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Service Management UI Help

Chat Delayed

12/19/2025

Chat Delayed

Type: ors / chat

Scenario

The customer wishes to chat with an agent of the Call Center. The Callback service provides an access URL that the customer can connect and waits for an agent. Then, the Callback Service notifies the customer's mobile and the customer's chat interaction is processed and routed to an agent.

This Callback scenario is a chat service that goes through the following stages:

Start Callback

- Callback service: Returns session id to the user.
- Callback service: Waits for an agent to be available.
- Callback service: When an agent is available, notifies mobile device that agent is available.
- Next: Mobile device is expected to send connect request to confirm the user's availability.

Connect

- Callback service: Returns URL to initiate chat interaction, immediately to the mobile device.
- Callback service: Waits for chat interaction to arrive.
- Next: Mobile device is expected to initiate chat interaction.

Initiate Chat

- Inbound Chat service: Locates the GMS service associated with the arrived chat interaction.
- Inbound Chat service: Delegates the chat interaction to be processed by the Callback service.
- Callback service: Reserves target to route chat interaction.

- Callback service: Routes the chat interaction to the target.
- Callback service terminates.

Setting up Acceptance of a Chat Interaction

In order for the Callback service to accept a chat interaction, you must set up the `inbound_chat.scxml` matching service through Configuration Manager (or Genesys Administrator). The steps shown below use Configuration Manager.

Important

The `inbound_chat.scxml` file is included in your GMS installation.

Start

1. In Configuration Manager, create an enhanced script object (for example, *GMSInbound*).
2. On the *Annex* tab, configure the *Application/url* option as follows:
url = `http://<gmshost>:<gmsport>/genesys/1/document/service_template/callback/src/inbound_chat.scxml`
3. On the *Annex* tab, configure the *ApplicationParms* section by adding the below options:
app_find_agent_timeout = `<timeout in seconds when routing to agent>`

app_selected_agent_group = `<agent_group for GMS match fails>`
4. Configure an Interaction Queue to use the enhanced routing object that you just created. To do this, on the *Annex* tab, configure the *Orchestration/application* option as follows:
script:GMSinbound

End

Configuration Options

The sections below list the key options applicable to this scenario.

Use the GMS Service Management UI to set the configuration options. On the *Services > Configured Services* tab, add a Callback service with *Chat-Immediate* as the Common Default Configuration (see [Configured Services](#)). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values. Predefined Values[edit]

These are the default values, which are automatically populated when using the pre-defined *Chat-Delayed* service. You must not change these values.

Option	Description
<code>_media_type=chat</code>	Media type of the interaction that the service is expected to handle. This option enables URS to select an agent who has the appropriate media capabilities. This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value. This option is mandatory.
<code>_wait_for_agent = true</code>	True to wait for an agent to connect. If this option is set to true, the service will wait for the agent to initiate the interaction and to send the notification to the customer. If the option is set to false, the interaction can start right after the creation of the service instance. In voice scenarios, the access information will be returned immediately with the service ID. This option is mandatory.
<code>_wait_for_user_confirm = true</code>	True to wait for confirmation of the customer's availability. If this option is set to true, the service sends a push notification to the customer's device to get confirmation that the customer is ready to have a conversation with the agent. This scenario is possible only if the <code>_wait_for_agent</code> option is set to true.

Option	Description
<code>_ttl = 86400</code>	Duration (in seconds) for which the service will be kept in storage after the Desired Time is passed (Time To Live). Once expired, the service is removed from the system. For example, if you want the callbacks to be visible in the Service Management UI for one week past the execution time, then you should set 7 days of Time To Live, which means <code>_ttl=604800</code>. This option is mandatory.
<code>_type = ors</code>	• For Genesys Mobile Services-based services: builtin • For Orchestration Server-based services: ors
<code>_use_debug_push_certificate = false</code>	Use debug certificates for the push notification provider

Additional Required Options

You must enter a string value for the following options:

Option	Description
<code>_target</code>	Routing target that specifies the agent/queue resource that will process this request. • Starting in 8.5.108.02, you can set multiple targets in this option, limited to 5.

