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Web Services API Reference

[Customer Chat Resource](#)

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Customer Chat Resource

This is part of the [Customer Chat API](#) section of the [Web Services API](#).

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Overview

The chat resource can be retrieved by periodically sending a **GET** request to `/api/v2/chats/{id}` as described in the [GetChat](#) operation.

Chat States

The state property of the chat resource can have one of the following values:

- WaitingForAgent
- Chatting
- Idle

Capabilities

The capabilities property of the chat resource provides an array of operation names that are valid for the current state of the chat.

Participants

The participants property will include details of all known chat participants.

Examples

Sample 1

```
{ "chat" : { "capabilities" : [ "SendMessage",
    "SendStartTypingNotification",
    "SendStopTypingNotification",
    "Complete"
  ],
  "id" : "652492d9-c2d9-44c9-b9ad-0ab7984114bb",
  "participants" : [ { "nickname" : "Chris",
    "participantId" : "1",
    "type" : "Customer"
  } ],
  "state" : "WaitingForAgent"
},
"statusCode" : 0
```

```
}
```

Sample 2

```
{ "chat" : { "capabilities" : [ "SendMessage",  
    "SendStartTypingNotification",  
    "SendStopTypingNotification",  
    "Complete"  
  ],  
  "id" : "652492d9-c2d9-44c9-b9ad-0ab7984114bb",  
  "participants" : [ { "nickname" : "Kristi Sippola",  
    "participantId" : "2",  
    "type" : "Agent"  
  },  
  { "nickname" : "Chris",  
    "participantId" : "1",  
    "type" : "Customer"  
  }  
  ],  
  "state" : "Chatting"  
},  
"statusCode" : 0  
}
```