



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

[Send](#)

12/15/2025

Send

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

Overview

Sends a Facebook message to the specified Facebook account.

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

Parameters

Parameter	Value
operationName	Send
queuePath	The job queue for handling the Send operation. (mandatory)
facebook	Specified data that includes the Facebook parameters. (mandatory)
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)

Facebook Parameters

Parameter	Value
from	A user name for a Facebook account.
message	The actual message to send. The body should be plain text.

Samples

Request

```
POST api/v2/me/facebook/01QQQG2MU214P06D
```

Send

```
{
  "queuePath": "/contacts/60ebbb94-3cef-4b14-95f8-5c49dbeb355d",
  "facebook": {
    "message": "Hello Facebook!",
    "from": "vitaliy_onv"
  },
  "operationName": "Send"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 57
}
```

CometD Response

```
{
  "facebook": {
    "capabilities": [],
    "contactId": "00029aAGQP53000S",
    "facebookType": "Outbound",
    "id": "01QQQG2MU214P06D",
    "message": "Hello Facebook!",
    "state": "Sent",
    "subject": "Hello Facebook!",
    "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QJV4TN9HUF4006",
    "userData": {
      "_facebookActorId": "1010528695643593",
      "_facebookActorNickName": "Vitaliy Onischenko",
      "_facebookActorObjectType":
"com.genesyslab.mcr.facebook.fql.User",
      "_facebookActorXML":
"<com.genesyslab.mcr.facebook.fql.User>[xml with facebook actor
description]</com.genesyslab.mcr.facebook.fql.User>",
      "_facebookSourceId": "449156051903439",
      "_facebookSourceNickName": "Cloud App HTCC",
      "_facebookSourceObjectType":
"com.genesyslab.mcr.facebook.fql.Page",
      "_facebookSourceXML":
"<com.genesyslab.mcr.facebook.fql.Page>[xml with facebook page
description]</com.genesyslab.mcr.facebook.fql.Page>",
      "_facebookSubmitType": "post",
      "desktop_AgentEmployeeId": "a1"
    }
  },
  "messageType": "FacebookStateChangeMessage",
  "notificationType": "StatusChange",
  "referenceId": 29
}
```