Option	Description
	- Starting in 8.5.114.09, the limit is increased to 15. Single Target For a single target, format the string according to the URS target specification: <Target String>@<StatServer name>.<Target Type> where Target Type is one of the following: - A (Agent) - AP (Agent Place) - GA (Group of Agents) - GP (Group of Places) - GC (Campaign Group) <Target String> can be a skill expression. In that case, <Target String> must start with '?:'. For example: - Billing@StatServer.GA—Routes to Agent Group "Billing". ?:English=20&Loans=2@StatServer.GA—Routes to any agent matching the skill expression. See the Universal Routing Server (URS) documentation for additional information about URS targets. Multiple Targets To set multiple targets, create a JSON-formatted string array of maximum 15 elements as follows: <pre>[{ "target": "<Target String>@<StatServer name>.<Target Type>", "timeout": "<integer>", "clear":<true/false>,</pre>

Option	Description
	<pre>"stat_to_check": "<stat name>", "stat_operator": "< or >", "stat_value": "1" }]</pre> • The <code>timeout</code> property specifies how long to wait in seconds before switching of targets. • The <code>stat_to_check</code> property can be set to any of the values supported by the <code>Statistics</code> parameter passed to the <code>IRD</code> function <code>SData(Target, Statistics)</code>, unless <code>target</code> is a skill expression. If <code>target</code> is a skill expression, you must choose one of the following values: • <code>RStatAgentsReadyvoice</code>—agents ready for voice media. • <code>RStatAgentsReady</code>—agents ready for any media. • <code>RStatAgentsTotal</code>—agents logged in. • The <code>stat_value</code> property specifies the threshold for the statistic passed in <code>stat_to_check</code>. If the condition set by the combination of <code>stat_to_check</code>, <code>stat_operator</code>, and <code>stat_value</code> is met, the current target is skipped, except if it is the last target of the list. • If <code>clear=true</code>, the target will be overridden when switching to the next target; if <code>clear=false</code>, the target will be expanded with the next target. Important If you set multiple targets in this option, then <code>_urs_queued_ttl</code> should be set to the total queue time across all targets. more...
<code>_urs_virtual_queue</code>	Virtual queue (alias) to which the service request will be added.

Option	Description
<code>_urs_prioritization_strategy = WaitForTarget</code> <code>_urs_strategy_update_sub_routine = SetRouteDelay</code>	By default, these options respectively match the names of the URS strategy and subroutine that you imported into IRD. If you changed one of these names, update the corresponding option to reflect the correct name.

Sample Request and Response Sequence

Create chat (delay) service

```
Request URL:http://localhost:8080/genesys/1/service/callback/chat-delay
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:660
Content-Type:multipart/form-data; boundary=---WebKitFormBoundary0WnE36LruxJ4S5nu
Cookie:JSESSIONID=mjjvtphwb8lpce7io23ggxcu; BAYEUX_BROWSER=86721orubxagcqhwhj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="_customer_number"

4082652649
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="usr_customer_name"
```

Chat Delayed

Bob Markel

-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="usr_reason"

billing question

-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="_device_notification_id"

b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673

-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="_device_os"

comet

-----WebKitFormBoundary0WnE36LruxJ4S5nu--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:07:35 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=kwe77jz60uum1u16urv8vubd;Path=/genesys
Transfer-Encoding:chunked

Response Body:

```
{
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9",
  "_text": "We will notify you when agent is available"
}
```

Push Notification Data:

```
{
  "id": "01afcd60258a11e300006072543ed1ff",
  "message": {
    "_action": "get-dialog-user-confirmation-provide_code-false",
    "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9"
  },
  "tag": "service.agentavailable.369-166652d2-aed6-443c-9781-6bdf370f9a9"
}
```

Connect (user confirmation)

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/connect
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=---WebKitFormBoundaryNY84ld7wm7oHB9fp
Cookie:JSESSIONID=1b81btxjbrblwybz5a93i24io; BAYEUX_BROWSER=86721orubxagcqhwhj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryNY84ld7wm7oHB9fp--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:26
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:04:35 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=mjjvtphwb8lpce7io23ggxcu;Path=/genesys

Response Body:
{
  "_dialog_id": "1",
  "_action": "StartChat",
  "_label": "Start Chat",
  "_start_chat_url": "http://localhost:8080/genesys/1/service/369-8cea2901-1eba-4f5a-8c76-edf83dd26480/ixn/chat",
  "_comet_url": "http://localhost:8080/genesys/cometd",
  "_user_header": "b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673",
  "_id_to_jump_before": "exit://",
  "_chat_parameters": {
    "subject": "None"
  }
}
```

