



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

SendToAgents

5/5/2025

# SendToAgents

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

## Overview

This sends a text message to agents who are in a conference or in a consult SMS session.

The customer will not see this communication.

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

## Parameters

Parameter	Value
operationName	SendToAgents
text	The text to send to agents.

## Sample

### Request

```
POST api/v2/me/smsessions/0071023821aec011
{
  "operationName": "SendToAgents",
  "text": "We need your help?"
}
```

### Response

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

### Notification

Here are the list of notifications received by agents after a SendToAgents request:

---

**Notification with new message**

```
{
  "messages": [
    {
      "index": 3,
      "from": {
        "nickname": "TestName",
        "type": "Agent",
        "participantId": "007352CE72D50290"
      },
      "text": "We need your help?",
      "visibility": "Agents",
      "timestamp": "2014-01-09 11:58:12.035+0200",
      "type": "Text",
      "timestampSeconds": 1389261492035L
    }
  ],
  "notificationType": "NewMessages",
  "messageType": "MessageLogUpdated",
  "smssessionUri": "http://localhost:8080/api/v2/smssessions/0000Wa9CAM6W00FN"
}
```