



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

`RemoveParticipantFromConference`

RemoveParticipantFromConference

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

Overview

This allows an agent to remove another agent from a conference or consultation. Only agents who are visible to all can do this.

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

Parameters

Parameter	Value
operationName	RemoveParticipantFromConference
targetUri	User URI to remove. Mandatory, if targetPath is not specified.
targetPath	User path to remove. Mandatory, if targetUri is not specified.
text	Optional. Text to send to customer.
messageType	Optional. Must be provided together with text parameter. Defines the message type. Default value: Text
treatAs	Optional. Must be provided together with text parameter. Specifies how message should be treated: Normal or System . Default value: Normal

Sample

Request

```
POST api/v2/me/chats/00010a9FSGFP001F
{
  "operationName": "RemoveParticipantFromConference",
  "targetUri": "http://10.10.15.212:9090/api/v2/users/c30d06daa1ea43b8be79f9b071f30d70"
}
```

Response

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

Notification

Successful

Agent1 First Notification

```
{
  'chat': {
    'userData': {
      'IdentifyCreateContact': '3',
      'FirstName': 'test_consult_client',
      'LastName': 'Lastname',
      'RTargetObjectSelected': 'Chatdistributionforprocessing',
      'RVQID': '',
      'ChatServerAppName': 'ChatServer',
      'PegAGChatdistributionforprocessing': 1,
      'ChatServerHost': 'GWS-gf81',
      'RTargetObjSelDBID': '157',
      'CBR-IT-path_DBIDs': '',
      'ChatServerPort': '7030',
      'CBR-Interaction_cost': '',
      'CBR-contract_DBIDs': '',
      'ContactId': '00010a9FSGFP000M',
      'RTargetAgentSelected': 'GWS1',
      'RTargetTypeSelected': '2',
      'RTargetAgentGroup': 'Chatdistributionforprocessing',
      'RTargetRuleSelected': '',
      'RTargetPlaceSelected': 'GWS1',
      'CBR-actual_volume': '',
      'RTenant': 'Environment',
      'ChatServerDBID': '175',
      'RRequestedSkills': None,
      'ChatServerModeHA': 'true',
      'RRequestedSkillCombination': '',
      'RVQDBID': '',
      'RStrategyDBID': '894',
      'CustomerSegment': 'default',
      'ServiceType': 'default',
      'ServiceObjective': 0,
      'RTargetRequested': 'Chatdistributionforprocessing',
      'EmailAddress': 'Email@abc.com',
      'RStrategyName': 'Chatinboundstrategy',
      'Subject': 'Customersupport'
    },
    'state': 'Chatting',
    'capabilities': [
      'Transfer',
      'Leave',
      'Invite',
      'Consult',
      'SetInFocus',
      'SetDisposition',
      'AttachUserData',
      'DeleteUserData',
    ]
  }
}
```

```
        'UpdateUserData',
        'Complete',
        'SendMessage',
        'SendStartTypingNotification',
        'SendStopTypingNotification'
    ],
    'uri': 'http://10.10.15.212:9090/api/v2/chats/00010a9FSGFP001F',
    'participants': [
        {
            'nickname': 'test_consult',
            'type': 'Agent',
            'uri': 'http://10.10.15.212:9090/api/v2/users/
914165a5841348aa94ccfcd56917443',
            'visibility': 'All',
            'participantId': '00AF52FCF0C0002F'
        },
        {
            'nickname': 'test_consult_clientL',
            'type': 'Customer',
            'participantId': '00AF52FCF09E002D',
            'visibility': 'All'
        }
    ],
    'id': '00010a9FSGFP001F'
},
'notificationType': 'ParticipantsUpdated',
'messageType': 'ChatStateChangeMessage'
}
```

Agent1 Second Notification

```
{
  'messages': [
    {
      'index': 7,
      'from': {
        'nickname': 'chat_consult',
        'type': 'Agent',
        'uri': 'http://10.10.15.212:9090/api/v2/users/
c30d06daalea43b8be79f9b071f30d70',
        'visibility': 'All',
        'participantId': '00AF52FCF0C10030'
      },
      'timestamp': '2014-02-1308: 20: 59.000-0800',
      'visibility': 'All',
      'type': 'ParticipantLeft',
      'timestampSeconds': 1392308459000L
    }
  ],
  'notificationType': 'NewMessages',
  'messageType': 'MessageLogUpdated',
  'chatUri': 'http://10.10.15.212:9090/api/v2/chats/00010a9FSGFP001F'
}
```

