GENESYS™

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.

Contents

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
}
```