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Web Services API Reference

`RemoveParticipantFromConference`

12/14/2025

RemoveParticipantFromConference

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

Overview

This request enables an agent to remove another agent from a consultation. Only the agent who is visible to all (both the customer and the other agent) can do this.

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

Parameters

Parameter	Value
operationName	RemoveParticipantFromConference
targetUri	The user URI to remove.

Sample

Request

```
POST api/v2/me/facebooksessions/00010a9FSGFP001F
{
  "operationName": "RemoveParticipantFromConference",
  "targetUri": "http://10.10.15.212:9090/api/v2/users/c30d06daa1ea43b8be79f9b071f30d70"
}
```

Response

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

Notification

Successful

Agent1 First Notification

```
{
  "facebooksessionUri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/
0002EaAY01MT0082",
  "messages": [
    {
      "index": 5,
      "from": {
        "participantId": "007356278F310173",
        "type": "Agent",
        "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
        "visibility": "All",
        "path": "/users/5e101708f14442c7ab79814bb4f799b2",
        "nickname": "TestName",
        "id": "007356278F310173"
      },
      "text": "REMOVE_PARTICIPANT_FROM_CONFERENCEe2c90c960d3d40c79684818983ceb314",
      "visibility": "Agents",
      "timestamp": "2015-10-2116: 13: 19.000+0300",
      "type": "Notice",
      "timestampSeconds": 1445433199000L
    }
  ],
  "facebooksessionPath": "/facebooksessions/0002EaAY01MT0082",
  "messageType": "MessageLogUpdated",
  "notificationType": "NewMessages"
}
```

Agent1 Second Notification

```
{
  "referenceId": 63,
  "notificationType": "ParticipantsUpdated",
  "messageType": "FacebooksessionStateChangeMessage",
  "facebooksession": {
    "userData": {
      "FirstName": "Vitaliy",
      "desktop_actionable": "1",
      "_facebookSex": "",
      "_facebookLocale": "",
      "LastName": "Onv",
      "RTargetObjectSelected": "SocialMediaAgentGroup",
      "_facebookItxType": "10",
      "_facebookHomeTownLocation": "",
      "RVQID": "",
      "ChatServerAppName": "es_chat",
      "_facebookDriverVersion": "8.5.101.04",
      "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
      "_facebookBirthdate": "",
      "_facebookSourceNickName": "CloudAppCommunity",
      "LastCalledAgent_EmployeeID": "a1",
      "LCA_EmplID_facebook": "a1",
      "desktop_expand": "1",

```

```
"RTargetObjSelDBID": "117",
"Classify_Actionability_CtgName": "",
"facebookTimezone": "",
"Screen_Sentiment_CtgRelevancy": "",
"desktop_sentiment": "Neutral",
"ChatServerPort": "7160",
"facebookCurrentLocation": "",
"Screen_Actionability_CtgName": "",
"CBR-Interaction_cost": "",
"CBR-contract_DBIDs": "",
"ContactId": "0002CaAPEA440026",
"RTargetAgentSelected": "a1",
"facebookSourceXML": "..",
"facebookCreatedTime": "1445433117346",
"CBR-IT-path_DBIDs": "",
"Classify_Actionability_CtgRelevancy": "",
"RTargetAgentGroup": "SocialMediaAgentGroup",
"Classify_Sentiment_CtgId": "",
"RTargetRuleSelected": "",
"ChatServerDBID": "115",
"Screen_Sentiment_CtgName": "",
"PegAGSocialMediaAgentGroup": 1,
"Classify_Sentiment_CtgRelevancy": "",
"RTargetPlaceSelected": "a1",
"facebookPMInboxUrl": "...",
"RTenant": "Environment",
"facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
"RRequestedSkills": None,
"Classify_Sentiment_CtgName": "",
"IxnAlreadyCreatedInUCS": "1",
"facebookActorId": "1457374047909438",
"facebookPMMessageId": "m_mid.1445433117337: 8b2f644744fdec2f77",
"Screen_Actionability_ScreenRuleName": "",
"LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
"RRequestedSkillCombination": "",
"LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
"MiddleName": "",
"RVQDBID": "",
"RStrategyDBID": "1225",
"facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
"CustomerSegment": "default",
"Classify_Actionability_CtgId": "",
"ServiceType": "default",
"facebookInQueueAtTarget": "0",
"facebookPMThreadNMessages": "136",
"LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
"Screen_Sentiment_ScreenRuleName": "",
"FromAddress": "VitaliyOnv",
"ServiceObjective": 0,
"Screen_Actionability_CtgRelevancy": "",
"LCA_EmplID_facebooksession": "a1",
"facebookLanguages": "",
"facebookMessageText": "Createnewtestforconsult",
"facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
"facebookSourceId": "830180563704433",
"RTargetRequested": "SocialMediaAgentGroup",
"EmailAddress": "",
"CBR-actual_volume": "",
"facebookActorName": "VitaliyOnv",
"facebookActorXML": "...",
"RStrategyName": "FacebookAgentDeliveryStrategy",
"RTargetTypeSelected": "2",
"facebookPMActionId": "1445433117374000000",
```

```
    "Subject": "Createnewtestforconsult"
  },
  "receivedDate": "2015-10-21T16: 12: 03.000+0300",
  "facebooksessionType": "Inbound",
  "suggestedQueueUris": [
    "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
  ],
  "capabilities": [

  ],
  "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT0082",
  "state": "Completed",
  "revelantResponseTemplateGroups": [

  ],
  "participants": [
    {
      "nickname": "VitaliyOnv",
      "type": "Customer",
      "id": "007356278F230171",
      "visibility": "All",
      "participantId": "007356278F230171"
    },
    {
      "participantId": "007356278F310173",
      "type": "Agent",
      "uri": "http: //192.168.83.25: 8090/api/v2/users/5e101708f14442c7ab79814bb4f799b2",
      "visibility": "All",
      "path": "/users/5e101708f14442c7ab79814bb4f799b2",
      "nickname": "TestName",
      "id": "007356278F310173"
    }
  ],
  "id": "0002EaAY01MT0082"
}
}
```

