



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

IM Session API

4/16/2025

IM Session API

This document describes the IM Session API portion of the [Web Services API](#).

Overview

You can use the IM Session API to enable instant messaging between agents. The operations available in this API are listed below:

Basic IM Session Controls

[imSessions resource](#)
[InitiateIMSession](#)
[SendMessage](#)
[Complete](#)

IM Session UserData

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