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Web Services API Reference

DeleteUserData

5/2/2025

DeleteUserData

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

Overview

Deletes the UserData with the specified values.

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

Parameters

Parameter	Value
operationName	DeleteUserData
keys	The user data keys to delete

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "DeleteUserData",
  "keys": ["UserData1"]
}
```

Response

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

Notification

```
{
  "referenceId": 15,
  "chat": {
```

```
"userData": {
  "IdentifyCreateContact": "3",
  "RTargetTypeSelected": "2",
  "RTargetObjectSelected": "Chat distribution for processing",
  "RVQID": "",
  "ChatServerAppName": "es_chat",
  "PegAGChat distribution for processing": 1,
  "ChatServerHost": "GWS-ubuntu.emea.int.genesyslab.com",
  "RTargetObjSelDBID": "115",
  "ChatServerPort": "7160",
  "CBR-Interaction_cost": "",
  "CBR-contract_DBIDs": "",
  "RTargetAgentSelected": "12345",
  "CBR-IT-path_DBIDs": "",
  "RTargetRuleSelected": "",
  "UserData2": 123456789,
  "RTargetPlaceSelected": "a1",
  "CBR-actual_volume": "",
  "RTenant": "Environment",
  "ChatServerDBID": "115",
  "RRequestedSkills": None,
  "RRequestedSkillCombination": "",
  "RVQDBID": "",
  "RStrategyDBID": "776",
  "CustomerSegment": "default",
  "ServiceType": "default",
  "ServiceObjective": 0,
  "DISP_KEY": "resolved",
  "RTargetRequested": "Chat distribution for processing",
  "RTargetAgentGroup": "Chat distribution for processing",
  "RStrategyName": "SimpleChatInStrategy",
  "Subject": "Customer support"
},
"state": "Chatting",
"capabilities": [
  "Transfer",
  "Leave",
  "Invite",
  "Consult",
  "SetInFocus",
  "SetDisposition",
  "AttachUserData",
  "DeleteUserData",
  "UpdateUserData",
  "Complete",
  "SendMessage",
  "SendStartTypingNotification",
  "SendStopTypingNotification"
],
"uri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00K5",
"participants": [
  {
    "nickname": "FirstL",
    "type": "Customer",
    "participantId": "007352CE9A92032E"
  },
  {
    "nickname": "TestName",
    "type": "Agent",
    "participantId": "007352CE9AB40330"
  }
],
"id": "0000Wa9CAM6W00K5"
```

```
    },  
    "notificationType": "PropertiesUpdated",  
    "messageType": "ChatStateChangeMessage"  
}
```