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Web Services API Reference

Workitem Complete

4/22/2025

Workitem Complete

This operation is part of the Workitem API section of the Web Services API.

Overview

This request marks a workitem interaction as `Complete`. If a `queueName` is also specified, the workitem interaction will be placed in the specified queue.

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

Parameters

Parameter	Value
operationName	Complete
queueName	name-of-the-queue to put workitem interaction (optional)

Sample

Request

```
POST api/v2/me/workitems/03W07R2K4VAYT010
{
  "operationName": "Complete"
}
```

or

```
POST api/v2/me/workitems/03W07R2K4VAYT010
{
  "operationName": "Complete",
  "queueName": "PostProcessingQueue"
}
```

Response

```
{
```

```
  "statusCode": 0,
  "referenceId" 8
}
```

Notification

```
{
    "workitem": {
        "userData": {
            "RTargetTypeSelected": "2",
            "RTargetObjectSelected": "Workitems",
            "RVQID": "",
            "RTargetObjSelDBID": "158",
            "CBR-Interaction_cost": "",
            "CBR-contract_DBIDs": "",
            "RTargetAgentSelected": "GWS1",
            "CBR-IT-path_DBIDs": "",
            "RTargetRuleSelected": "",
            "UserData2": 123456789,
            "RTargetPlaceSelected": "GWS1",
            "CBR-actual_volume": "",
            "UserData1": "DATA1",
            "RTenant": "Environment",
            "RRequestedSkills": None,
            "RRequestedSkillCombination": "",
            "RVQDBID": "",
            "RStrategyDBID": "906",
            "CustomerSegment": "default",
            "ServiceType": "default",
            "ServiceObjective": 0,
            "RTargetRequested": "Workitems",
            "RTargetAgentGroup": "Workitems",
            "PegAGWorkitems": 2,
            "RStrategyName": "Workitem"
        },
        "receivedDate": "2014-03-26 16:02:22.000+0200",
        "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT010",
        "capabilities": [

        ],
        "state": "Completed",
        "id": "03W07R2K4VAYT010"
    },
    "referenceId": 8,
    "notificationType": "StatusChange",
    "messageType": "WorkitemStateChangeMessage"
}
```