Web Services API Reference

ReportStandardResponseUsage FacebookSession

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ReportStandardResponseUsage FacebookSession

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

The purpose of this operation is to provide Standard Response data for Universal Contact Server (UCS) reporting. Every request associates Standard Response usage with a specific interaction. This helps administrators determine which Standard Responses are used most often, and so on.

If the agent does not have a numeric value for **employeeId** this operation will not associate the agent with this usage entry.

You cannot report usage on Response Templates that are no longer valid (they have expired, not started yet, or not been approved)

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

Parameters

Parameter	Value
operationName	ReportResponseTemplateUsage
responseTemplateId	The location of the standardResponse.
responseType	The way the response template was used. Possible values are: SystemAutoResponse, SuggestedResponseChoosen, AdministratorResponse, SuggestedResponsesIgnored, SuggestedResponseNotReceived. This is an optional parameter. If this is not provided in the request, the default value is SystemAutoResponse.

Sample

Request

```
POST api/v2/me/facebooksessions/063JOIJjoIFJEW
{
    "operationName":"ReportResponseTemplateUsage",
    "responseTemplateId":"9a379217-8c06-4fae-b33b-36c94a54b58c",
    "usageType":"SystemAutoResponse"
}
```

Response

There is no response to process.