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Web Services API Reference

Consult

5/4/2025

Consult

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

Overview

This allows an agent to consult with another agent. A consult occurs in the same SMS Session 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 SMS session, 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 SMS session.

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

Parameters

Parameter	Value
operationName	Consult
targetUri	The user uri to consult with or queue uri to consult through. Mandatory, if targetPath is not specified.
targetPath	The user path to consult with or queue path to consult through. Mandatory, if targetUri is not specified.

Sample

Request

```
POST api/v2/smsessions/0000Na9B26EF006E
```

Consult

```
{
  "operationName": "Consult",
  "targetUri": "http://localhost:8080/api/v2/contacts/429a55994ef64991a77acb77c1cf9041"
}
```

Response

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

Notification

Successful

First Notification

```
{
  u'notificationType': u'ParticipantsUpdated',
  u'messageType': u'SMSsessionStateChangeMessage',
  u'smsession': {
    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/smsessions/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'2014-01-0612: 14: 06.007-0800',
      u'visibility': u'Agents',
      u'type': u'ParticipantJoined',
      u'timestampSeconds': 1389039246007L
    }
  ],
  u'notificationType': u'NewMessages',
  u'messageType': u'MessageLogUpdated',
  u'smssessionUri': u'http: //localhost: 8080/api/v2/smsessions/0000Na9B26EF006E'
}
```

Failed

```
{
  u'notificationType': u'Error',
  u'messageType': u'SMSsessionStateChangeMessage',
  u'errorMessage': u'Operationfailed',
  u'referenceId': 36,
  u'smsession': {
    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/smsessions/0000Na9B26EF006M'
}
```