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Web Services API Reference

Accept

5/4/2025

Accept

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

Overview

This request accepts an incoming SMS session.

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

Parameters

Parameter	Value
operationName	Accept
nickname	The agent nickname, as displayed to the customer.
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)

Sample

Request

```
POST api/v2/me/smsessions/0071023821aec011
{
  "operationName": "Accept",
  "nickname": "John Doe"
}
```

Response

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

Notification

Here are the list of notifications received after accepting an SMS session:

Status changed to smssession

```
{
  "messageType": "test_accept ",
  "referenceId": 17,
  "notificationType": "StatusChange",
  "smssession": {
    "state": "Chatting",
    "capabilities": [
      "Transfer",
      "Complete",
      "Leave",
      "InFocus",
      "SendMessage",
      "SendStartTypingNotification",
      "SendStopTypingNotification"
    ],
    "id": "0000Na9B26EF002X",
    "uri": "http://localhost:8080/api/v2/smsessions/0000Na9B26EF002X",
    "participants": []
  }
}
```

Updated participant list

```
{
  "messageType": "SMSsessionStateChangeMessage",
  "notificationType": "ParticipantsUpdated",
  "smssession": {
    "state": "Chatting",
    "capabilities": [
      "Transfer",
      "Complete",
      "Leave",
      "InFocus",
      "SendMessage",
      "SendStartTypingNotification",
      "SendStopTypingNotification"
    ],
    "id": "0000Na9B26EF002X",
    "uri": "http://localhost:8080/api/v2/smsessions/0000Na9B26EF002X",
    "participants": [
      {
        "type": "Agent",
        "nickname": "Marat",
        "participantId": "009052C5E743004C"
      },
      {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052C5E6D6004A"
      }
    ]
  }
}
```

SMS session history up to the point of joining

```
{
  "messageType": "MessageLogUpdated",
  "notificationType": "NewMessages",
  "messages": [
    {
      "index": 1,
      "type": "ParticipantJoined",
      "from": {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052C5E6D6004A"
      },
      "visibility": "All",
      "timestamp": "2014-01-02T14:23:18.000-0800"
    },
    {
      "index": 2,
      "type": "ParticipantJoined",
      "from": {
        "type": "Agent",
        "nickname": "Marat",
        "participantId": "009052C5E743004C"
      },
      "visibility": "All",
      "timestamp": "2014-01-02T14:23:18.109-0800"
    },
    {
      "index": 3,
      "type": "ParticipantLeft",
      "from": {
        "type": "Agent",
        "nickname": "Marat",
        "participantId": "009052C5E743004C"
      },
      "visibility": "All",
      "timestamp": "2014-01-02T14:23:19.909-0800"
    },
    {
      "index": 4,
      "type": "TypingStarted",
      "from": {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052C5E6D6004A"
      },
      "visibility": "All",
      "timestamp": "2014-01-02T14:23:20.121-0800"
    },
    {
      "index": 5,
      "type": "Text",
      "from": {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052C5E6D6004A"
      },
      "text": "Hello World",
      "visibility": "All",
      "timestamp": "2014-01-02T14:23:20.126-0800"
    }
  ]
}
```

```
    "index": 6,
    "type": "ParticipantJoined",
    "from": {
      "type": "Agent",
      "nickname": "Marat",
      "participantId": "009052C5EF51004D"
    },
    "visibility": "All",
    "timestamp": "2014-01-02T14:23:20.171-0800"
  },
  "smssessionUri": "http://localhost:8080/api/v2/smsessions/0000Na9B26EF002X"
}
```