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Web Services API Reference

Accept

12/18/2025

Accept

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

Overview

Notifies the service that the agent has accepted an interaction invitation.

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

Parameters

Parameter	Value
operationName	Accept
saveLAR	Possible values are true or false. If true, information about the agent performing the operation is set in the Contact Profile so that it can be used for last agent routing. (optional)

Samples

Request

```
HTTP POST /api/v2/me/facebook/01QG4HAN88NP400N
{
  "operationName": "Accept"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 11
}
```

CometD Response

```
{
  "facebook": {
    "capabilities": [
      "Reply",
      "Transfer",
      "AddComment",
      "AttachUserData",
      "UpdateUserData",
      "DeleteUserData",
      "SetDisposition",
      "SetInFocus",
      "Complete"
    ],
    "contactId": "0000Ga95CENS017Y",
    "facebookType": "Inbound",
    "from": "Labuprofen",
    "id": "01QG4HAN88NP400N",
    "message": "On 12:15:1 11/5/2013, P created a facebook post saying hello
world!.",
    "receivedDate": "2015-05-07 13:06:33.000+0300",
    "revelantResponseTemplateGroups": [],
    "state": "Processing",
    "subject": "On 12:15:1 11/5/2013, P created a fac...",
    "suggestedQueueUri": ["http://192.168.83.25:8090/api/v2/queues/
73f46876-e0b1-4e49-8365-c7c04924b694"],
    "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QG4HAN88NP400N",
    "userData": {
      "CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "Classify_Actionability_CtgId": "",
      "Classify_Actionability_CtgName": "",
      "Classify_Actionability_CtgRelevancy": "",
      "Classify_Sentiment_CtgId": "",
      "Classify_Sentiment_CtgName": "",
      "Classify_Sentiment_CtgRelevancy": "",
      "ContactId": "0000Ga95CENS017Y",
      "CustomerSegment": "default",
      "FromAddress": "Labuprofen",
      "IxnAlreadyCreatedInUCS": "1",
      "PegAGSocial Media Agent Group": 1,
      "RRequestedSkillCombination": "",
      "RRequestedSkills": None,
      "RStrategyDBID": "1225",
      "RStrategyName": "Facebook Agent Delivery Strategy",
      "RTargetAgentGroup": "Social Media Agent Group",
      "RTargetAgentSelected": "a1",
      "RTargetObjSelDBID": "117",
      "RTargetObjectSelected": "Social Media Agent Group",
      "RTargetPlaceSelected": "a1",
      "RTargetRequested": "Social Media Agent Group",
      "RTargetRuleSelected": "",
      "RTargetTypeSelected": "2",
      "RTenant": "Environment",
      "RVQDBID": "",
      "RVQID": "",
      "Screen_Actionability_CtgName": "",
      "Screen_Actionability_CtgRelevancy": "",
      "Screen_Actionability_ScreenRuleName": "",
      "Screen_Sentiment_CtgName": "",
      "Screen_Sentiment_CtgRelevancy": "",
      "Screen_Sentiment_ScreenRuleName": "",
      "ServiceObjective": 0,
    }
  }
}
```

```

        "ServiceType": "default",
        "Subject": "On 12:15:1 11/5/2013, P created a fac...",
        "_facebookActorId": "152879074923372",
        "_facebookActorIdType": 1,
        "_facebookActorName": "Labuprofen",
        "_facebookCanComment": 1,
        "_facebookComments": "[]",
        "_facebookContentCreatedOnlyByAdmin": 1,
        "_facebookCreatedTime": "1383646506",
        "_facebookDriverVersion": "8.5.101.04",
        "_facebookInBufferBeforeTarget": "0",
        "_facebookInQueueAtTarget": "0",
        "_facebookItxType": 2,
        "_facebookMediaAttachmentsCount": 0,
        "_facebookMessageText": "On 12:15:1 11/5/2013, P created a
facebook post saying hello world!.",
        "_facebookMonitorRefreshStartTime": "1383646502768",
        "_facebookNComments": "0",
        "_facebookNLikes": "0",
        "_facebookPostCanBeDeleted": "true",
        "_facebookPostId": "152879074923372_158210041056942",
        "_facebookShareCount": "0",
        "_facebookSourceId": "152879074923372",
        "_facebookSourceIdType": 1,
        "_facebookUpdatedTime": "1383646506",
        "_facebookUserCreatedAt": "2013-11-05T06:56:43Z",
        "_facebookUserFollowersCount": "0",
        "_facebookUserFriendsCount": "0",
        "_facebookUserImageUrl": "http://abs.twimg.com/sticky/
default_profile_images/default_profile_1_normal.png",
        "_facebookUserLanguage": "r",
        "_facebookUserStatusesCount": "2",
        "_facebookUserUtcOffset": "-1",
        "_twitterFromAddr": "",
        "desktop_actionable": "1",
        "desktop_expand": "1",
        "desktop_sentiment": "Neutral"}},
    "messageType": "FacebookStateChangeMessage",
    "notificationType": "StatusChange",
    "referenceId": 68
}

```

Field	Description
messageType	The category of message.
notificationType	The purpose of the notification.
uri	The location of the resource.
facebook	The element containing all Facebook-specific data.