```
    },  
    "_id": "369-166652d2-aed6-443c-9781-6bdff370f9a9"  
}
```

Check estimated wait time (EWT) and position in the URS queue (check-queue-position)

Mobile is expected to use this API to poll for current ewt and position.

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdff370f9a9/check-queue-position  
Request Method:POST  
Status Code:200 OK  
Request Headersview source  
Accept:*/*  
Accept-Encoding:gzip,deflate,sdch  
Accept-Language:en-US,en;q=0.8  
Connection:keep-alive  
Content-Length:44  
Content-Type:multipart/form-data; boundary=---WebKitFormBoundary2gBrAJX9qPSafKwk  
Cookie:JSESSIONID=61voqouznyaslvrp9fjlbjmbwr; BAYEUX_BROWSER=f3d8-3vwgdc1vyroghjsaf87i1lc60  
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673  
Host:localhost:8080  
Origin:http://localhost:8080  
Referer:http://localhost:8080/gmstester/chat.html  
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36  
Request Payload  
-----WebKitFormBoundary2gBrAJX9qPSafKwk--  
Response Headersview source  
Cache-Control:no-cache  
Cache-Control:no-store  
Content-Length:123  
Content-Type:application/json;charset=UTF-8  
Content-Type:application/json;charset=UTF-8  
Date:Fri, 02 Aug 2013 23:07:59 GMT  
Expires:Thu, 01 Jan 1970 00:00:00 GMT  
Pragma:no-cache  
Set-Cookie:JSESSIONID=1co1o30bhrm6719u8lfv9kvpei;Path=/genesys
```

Response Body (when eta is NOT provided by URS):

```
{  
  "_position": 2,  
  "_eta": "n/a",  
}
```

```
    "_total_waiting": 2,
    "_agent_ready_threshold_passed": true,
    "_agent_ready_threshold_passed_reason": "eta n/a"
}
Response Body 2 (when eta is provided by URS):
{
  "_position": 2,
  "_eta": 30,
  "_total_waiting": 2,
  "_agent_ready_threshold_passed": true,
  "_agent_ready_threshold_passed_reason": "eta <= 35 and position <=5 "
}
```

Create Chat Interaction

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/ixn/chat
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:651
Content-Type:multipart/form-data; boundary=---WebKitFormBoundaryteXJ8ZpAGGDTAMFN
Cookie:JSESSIONID=kwe77jz60uumlu16urv8vubd; BAYEUX_BROWSER=86721orubxagcqh0hj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN
Content-Disposition: form-data; name="notify_by"

comet
-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN
Content-Disposition: form-data; name="firstName"

John
-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN
```

Content-Disposition: form-data; name="lastName"

Harry

-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN

Content-Disposition: form-data; name="_verbose"

false

-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN

Content-Disposition: form-data; name="subject"

testing

-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN

Content-Disposition: form-data; name="email"

j.h@gmail.com

-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN--

Response Headersview source

Cache-Control:no-cache

Cache-Control:no-store

Content-Length:77

Content-Type:application/json;charset=UTF-8

Content-Type:text/plain;charset=ISO-8859-1

Date:Tue, 30 Jul 2013 07:08:53 GMT

Pragma:no-cache

Response Body:

```
{
  "_id": "369-166652d2-aed6-443c-9781-6bdff370f9a9",
  "comet_channel": "/_genesys"
}
```

Send notification from agent desktop to mobile (internal-notification, previously poke)

Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdff370f9a9/internal-notification

Request Method:POST

Status Code:200 OK

Request Headersview source

Accept:*/*

Accept-Encoding:gzip,deflate,sdch

Accept-Language:en-US,en;q=0.8

Connection:keep-alive

Chat Delayed

```
Content-Length:320
Content-Type:multipart/form-data; boundary=----WebKitFormBoundary8rbhQqxP5LoJ61i1
Cookie:JSESSIONID=kwe77jz60uumlu16urv8vubd; BAYEUX_BROWSER=86721orubxagcqh0hj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary8rbhQqxP5LoJ61i1
Content-Disposition: form-data; name="_display_message"

Message to be displayed to user
-----WebKitFormBoundary8rbhQqxP5LoJ61i1
Content-Disposition: form-data; name="_application_message"

