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Web Services API Reference

Chat API

Chat API

This is part of the [Multimedia Interactions API](#) section of the [Web Services API](#).

Overview

This section describes general concepts employed by the chat portion of the [Web Services API](#) and provides guidance for developers building chat-related client applications.

Basic Chat Control

- [ChatResources](#)
- [Accept](#)
- [Reject](#)
- [SendMessage](#)
- [Leave](#)
- [Complete](#)

More Chat Controls

- [SendStartTypingNotification](#)
- [SendStopTypingNotification](#)
- [SetInFocus](#)
- [SetDisposition](#)
- [AddComment](#)
- [SendCustomNotice](#)

Chat User Data

- [AttachUserData](#)
- [UpdateUserData](#)
- [DeleteUserData](#)

Conferences and Transfers

- [Transfer](#)
- [Invite](#)
- [Consult](#)
- [CancelConsult](#)
- [SendToAgents](#)

Conferences and Transfers, continued

[SendStartTypingToAgentsNotification](#)
[SendStopTypingToAgentsNotification](#)
[RemoveParticipantFromConference](#)
[SendCustomNoticeToAgents](#)

Supervisor Monitoring

[Supervisor Monitoring](#)
[Monitor](#)
[Coach](#)
[Bargeln](#)
[CancelSupervisorMonitoring](#)

Supervisor Monitoring, Cont

[Intrude](#)
[SwitchToBargeln](#)
[SwitchToMonitor](#)
[SwitchToCoach](#)

Attachments

[AddAttachment](#)
[GetAttachment](#)
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