Web Services API Reference

Message resource

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Message resource

The message resource includes properties that describe who the message was from, when it occurred, and its type. Messages are returned for chat or facebooksession interactions when you make GET requests to **/v2/ucs/interactions**.

Sample data

```
{
    "index":1,
    "from":{
        "nickname":"You",
        "type":"Customer",
        "participantId":"00AF52939EBE5BC4"
    },
    "timestamp":"2013-11-2521: 02: 22.000+0200",
    "visibility":"All",
    "type":"ParticipantJoined",
    "timestampSeconds":1385406142000L
}
```

Resource details

Field	Description
index	The chat message's sequence number.
from	The chat's participant data.
type	The chat messages's type. Possible values are Text, TypingStarted, TypingStopping, ParticipantJoined, ParticipantRejoined, ParticipantLeft, PushUrl, Notice, or TranscriptSaveDone.
visibility	The chat message's visibility. Possible values are All, Agents, or Supervisors.
timestamp	The date the chat message was received, in yyyy-MM-dd HH:mm:ss.SSSZ format.
timestampSeconds	The date the chat message was received, in seconds.