



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

CometD notifications

5/1/2025

CometD notifications

You can subscribe to the **/v2/ucs/interactions** topic to receive **CometD** notifications for the Interaction History API. This topic provides messages related to interaction history. It supports the following message types:

- **GetInteractionsHistoryMessage**
- **GetInteractionContentMessage**

GetInteractionsHistoryMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case GetInteractionsHistoryMessage.
data.interaction	An interaction history resource .
data.referenceId	The reference identifier is used to link the notification to the original request that created it.
data.errorMessage	If the operation doesn't succeed, then the notification contains the errorMessage property with details about the error.

Example

Success

```
{
  "data":{
    "referenceId":1,
    "messageType":"GetInteractionsHistoryMessage",
    "interactions":[
      {
        "typeId":"Inbound",
        "startDate":"2015-10-01 16:02:07.000+0300",
        "endDate":"2015-10-01 16:02:10.000+0300",
        "mediaType":"Chat",
        "uri":"http://localhost:8080/api/v2/interactions/00016aB14RQD003N",
        "state":"InProgress",
        "contactId":"00012aB0T770000M",
        "id":"00016aB14RQD003N",
        "subject":"Customer support",
        "customAttributes":{
          "SearchId":"123456",
          "CustomerId":"a21d4c3"
        }
      }
    ]
  }
}
```

```
    },
    {
      "typeId": "Inbound",
      "startDate": "2015-10-02 20:02:07.000+0300",
      "ownerInformation": {
        "userName": "a2",
        "lastName": "a2",
        "id": "cc9016eee9c84df266c642d9fd92c5",
        "firstName": "a2"
      },
      "mediaType": "Chat",
      "uri": "http://localhost:8080/api/v2/interactions/00016aB14RQD003K",
      "state": "InProgress",
      "contactId": "00012aB0T770000M",
      "id": "00016aB14RQD003K",
      "subject": "Customer support",
      "customAttributes": {
        "SearchId": "123456"
      }
    },
    {
      "typeId": "Inbound",
      "startDate": "2015-10-03 14:02:07.000+0300",
      "endDate": "2015-10-03 14:02:25.000+0300",
      "ownerInformation": {
        "userName": "a1",
        "lastName": "a1",
        "id": "e6f2ad1b26ea4e9b8dd907eabe167522",
        "firstName": "a1"
      },
      "mediaType": "Chat",
      "uri": "http://localhost:8080/api/v2/interactions/00012aB0T770000K",
      "state": "Stopped",
      "contactId": "00012aB0T770000M",
      "id": "00012aB0T770000K",
      "subject": "qq",
      "customAttributes": {
        "SearchId": "123456"
      }
    }
  ]
}
```

Failure

```
{
  "data": {
    "referenceId": 1,
    "messageType": "GetInteractionsHistoryMessage",
    "errorMessage": "Request failed"
  }
}
```

GetInteractionContentMessage

Property	Description
data	The data element is present in all CometD

Property	Description
	notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case GetInteractionContentMessage.
data.interaction	An interaction history resource .
data.messages	A list of message resources . This property is only included for Chat or FacebookSession interactions.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.
data.errorMessage	If the operation doesn't succeed, then the notification contains the errorMessage property with details about the error.

Example

Success

```
{
  "data":{
    "referenceId":2,
    "messageType":"GetInteractionContentMessage",
    "interaction":{
      "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM5",
      "id":"0000Sa99620J0EM5",
      "path":"/interactions/0000Sa99620J0EM5",
      "mediaType":"facebooksession",
      "typeId":"Inbound",
      "state":"Stopped",
      "startDate":"2013-11-25 21:02:22.000+0200",
      "endDate":"2013-11-25 21:02:25.000+0200",
      "subject":"Customer support",
      "contactId":"0000Sa99620J0EM7",
      "ownerInformation":{
        "userName":"a2",
        "lastName":"a2",
        "id":"cc9016eee9c84df266c642d9fd92c5",
        "firstName":"a2"
      }
    }
  },
  "messages":[
    {
      "index":1,
      "from":{
        "nickname":"You",
        "type":"Customer",
        "participantId":"00AF52939EBE5BC4"
      },
      "timestamp":"2013-11-25T21:02:22.000+0200",
      "visibility":"All",
      "type":"ParticipantJoined",
      "timestampSeconds":1385406142000L
    },
    {
      "index":2,
      "from":{
```

```
        "nickname": "GWS1",
        "type": "Agent",
        "participantId": "00AF52939EDF5BC6"
    },
    "timestamp": "2013-11-25T02:22:03.333+0200",
    "visibility": "All",
    "type": "ParticipantJoined",
    "timestampSeconds": 1385406142033L
},
{
    "index": 3,
    "from": {
        "nickname": "GWS1",
        "type": "Agent",
        "participantId": "00AF52939EDF5BC6"
    },
    "text": "Hello!",
    "visibility": "All",
    "timestamp": "2013-11-25T02:22:03.600+0200",
    "type": "Text",
    "timestampSeconds": 1385406142036L
},
{
    "index": 13,
    "from": {
        "nickname": "GWS1",
        "type": "Agent",
        "participantId": "00AF52939EDF5BC6"
    },
    "timestamp": "2013-11-25T02:22:05.400+0200",
    "visibility": "All",
    "type": "ParticipantLeft",
    "timestampSeconds": 1385406142054L
},
{
    "index": 14,
    "from": {
        "nickname": "You",
        "type": "Customer",
        "participantId": "00AF52939EBE5BC4"
    },
    "timestamp": "2013-11-25T02:22:05.400+0200",
    "visibility": "All",
    "type": "ParticipantLeft",
    "timestampSeconds": 1385406142054L
}
    ]
}
}
```

Failure

```
{
  "data": {
    "referenceId": 1,
    "messageType": "GetInteractionContentMessage",
    "errorMessage": "Request failed"
  }
}
```