Web Services API Reference

CancelConsult

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Contents

CancelConsult

This operation is part of the SMS Session 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	/api/v2/me/smssessions/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	CancelConsult

Sample

Request

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

HTTP response

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

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

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

User data update error

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