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Web Services API Reference

SetDisposition

SetDisposition

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

Overview

This sets the disposition for a specified chat using the provided parameters. It will be processed by updating the DispositionCode key in the user data.

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

Parameters

Parameter	Value
operationName	SetDisposition
disposition	A string value to be used for the chat disposition.
dispositionKey	An optional string value to be used for the as the userdata key for the chat disposition. If not specified, the disposition key configured for the server will be used.

Sample

Request

```
POST api/v2/me/chats/0000Na9B26EF003M
{
  'operationName': 'SetDisposition',
  'dispositionKey': 'DispositionCode',
  'disposition': 'IssueResolved'
}
```

Response

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

Notification

```
{
  u'referenceId': 34,
  u'chat': {
    u'participants': [
      {
        u'nickname': u'TestName',
        u'type': u'Agent',
        u'participantId': u'009052C73228006D'
      },
      {
        u'nickname': u'FirstL',
        u'type': u'Customer',
        u'participantId': u'009052C73223006B'
      }
    ],
    u'state': u'Chatting',
    u'id': u'0000Na9B26EF003M',
    u'capabilities': [
      u'Transfer',
      u'Complete',
      u'Leave',
      u'InFocus',
      u'SendMessage',
      u'SendStartTypingNotification',
      u'SendStopTypingNotification'
    ],
    "userData": {
      "DispositionCode": "IssueResolved"
    },
    u'uri': u'http: //localhost:8080/api/v2/chats/0000Na9B26EF003M'
  },
  u'notificationType': u'PropertiesUpdated',
  u'messageType': u'ChatStateChangeMessage'
}
```