

Deducting Points from Users

Method: **withdrawGamificationPoints**

Permissions to Run the Request

Account Owner, Account Administrators, Department Administrators, or [custom roles](#).

Department Administrators and users with a custom role can deduct points from users belonging to the departments they manage and their sub-departments.

Request Headers

Parameter	Type	Description
credentials (required)	credentials	Read the description of the Credentials object.
userId (required)	string	The ID of the user whose points you want to deduct.
amount (required)	string	The amount of points to be deducted.
reason (required)	string	The reason for deducting points.

Possible Errors

Type	Description
Permission denied	The user doesn't have enough permissions to fulfill the request..
Wrong parameters	The request can't be processed as it doesn't include all the necessary parameters or some of the parameters are wrong.

Sample Request

```
<?xml version="1.0" encoding="utf-8"?>
  <SOAP-ENV:Envelope xmlns:SOAP-ENV="https://schemas.xmlsoap.org/soap/envelope/"
    xmlns="https://ispringlearn.com/go/services/api/soap">
    <SOAP-ENV:Body>
      <WithdrawGamificationPointsRequest>
        <credentials>
          <accountUrl>https://myaccount.ispringlearn.com</accountUrl>
          <email>email@email.com</email>
          <password>password</password>
        </credentials>
        <userId>2c180ffc-8841-11e9-b68a-0242c0a85016</userId>
        <amount>80</amount>
        <reason>Hasn't passed the course</reason>
      </WithdrawGamificationPointsRequest>
    </SOAP-ENV:Body>
  </SOAP-ENV:Envelope>
```

Sample Response

```
<?xml version="1.0" encoding="UTF-8"?>
  <SOAP-ENV:Envelope xmlns:SOAP-ENV="https://schemas.xmlsoap.org/soap/envelope/"
    xmlns:ns1="https://ispringlearn.com/go/services/api/soap">
    <SOAP-ENV:Body>
      <ns1:SuccessResult>
        <ns1:success>true</ns1:success>
      </ns1:SuccessResult>
    </SOAP-ENV:Body>
  </SOAP-ENV:Envelope>
```