
  'messageType': 'MessageLogUpdated',
  'chatUri': 'http: //10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F'
}
```

Agent2 Third Notification

```
{
  'chat': {
    'userData': {
      'IdentifyCreateContact': '3',
      'FirstName': 'test_consult_client',
      'LastName': 'Lastname',
      'RTargetObjectSelected': 'Chatdistributionforprocessing',
      'RVQID': '',
      'ChatServerAppName': 'ChatServer',
      'PegAGChatdistributionforprocessing': 1,
      'ChatServerHost': 'GWS-gf81',
      'RTargetObjSelDBID': '157',
      'CBR-IT-path_DBIDs': '',
      'ChatServerPort': '7030',
      'CBR-Interaction_cost': '',
      'CBR-contract_DBIDs': '',
      'ContactId': '00010a9FSGFP000M',
      'RTargetAgentSelected': 'GWS1',
      'RTargetTypeSelected': '2',
      'RTargetAgentGroup': 'Chatdistributionforprocessing',
      'RTargetRuleSelected': '',
      'RTargetPlaceSelected': 'GWS1',
      'CBR-actual_volume': '',
      'RTenant': 'Environment',
      'ChatServerDBID': '175',
      'RRequestedSkills': None,
      'ChatServerModeHA': 'true',
      'RRequestedSkillCombination': '',
      'RVQDBID': '',
      'RStrategyDBID': '894',
      'CustomerSegment': 'default',
      'ServiceType': 'default',
      'ServiceObjective': 0,
      'RTargetRequested': 'Chatdistributionforprocessing',
      'EmailAddress': 'Email@abc.com',
      'RStrategyName': 'Chatinboundstrategy',
    }
  }
}
```

```
        'Subject': 'Customersupport'
      },
      'state': 'LeftChat',
      'capabilities': [
        'SetInFocus',
        'Complete',
        'SetDisposition',
        'AttachUserData',
        'DeleteUserData',
        'UpdateUserData'
      ],
      'uri': 'http://10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F',
      'participants': [
        {
          'nickname': 'test_consult',
          'type': 'Agent',
          'uri': 'http://10.10.15.212: 9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
          'visibility': 'All',
          'participantId': '00AF52FCF0C0002F'
        },
        {
          'nickname': 'test_consult_clientL',
          'type': 'Customer',
          'participantId': '00AF52FCF09E002D',
          'visibility': 'All'
        }
      ],
      'id': '00010a9FSGFP001F'
    },
    'notificationType': 'StatusChange',
    'messageType': 'ChatStateChangeMessage'
  }
}
```

Agent2 Fourth Notification

```
{
  'referenceId': 20,
  'chat': {
    'userData': {
      'IdentifyCreateContact': '3',
      'FirstName': 'test_consult_client',
      'LastName': 'Lastname',
      'RTargetObjectSelected': 'Chatdistributionforprocessing',
      'RVQID': '',
      'ChatServerAppName': 'ChatServer',
      'PegAGChatdistributionforprocessing': 1,
      'ChatServerHost': 'GWS-gf81',
      'RTargetObjSelDBID': '157',
      'CBR-IT-path_DBIDs': '',
      'ChatServerPort': '7030',
      'CBR-Interaction_cost': '',
      'CBR-contract_DBIDs': '',
      'ContactId': '00010a9FSGFP000M',
      'RTargetAgentSelected': 'GWS1',
      'RTargetTypeSelected': '2',
      'RTargetAgentGroup': 'Chatdistributionforprocessing',
      'RTargetRuleSelected': '',
      'RTargetPlaceSelected': 'GWS1',
      'CBR-actual_volume': '',
      'RTenant': 'Environment',
      'ChatServerDBID': '175',
      'RRequestedSkills': None,
    }
  }
}
```

```
    'ChatServerModeHA': 'true',
    'RRequestedSkillCombination': '',
    'RVQDBID': '',
    'RStrategyDBID': '894',
    'CustomerSegment': 'default',
    'ServiceType': 'default',
    'ServiceObjective': 0,
    'RTargetRequested': 'Chatdistributionforprocessing',
    'EmailAddress': 'Email@abc.com',
    'RStrategyName': 'Chatinboundstrategy',
    'Subject': 'Customersupport'
  },
  'state': 'Completed',
  'capabilities': [
    ],
    'uri': 'http://10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F',
    'participants': [
      {
        'nickname': 'test_consult',
        'type': 'Agent',
        'uri': 'http://10.10.15.212: 9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
        'visibility': 'All',
        'participantId': '00AF52FCF0C0002F'
      },
      {
        'nickname': 'test_consult_clientL',
        'type': 'Customer',
        'participantId': '00AF52FCF09E002D',
        'visibility': 'All'
      }
    ],
    'id': '00010a9FSGFP001F'
  },
  'notificationType': 'StatusChange',
  'messageType': 'ChatStateChangeMessage'
}
```