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Web Services API Reference

CancelConsult

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CancelConsult

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

Overview

Use this operation to cancel a [Consult](#) request. If the agent has already accepted the invitation, Web Services can't cancel the consultation.

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

Parameters

Parameter	Value
operationName	CancelConsult

Sample

Request

```
POST api/v2/chats/0000Na9B26EF006E
{
  "operationName": "CancelConsult"
}
```

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 5
}
```

CometD notification

If a request is successful, Web Services doesn't publish a CometD notification. See below for examples of how Web Services handles errors:

Cancel interaction error

```
{  
  "notificationType": "Error",  
  "errorMessage": "Request failed",  
  "referenceId": 35  
}
```

User data update error

```
{  
  "notificationType": "Error",  
  "errorMessage": "Unable to manage user data for interaction id",  
  "referenceId": 35  
}
```