



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

Consult

---

# Consult

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

## Overview

This allows an agent to consult with another agent. A consult occurs in the same SMS Session context, but the customer will not be aware of the presence of a consulting agent.

Messages and notification from a consulting agent will only be visible to other agents in the SMS session, not to the customer.

After a consultation has started, the originating agent can either [Transfer](#) to the consulting agent or [Conference](#) with the consulting agent.

The consulting agent can [Leave](#) the SMS session.

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

## Parameters

Parameter	Value
operationName	Consult
targetUri	The user uri to consult with or queue uri to consult through. Mandatory, if targetPath is not specified.
targetPath	The user path to consult with or queue path to consult through. Mandatory, if targetUri is not specified.

## Sample

### Request

```
POST api/v2/smsessions/0000Na9B26EF006E
```

---

## Consult

---

```
{
  "operationName": "Consult",
  "targetUri": "http://localhost:8080/api/v2/contacts/429a55994ef64991a77acb77c1cf9041"
}
```

## Response

```
{
  "statusCode": 0,
  "referenceId": 35
}
```

## Notification

Successful

### First Notification

```
{
  u'notificationType': u'ParticipantsUpdated',
  u'messageType': u'SMSsessionStateChangeMessage',
  u'smsession': {
    u'participants': [
      {
        u'nickname': u'TestName',
        u'type': u'Agent',
        u'participantId': u'009052CB05C900EA'
      },
      {
        u'nickname': u'BFriend',
        u'type': u'Agent',
        u'participantId': u'009052CB05CA00EB'
      },
      {
        u'nickname': u'FirstL',
        u'type': u'Customer',
        u'participantId': u'009052CB056C00E5'
      },
      {
        u'nickname': u'TestName',
        u'type': u'Agent',
        u'participantId': u'009052CB057100E7'
      }
    ],
    u'state': u'Chatting',
    u'id': u'0000Na9B26EF006E',
    u'capabilities': [
      u'Transfer',
      u'Leave',
      u'Invite',
      u'Consult',
      u'SetInFocus',
      u'SetDisposition',
      u'AttachUserData',
      u>DeleteUserData',
      u'UpdateUserData',
      u'SendToAgents',
      u'SendStartTypingToAgentsNotification',
      u'SendStopTypingToAgentsNotification',
    ]
  }
}
```

## Consult

---

```
        u'Complete',
        u'SendMessage',
        u'SendStartTypingNotification',
        u'SendStopTypingNotification'
    ],
    u'uri': u'http: //localhost: 8080/api/v2/smsessions/0000Na9B26EF006E'
}
}
```

## Second Notification

```
{
  u'messages': [
    {
      u'index': 3,
      u'from': {
        u'nickname': u'BFriend',
        u'type': u'Agent',
        u'participantId': u'009052CB05CA00EB'
      },
      u'timestamp': u'2014-01-0612: 14: 06.007-0800',
      u'visibility': u'Agents',
      u'type': u'ParticipantJoined',
      u'timestampSeconds': 1389039246007L
    }
  ],
  u'notificationType': u'NewMessages',
  u'messageType': u'MessageLogUpdated',
  u'smsessionUri': u'http: //localhost: 8080/api/v2/smsessions/0000Na9B26EF006E'
}
```

## Failed

```
{
  u'notificationType': u'Error',
  u'messageType': u'SMSsessionStateChangeMessage',
  u'errorMessage': u'Operationfailed',
  u'referenceId': 36,
  u'smsession': {
    u'participants': [
      {
        u'nickname': u'TestName',
        u'type': u'Agent',
        u'participantId': u'009052CB110900F5'
      },
      {
        u'nickname': u'FirstL',
        u'type': u'Customer',
        u'participantId': u'009052CB10CC00F0'
      }
    ],
    u'state': u'Chatting',
    u'id': u'0000Na9B26EF006M',
    u'capabilities': [
      u'Transfer',
      u'Leave',
      u'Invite',
      u'Consult',
      u'SetInFocus',
      u'SetDisposition',
      u'AttachUserData',
      u>DeleteUserData',
    ]
  }
}
```

```
    u'UpdateUserData',
    u'Complete',
    u'SendMessage',
    u'SendStartTypingNotification',
    u'SendStopTypingNotification'
  ],
  u'uri': u'http: //localhost: 8080/api/v2/smsessions/0000Na9B26EF006M'
}
```