Web Services API Reference

Leave

4/10/2025

Leave

This operation is part of the SMS Session API section of the Web Services API.

Overview

This operation will cause an agent to leave an SMS session. If the agent was participating in a conference, the agent will leave the conference.

> **Important**
>
> If the agent was in a conference, the SMS session will still be open for the customer. If the agent is not in a conference, this operation will end the SMS session for the customer, but will still allow the agent to update user data and set disposition as indicated in capabilities outlined in the CometD message.

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

Parameters

Parameter	Value
operationName	Leave

Sample

Request

```
POST api/v2/me/smssessions/0071023821aec011
{
  "operationName": "Leave"
}
```

Leave

Response

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

Notification

Agent is NOT in conference

```
{
    "messageType": "SMSsessionStateChangeMessage",
    "referenceId": 17,
    "notificationType": "StatusChange",
    "smssession": {
        "state": "LeftChat",
        "capabilities": [
            "Transfer",
            "Complete",
            "Leave",
            "InFocus"
        ],
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/smssessions/0000Na9B26EF002X",
    }
}
```

Agent is in a conference/consultation

```
{
    "messageType": "SMSsessionStateChangeMessage",
    "notificationType": "StatusChange",
    "smssession": {
        "state": "Completed",
        "id": "0000Na9B26EF002X",
        "uri": "http://localhost:8080/api/v2/smssessions/0000Na9B26EF002X",
    }    }
}
```