Agent1 Third Notification

```
{
  "facebooksessionUri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT0082",
  "messages": [
    {
      "index": 5,
      "from": {
        "participantId": "007356278F310173",
        "type": "Agent",
        "uri": "http: //192.168.83.25: 8090/api/v2/users/5e101708f14442c7ab79814bb4f799b2",
        "visibility": "All",
        "path": "/users/5e101708f14442c7ab79814bb4f799b2",
        "nickname": "TestName",
        "id": "007356278F310173"
      },
      "visibility": "Agents",
      "timestamp": "2015-10-21T16: 13: 19.000+0300",
      "type": "ParticipantLeft",
      "timestampSeconds": 1445433199000L
    }
  ],
}
```

```
"facebooksessionPath": "/facebooksessions/0002EaAY01MT0082",
"messageType": "MessageLogUpdated",
"notificationType": "NewMessages"
}
```

Agent2 First Notification

```
{
  "referenceId": 63,
  "notificationType": "StatusChange",
  "messageType": "FacebooksessionStateChangeMessage",
  "facebooksession": {
    "userData": {
      "FirstName": "Vitaliy",
      "desktop_actionable": "1",
      "_facebookSex": "",
      "_facebookLocale": "",
      "LastName": "Onv",
      "RTargetObjectSelected": "SocialMediaAgentGroup",
      "_facebookItxType": "10",
      "_facebookHomeTownLocation": "",
      "RVQID": "",
      "ChatServerAppName": "es_chat",
      "_facebookDriverVersion": "8.5.101.04",
      "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
      "_facebookBirthdayDate": "",
      "_facebookSourceNickName": "CloudAppCommunity",
      "LastCalledAgent_EmployeeID": "a1",
      "LCA_EmplID_facebook": "a1",
      "desktop_expand": "1",
      "RTargetObjSelDBID": "117",
      "Classify_Actionability_CtgName": "",
      "_facebookTimezone": "",
      "Screen_Sentiment_CtgRelevancy": "",
      "desktop_sentiment": "Neutral",
      "ChatServerPort": "7160",
      "_facebookCurrentLocation": "",
      "Screen_Actionability_CtgName": "",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "ContactId": "0002CaAPEA440026",
      "RTargetAgentSelected": "a1",
      "_facebookSourceXML": "...",
      "_facebookCreatedTime": "1445433117346",
      "CBR-IT-path_DBIDs": "",
      "Classify_Actionability_CtgRelevancy": "",
      "RTargetAgentGroup": "SocialMediaAgentGroup",
      "Classify_Sentiment_CtgId": "",
      "RTargetRuleSelected": "",
      "ChatServerDBID": "115",
      "Screen_Sentiment_CtgName": "",
      "PegAGSocialMediaAgentGroup": 1,
      "Classify_Sentiment_CtgRelevancy": "",
      "RTargetPlaceSelected": "a1",
      "_facebookPMInboxUrl": "...",
      "RTenant": "Environment",
      "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
      "RRequestedSkills": None,
      "Classify_Sentiment_CtgName": "",
      "IxAlreadyCreatedInUCS": "1",
      "_facebookActorId": "1457374047909438",
      "_facebookPMMessageId": "m_mid.1445433117337: 8b2f644744fdec2f77",
    }
  }
}
```

```
"Screen_Actionability_ScreenRuleName": "",
"LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
"RRequestedSkillCombination": "",
"LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
"MiddleName": "",
"RVQDBID": "",
"RStrategyDBID": "1225",
"_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
"CustomerSegment": "default",
"Classify_Actionability_CtgId": "",