Agent2 First Notification

```
{
  'chat': {
    'userData': {
      'IdentifyCreateContact': '3',
      'FirstName': 'test_consult_client',
      'LastName': 'Lastname',

```

```
{
  'RTargetObjectSelected': 'Chatdistributionforprocessing',
  'RVQID': '',
  'ChatServerAppName': 'ChatServer',
  'PegAGChatdistributionforprocessing': 1,
  'ChatServerHost': 'GWS-gf81',
  'RTargetObjSelDBID': '157',
  'CBR-IT-path_DBIDs': '',
  'ChatServerPort': '7030',
  'CBR-Interaction_cost': '',
  'CBR-contract_DBIDs': '',
  'ContactId': '00010a9FSGFP000M',
  'RTargetAgentSelected': 'GWS1',
  'RTargetTypeSelected': '2',
  'RTargetAgentGroup': 'Chatdistributionforprocessing',
  'RTargetRuleSelected': '',
  'RTargetPlaceSelected': 'GWS1',
  'CBR-actual_volume': '',
  'RTenant': 'Environment',
  'ChatServerDBID': '175',
  'RRequestedSkills': None,
  'ChatServerModeHA': 'true',
  'RRequestedSkillCombination': '',
  'RVQDBID': '',
  'RStrategyDBID': '894',
  'CustomerSegment': 'default',
  'ServiceType': 'default',
  'ServiceObjective': 0,
  'RTargetRequested': 'Chatdistributionforprocessing',
  'EmailAddress': 'Email@abc.com',
  'RStrategyName': 'Chatinboundstrategy',
  'Subject': 'Customersupport'
},
'state': 'LeftChat',
'capabilities': [
  'SetInFocus',
  'Complete',
  'SetDisposition',
  'AttachUserData',
  'DeleteUserData',
  'UpdateUserData'
],
'uri': 'http://10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F',
'participants': [
  {
    'nickname': 'test_consult',
    'type': 'Agent',
    'uri': 'http://10.10.15.212: 9090/api/v2/users/914165a5841348aa94ccfccd56917443',
    'visibility': 'All',
    'participantId': '00AF52FCF0C0002F'
  },
  {
    'nickname': 'test_consult_clientL',
    'type': 'Customer',
    'participantId': '00AF52FCF09E002D',
    'visibility': 'All'
  }
],
'id': '00010a9FSGFP001F'
},
'notificationType': 'ParticipantsUpdated',
'messageType': 'ChatStateChangeMessage'
}
```

Agent2 Second Notification

```
{
  'messages': [
    {
      'index': 7,
      'from': {
        'nickname': 'chat_consult',
        'type': 'Agent',
        'uri': 'http: //10.10.15.212: 9090/api/v2/users/
c30d06daalea43b8be79f9b071f30d70',
        'visibility': 'All',
        'participantId': '00AF52FCF0C10030'
      },
      'timestamp': '2014-02-1308: 20: 59.000-0800',
      'visibility': 'All',
      'type': 'ParticipantLeft',
      'timestampSeconds': 1392308459000L
    }
  ],
  'notificationType': 'NewMessages',
  'messageType': 'MessageLogUpdated',
  'chatUri': 'http: //10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F'
}
```

