



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

[AddContent](#)

4/16/2025

# AddContent

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

## Overview

This request creates UCS content for the interaction, if the content doesn't already exist. All interaction information including userData will be copied from the interaction properties. If the parent interaction is specified in the interaction, it must also exist in the UCS database.

|                          |                                       |
|--------------------------|---------------------------------------|
| <b>Request URL</b>       | /api/v2/me/openmedia/{mediaType}/{id} |
| <b>HTTP Method</b>       | POST                                  |
| <b>Required Features</b> | api-multimedia                        |

## Parameters

| Parameter     | Value                                  |
|---------------|----------------------------------------|
| operationName | AddContent                             |
| threadId      | The interaction's threadId. (optional) |

## Sample

### Request

```
POST api/v2/me/openmedia/promotion/03W07R2K4VAYT010
{
  "operationName": "AddContent"
}
```

### Response

```
{
  "statusCode": 0,
  "referenceId": 6
}
```

### Notification

If the content is added successfully, the ucsContent field value changes to Available.

```
{
  "openmedia": {
    "userData": {
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "Openmedia",
      "RVQID": "",
      "RTargetObjSelDBID": "158",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "RTargetAgentSelected": "GWS1",
      "CBR-IT-path_DBIDs": "",
      "RTargetRuleSelected": "",
      "RTargetPlaceSelected": "GWS1",
      "CBR-actual_volume": "",
      "RTenant": "Environment",
      "RRequestedSkills": None,
      "RRequestedSkillCombination": "",
      "RVQDBID": "",
      "RStrategyDBID": "906",
      "CustomerSegment": "default",
      "ServiceType": "default",
      "ServiceObjective": 0,
      "RTargetRequested": "Openmedia",
      "RTargetAgentGroup": "Openmedia",
      "PegAGWorkitems": 2,
      "RStrategyName": "Promotion"
    },
    "receivedDate": "2014-03-26 16:02:22.000+0200",
    "uri": "http://localhost:8080/api/v2/openmedia/promotions/03W07R2K4VAYT010",
    "capabilities": [
      "Transfer",
      "AttachUserData",
      "UpdateUserData",
      "DeleteUserData",
      "SetInFocus",
      "Complete"
    ],
    "state": "Processing",
    "mediaType": "promotion",
    "openmediaType": "Inbound",
    "id": "03W07R2K4VAYT010",
    "ucsContent": "Available"
  },
  "referenceId": 6,
  "notificationType": "StatusChange",
  "messageType": "OpenmediaStateChangeMessage"
}
```

## Error notification

```
{
  "openmedia": {
    "userData": {
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "Openmedia",
      "RVQID": "",
      "RTargetObjSelDBID": "158",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "RTargetAgentSelected": "GWS1",
      "CBR-IT-path_DBIDs": "",
      "RTargetRuleSelected": "",

```

```
    "RTargetPlaceSelected": "GWS1",
    "CBR-actual_volume": "",
    "RTenant": "Environment",
    "RRequestedSkills": None,
    "RRequestedSkillCombination": "",
    "RVQDBID": "",
    "RStrategyDBID": "906",
    "CustomerSegment": "default",
    "ServiceType": "default",
    "ServiceObjective": 0,
    "RTargetRequested": "Openmedia",
    "RTargetAgentGroup": "Openmedia",
    "PegAGWorkitems": 2,
    "RStrategyName": "Promotion"
  },
  "receivedDate": "2014-03-26 16:02:22.000+0200",
  "uri": "http://localhost:8080/api/v2/openmedia/promotions/03W07R2K4VAYT010",
  "capabilities": [
    "Transfer",
    "AttachUserData",
    "UpdateUserData",
    "DeleteUserData",
    "SetInFocus",
    "Complete"
  ],
  "state": "Processing",
  "mediaType": "promotion",
  "openmediaType": "Inbound",
  "id": "03W07R2K4VAYT010",
  "ucsContent": "NotAvailable"
},
"referenceId": 6,
"errorMessage": "Create interaction in UCS failed",
"notificationType": "Error",
"messageType": "OpenmediaStateChangeMessage"
}
```