"ServiceType": "default",
"_facebookInQueueAtTarget": "0",
"_facebookPMThreadNMessages": "136",
"LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
"Screen_Sentiment_ScreenRuleName": "",
"FromAddress": "VitaliyOnv",
"ServiceObjective": 0,
"Screen_Actionability_CtgRelevancy": "",
"LCA_EmplID_facebooksession": "a1",
"_facebookLanguages": "",
"_facebookMessageText": "Createnewtestforconsult",
"_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
"_facebookSourceId": "830180563704433",
"RTargetRequested": "SocialMediaAgentGroup",
"EmailAddress": "",
"CBR-actual_volume": "",
"_facebookActorName": "VitaliyOnv",
"_facebookActorXML": "...",
"RStrategyName": "FacebookAgentDeliveryStrategy",
"RTargetTypeSelected": "2",
"_facebookPMActionId": "1445433117374000000",
"Subject": "Createnewtestforconsult"
},
"receivedDate": "2015-10-21T16: 12: 03.000+0300",
"facebooksessionType": "Inbound",
"suggestedQueueUris": [
  "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
],
"capabilities": [
],
"uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT0082",
"state": "Chatting",
"revelantResponseTemplateGroups": [
],
"participants": [
  {
    "nickname": "VitaliyOnv",
    "type": "Customer",
    "id": "007356278F230171",
    "visibility": "All",
    "participantId": "007356278F230171"
  },
  {
    "participantId": "007356278F310173",
    "type": "Agent",
    "uri": "http: //192.168.83.25: 8090/api/v2/users/5e101708f14442c7ab79814bb4f799b2",
    "visibility": "All",
    "path": "/users/5e101708f14442c7ab79814bb4f799b2",
    "nickname": "TestName",
    "id": "007356278F310173"
  }
]
```

```
    },
    "id": "0002EaAY01MT0082"
  }
}
```

Agent2 Second Notification

```
{
  "facebooksessionUri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/
0002EaAY01MT0082",
  "messages": [
    {
      "index": 5,
      "from": {
        "participantId": "007356278F310173",
        "type": "Agent",
        "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
        "visibility": "All",
        "path": "/users/5e101708f14442c7ab79814bb4f799b2",
        "nickname": "TestName",
        "id": "007356278F310173"
      },
      "visibility": "Agents",
      "timestamp": "2015-10-21T16: 13: 19.000+0300",
      "type": "ParticipantLeft",
      "timestampSeconds": 1445433199000L
    }
  ],
  "facebooksessionPath": "/facebooksessions/0002EaAY01MT0082",
  "messageType": "MessageLogUpdated",
  "notificationType": "NewMessages"
}
```

Agent2 Third Notification

```
{
  "referenceId": 63,
  "notificationType": "StatusChange",
  "messageType": "FacebooksessionStateChangeMessage",
  "facebooksession": {
    "userData": {
      "FirstName": "Vitaliy",
      "desktop_actionable": "1",
      "_facebookSex": "",
      "_facebookLocale": "",
      "LastName": "Onv",
      "RTargetObjectSelected": "SocialMediaAgentGroup",
      "_facebookItxType": "10",
      "_facebookHomeTownLocation": "",
      "RVQID": "",
      "ChatServerAppName": "es_chat",
      "_facebookDriverVersion": "8.5.101.04",
      "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
      "_facebookBirthdayDate": "",
      "_facebookSourceNickName": "CloudAppCommunity",
      "LastCalledAgent_EmployeeID": "a1",
      "LCA_EmplID_facebook": "a1",
      "desktop_expand": "1",