Agent2 Third Notification

```
{
  'chat': {
    'userData': {
      'IdentifyCreateContact': '3',
      'FirstName': 'test_consult_client',
      'LastName': 'Lastname',
      'RTargetObjectSelected': 'Chatdistributionforprocessing',
      'RVQID': '',
      'ChatServerAppName': 'ChatServer',
      'PegAGChatdistributionforprocessing': 1,
      'ChatServerHost': 'GWS-gf81',
      'RTargetObjSelDBID': '157',
      'CBR-IT-path_DBIDs': '',
      'ChatServerPort': '7030',
      'CBR-Interaction_cost': '',
      'CBR-contract_DBIDs': '',
      'ContactId': '00010a9FSGFP000M',
      'RTargetAgentSelected': 'GWS1',
      'RTargetTypeSelected': '2',
      'RTargetAgentGroup': 'Chatdistributionforprocessing',
      'RTargetRuleSelected': '',
      'RTargetPlaceSelected': 'GWS1',
      'CBR-actual_volume': '',
      'RTenant': 'Environment',
      'ChatServerDBID': '175',
      'RRequestedSkills': None,
      'ChatServerModeHA': 'true',
      'RRequestedSkillCombination': '',
      'RVQDBID': '',
      'RStrategyDBID': '894',
      'CustomerSegment': 'default',
      'ServiceType': 'default',
      'ServiceObjective': 0,
      'RTargetRequested': 'Chatdistributionforprocessing',
      'EmailAddress': 'Email@abc.com',
      'RStrategyName': 'Chatinboundstrategy',
    }
  }
}
```

```
        'Subject': 'Customersupport'
    },
    'state': 'LeftChat',
    'capabilities': [
        'SetInFocus',
        'Complete',
        'SetDisposition',
        'AttachUserData',
        'DeleteUserData',
        'UpdateUserData'
    ],
    'uri': 'http://10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F',
    'participants': [
        {
            'nickname': 'test_consult',
            'type': 'Agent',
            'uri': 'http://10.10.15.212: 9090/api/v2/users/
914165a5841348aa94ccfccd56917443',
            'visibility': 'All',
            'participantId': '00AF52FCF0C0002F'
        },
        {
            'nickname': 'test_consult_clientL',
            'type': 'Customer',
            'participantId': '00AF52FCF09E002D',
            'visibility': 'All'
        }
    ],
    'id': '00010a9FSGFP001F'
},
'notificationType': 'StatusChange',
'messageType': 'ChatStateChangeMessage'
}
```

Agent2 Fourth Notification

```
{
  'referenceId': 20,
  'chat': {
    'userData': {
      'IdentifyCreateContact': '3',
      'FirstName': 'test_consult_client',
      'LastName': 'Lastname',
      'RTargetObjectSelected': 'Chatdistributionforprocessing',
      'RVQID': '',
      'ChatServerAppName': 'ChatServer',
      'PegAGChatdistributionforprocessing': 1,
      'ChatServerHost': 'GWS-gf81',
      'RTargetObjSelDBID': '157',
      'CBR-IT-path_DBIDs': '',
      'ChatServerPort': '7030',
      'CBR-Interaction_cost': '',
      'CBR-contract_DBIDs': '',
      'ContactId': '00010a9FSGFP000M',
      'RTargetAgentSelected': 'GWS1',
      'RTargetTypeSelected': '2',
      'RTargetAgentGroup': 'Chatdistributionforprocessing',
      'RTargetRuleSelected': '',
      'RTargetPlaceSelected': 'GWS1',
      'CBR-actual_volume': '',
      'RTenant': 'Environment',
      'ChatServerDBID': '175',
      'RRequestedSkills': None,
    }
  }
}
```

```
    'ChatServerModeHA': 'true',
    'RRequestedSkillCombination': '',
    'RVQDBID': '',
    'RStrategyDBID': '894',
    'CustomerSegment': 'default',
    'ServiceType': 'default',
    'ServiceObjective': 0,
    'RTargetRequested': 'Chatdistributionforprocessing',
    'EmailAddress': 'Email@abc.com',
    'RStrategyName': 'Chatinboundstrategy',
    'Subject': 'Customersupport'
  },
  'state': 'Completed',
  'capabilities': [
  ],
  'uri': 'http://10.10.15.212: 9090/api/v2/chats/00010a9FSGFP001F',
  'participants': [
    {
      'nickname': 'test_consult',
      'type': 'Agent',
      'uri': 'http://10.10.15.212: 9090/api/v2/users/914165a5841348aa94ccfccd56917443',
      'visibility': 'All',
      'participantId': '00AF52FCF0C0002F'
    },
    {
      'nickname': 'test_consult_clientL',
      'type': 'Customer',
      'participantId': '00AF52FCF09E002D',
      'visibility': 'All'
    }
  ],
  'id': '00010a9FSGFP001F'
},
'notificationType': 'StatusChange',
'messageType': 'ChatStateChangeMessage'
}
```