MESSAGE_FOR_MOBILE_APP_INTERNAL_USE
-----WebKitFormBoundary8rbhQqxP5LoJ61i1--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:17
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:10:11 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=z1lrha8utmxw1xslu08z473ty;Path=/genesys

Response Body:
{
  "message": "Notification Sent"
}
```

Retrieve any notifications from agent, when notifications are not enabled (retrieve-notifications)

This is necessary only in case of a poll scenario.

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/retrieve-notifications
Request Method:POST
Status Code:200 OK
```

```
Request Headersview source
Accept: */*
Accept-Encoding: gzip, deflate, sdch
Accept-Language: en-US, en; q=0.8
Connection: keep-alive
Content-Length: 44
Content-Type: multipart/form-data; boundary=---WebKitFormBoundary3I4BzfVbhmlJvPRC
Cookie: JSESSIONID=zllrha8utmwxlxs08z473ty; BAYEUX_BROWSER=86721orubxagcqh0hj14cpyaqk2
gms_user: b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host: localhost:8080
Origin: http://localhost:8080
Referer: http://localhost:8080/gmstester/chat.html
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary3I4BzfVbhmlJvPRC--
Response Headersview source
Cache-Control: no-cache
Cache-Control: no-store
Content-Length: 2
Content-Type: application/json; charset=UTF-8
Content-Type: application/json; charset=UTF-8
Date: Tue, 30 Jul 2013 07:10:58 GMT
Expires: Thu, 01 Jan 1970 00:00:00 GMT
Pragma: no-cache
Set-Cookie: JSESSIONID=18gvvxkjquop1x8er65g7ferp; Path=/genesys
```

Response Body (with push enabled):

```
[]
```

Note: Since CometD push was enabled the message was already sent to the device. If push was not configured then the response body would have contained the message (below)

```
Push: {
  "_internal_message": "MESSAGE_FOR_MOBILE_APP_INTERNAL_USE",
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9",
  "_display_message": "Message to be displayed to user"
}
```

Response Body (with push not configured):

```
[{
  "_internal_message": "MESSAGE_FOR_MOBILE_APP_INTERNAL_USE",
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9",
  "_display_message": "Message to be displayed to user"
}]
```

```
}]
```

Send notification from mobile to agent

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/agent-notification
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:324
Content-Type:multipart/form-data; boundary=----WebKitFormBoundaryN11ULST36Tmhzro
Cookie:JSESSIONID=18gvvxkjquoplX8er65g7ferp; BAYEUX_BROWSER=86721orubxagcqhW0hj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryN11ULST36Tmhzro
Content-Disposition: form-data; name="_display_message"

Message to be displayed to agent
-----WebKitFormBoundaryN11ULST36Tmhzro
Content-Disposition: form-data; name="_application_message"

MESSAGE_FOR_AGENT_DESKTOP_INTERNAL_USE
-----WebKitFormBoundaryN11ULST36Tmhzro--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:17
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:15:04 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=1cfd36s0cn6213lqge05h7y6l;Path=/genesys
```

Response Body:

```
{
  "message": "Notification Sent"
}
```

Retrieve notifications from Mobile to Agent (retrieve-agent-notifications)

Agent desktop is expected to poll for messages since push notifications via cometd to agent desktop are not supported.

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/retrieve-agent-notifications
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=---WebKitFormBoundaryIimjtpB6hZzFZRQ3
Cookie:JSESSIONID=1cfd36s0cn6213lqge05h7y6l; BAYEUX_BROWSER=86721orubxagcqhwh0hj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryIimjtpB6hZzFZRQ3--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:242
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:16:17 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=1x5o3d8bkgczy1pxjb3dac0mpp;Path=/genesys
```

Response Body:

```
[
  {
```

```
"message": "{ \"_id\": \"369-166652d2-aed6-443c-9781-6bdf370f9a9\",  
\"_internal_message\": \"MESSAGE_FOR_AGENT_DESKTOP_INTERNAL_USE\", \"_display_message\": \"Message to be displayed to agent\" }\",  
  \"tag\": \"agent.message.369-166652d2-aed6-443c-9781-6bdf370f9a9\"  
}  
]
```

Sequence Diagram

Click the diagram to access full resolution.