```



```
"RTargetObjSelDBID": "117",
"Classify_Actionability_CtgName": "",
"facebookTimezone": "",
"Screen_Sentiment_CtgRelevancy": "",
"desktop_sentiment": "Neutral",
"ChatServerPort": "7160",
"facebookCurrentLocation": "",
"Screen_Actionability_CtgName": "",
"CBR-Interaction_cost": "",
"CBR-contract_DBIDs": "",
"ContactId": "0002CaAPEA440026",
"RTargetAgentSelected": "a1",
"facebookSourceXML": "..",
"facebookCreatedTime": "1445433117346",
"CBR-IT-path_DBIDs": "",
"Classify_Actionability_CtgRelevancy": "",
"RTargetAgentGroup": "SocialMediaAgentGroup",
"Classify_Sentiment_CtgId": "",
"RTargetRuleSelected": "",
"ChatServerDBID": "115",
"Screen_Sentiment_CtgName": "",
"PegAGSocialMediaAgentGroup": 1,
"Classify_Sentiment_CtgRelevancy": "",
"RTargetPlaceSelected": "a1",
"facebookPMInboxUrl": "...",
"RTenant": "Environment",
"facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
"RRequestedSkills": None,
"Classify_Sentiment_CtgName": "",
"IxnAlreadyCreatedInUCS": "1",
"facebookActorId": "1457374047909438",
"facebookPMMessageId": "m_mid.1445433117337: 8b2f644744fdec2f77",
"Screen_Actionability_ScreenRuleName": "",
"LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
"RRequestedSkillCombination": "",
"LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
"MiddleName": "",
"RVQDBID": "",
"RStrategyDBID": "1225",
"facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
"CustomerSegment": "default",
"Classify_Actionability_CtgId": "",
"ServiceType": "default",
"facebookInQueueAtTarget": "0",
"facebookPMThreadNMessages": "136",
"LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
"Screen_Sentiment_ScreenRuleName": "",
"FromAddress": "VitaliyOnv",
"ServiceObjective": 0,
"Screen_Actionability_CtgRelevancy": "",
"LCA_EmplID_facebooksession": "a1",
"facebookLanguages": "",
"facebookMessageText": "Createnewtestforconsult",
"facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
"facebookSourceId": "830180563704433",
"RTargetRequested": "SocialMediaAgentGroup",
"EmailAddress": "",
"CBR-actual_volume": "",
"facebookActorName": "VitaliyOnv",
"facebookActorXML": "...",
"RStrategyName": "FacebookAgentDeliveryStrategy",
"RTargetTypeSelected": "2",
"facebookPMActionId": "1445433117374000000",
```

```
    "Subject": "Createnewtestforconsult"
  },
  "receivedDate": "2015-10-21T16:12:03.000+0300",
  "facebooksessionType": "Inbound",
  "suggestedQueueUris": [
    "http://192.168.83.25:8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
  ],
  "capabilities": [
  ],
  "uri": "http://192.168.83.25:8090/api/v2/facebooksessions/0002EaAY01MT0082",
  "state": "LeftChat",
  "revelantResponseTemplateGroups": [
  ],
  "participants": [
    {
      "nickname": "VitaliyOnv",
      "type": "Customer",
      "id": "007356278F230171",
      "visibility": "All",
      "participantId": "007356278F230171"
    },
    {
      "participantId": "007356278F310173",
      "type": "Agent",
      "uri": "http://192.168.83.25:8090/api/v2/users/5e101708f14442c7ab79814bb4f799b2",
      "visibility": "All",
      "path": "/users/5e101708f14442c7ab79814bb4f799b2",
      "nickname": "TestName",
      "id": "007356278F310173"
    }
  ],
  "id": "0002EaAY01MT0082"
}
```

Agent2 Fourth Notification

```
{
  "referenceId": 63,
  "notificationType": "StatusChange",
  "messageType": "FacebooksessionStateChangeMessage",
  "facebooksession": {
    "userData": {
      "FirstName": "Vitaliy",
      "desktop_actionable": "1",
      "_facebookSex": "",
      "_facebookLocale": "",
      "LastName": "Onv",
      "RTargetObjectSelected": "SocialMediaAgentGroup",
      "_facebookItxType": "10",
      "_facebookHomeTownLocation": "",
      "RVQID": "",
      "ChatServerAppName": "es_chat",
      "_facebookDriverVersion": "8.5.101.04",
      "ChatServerHost": "htcc-ubuntu.emea.int.genesyslab.com",
      "_facebookBirthdayDate": "",
      "_facebookSourceNickName": "CloudAppCommunity",
      "LastCalledAgent_EmployeeID": "a1",
      "LCA_EmplID_facebook": "a1",

```

```
"desktop_expand": "1",
"RTargetObjSelDBID": "117",
"Classify_Actionability_CtgName": "",
"_facebookTimezone": "",
"Screen_Sentiment_CtgRelevancy": "",
"desktop_sentiment": "Neutral",
"ChatServerPort": "7160",
"_facebookCurrentLocation": "",
"Screen_Actionability_CtgName": "",
"CBR-Interaction_cost": "",
"CBR-contract_DBIDs": "",
"ContactId": "0002CaAPEA440026",
"RTargetAgentSelected": "a1",
"_facebookSourceXML": "...",
"_facebookCreatedTime": "1445433117346",
"CBR-IT-path_DBIDs": "",
"Classify_Actionability_CtgRelevancy": "",
"RTargetAgentGroup": "SocialMediaAgentGroup",
"Classify_Sentiment_CtgId": "",
"RTargetRuleSelected": "",
"ChatServerDBID": "115",
"Screen_Sentiment_CtgName": "",
"PegAGSocialMediaAgentGroup": 1,
"Classify_Sentiment_CtgRelevancy": "",
"RTargetPlaceSelected": "a1",
"_facebookPMInboxUrl": "...",
"RTenant": "Environment",
"_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
"RRequestedSkills": None,
"Classify_Sentiment_CtgName": "",
"IsnAlreadyCreatedInUCS": "1",
"_facebookActorId": "1457374047909438",
"_facebookPMMessageId": "m_mid.1445433117337: 8b2f644744fdec2f77",
"Screen_Actionability_ScreenRuleName": "",
"LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
"RRequestedSkillCombination": "",
"LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
"MiddleName": "",
"RVQDBID": "",
"RStrategyDBID": "1225",
"_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
"CustomerSegment": "default",
"Classify_Actionability_CtgId": "",
"ServiceType": "default",
"_facebookInQueueAtTarget": "0",
"_facebookPMThreadNMessages": "136",
"LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
"Screen_Sentiment_ScreenRuleName": "",
"FromAddress": "VitaliyOnv",
"ServiceObjective": 0,
"Screen_Actionability_CtgRelevancy": "",
"LCA_EmplID_facebooksession": "a1",
"_facebookLanguages": "",
"_facebookMessageText": "Createnewtestforconsult",
"_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
"_facebookSourceId": "830180563704433",
"RTargetRequested": "SocialMediaAgentGroup",
"EmailAddress": "",
"CBR-actual_volume": "",
"_facebookActorName": "VitaliyOnv",
"_facebookActorXML": "...",
"RStrategyName": "FacebookAgentDeliveryStrategy",
"RTargetTypeSelected": "2",
```

```
    "_facebookPMActionId": "1445433117374000000",
    "Subject": "Createnewtestforconsult"
  },
  "receivedDate": "2015-10-21T16:12:03.000+0300",
  "facebooksessionType": "Inbound",
  "suggestedQueueUris": [
    "http://192.168.83.25:8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
  ],
  "capabilities": [

  ],
  "uri": "http://192.168.83.25:8090/api/v2/facebooksessions/0002EaAY01MT0082",
  "state": "Completed",
  "revelantResponseTemplateGroups": [

  ],
  "participants": [
    {
      "nickname": "VitaliyOnv",
      "type": "Customer",
      "id": "007356278F230171",
      "visibility": "All",
      "participantId": "007356278F230171"
    },
    {
      "participantId": "007356278F310173",
      "type": "Agent",
      "uri": "http://192.168.83.25:8090/api/v2/users/5e101708f14442c7ab79814bb4f799b2",
      "visibility": "All",
      "path": "/users/5e101708f14442c7ab79814bb4f799b2",
      "nickname": "TestName",
      "id": "007356278F310173"
    }
  ],
  "id": "0002EaAY01MT0082"
}
```