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Web Services API Reference

[Chat Resource](#)

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Chat Resource

This operation is part of the [Chat API](#) section of the [Web Services API](#).

Overview

The chat resource includes properties that describe the current state of the chat and the available operations given the current state. A full description of the properties included on the chat resource and their possible values can be found [here](#).

Request URL	/api/v2/me/chats?fields=*
HTTP Method	GET
Required Features	api-multimedia-chat

Sample Data

Request

GET /api/v2/me/chats?fields=*

CometD Notification

```
{
  "state": "Chatting",
  "id": "0000Na9B26EF002G",
  "uri": "http://localhost:8080/api/v2/chats/0000Na9B26EF002G",
  "participants": [
    {
      "type": "Agent",
      "nickname": "Agent1",
      "participantId": "009052BDEE4A003E"
    },
    {
      "type": "Customer",
      "nickname": "PersonP",
      "participantId": "009052BDEE39003C"
    }
  ],
  "capabilities": [
    "AttachUserData",
    "UpdateUserData",
    "DeleteUserData",
    "Leave",
  ]
}
```

```
        "LeaveAndComplete",
        "Transfer",
        "Invite",
        "Consult"
    ],
    "userData": {
    }
}
```

Messages

You can also receive messages for a particular chat.

Request URL	/api/v2/me/chats/{chatId}/messages
HTTP Method	GET
Required Features	api-multimedia-chat

Optional URL parameters are **startIndex** and **count**.

Message Types

Type	Description
Text	Message text is placed into the text field.
ParticipantJoined	A participant joined the chat. The participant's information is placed into the from field.
ParticipantLeft	The participant left the chat. The participant's information is placed into the from field.
ParticipantRejoined	The participant rejoined the chat. The participant's information is placed into the from field.
TypingStarted	The participant started typing. If typing preview is enabled, the message text is placed into the text field.
TypingStopped	The participant stopped typing.
PushUrl	The participant sent a URL. The URL is placed into the url field.
Notice	The notice text is placed into the text field (optional).
TranscriptSaveDone	The service message type. The index field always equals -1.

Sample Data

Request

```
GET /api/v2/me/chats/009052BDEE39003A/messages?startIndex=1&count=10
```

CometD Notification

```
{
  "messages": [
    {
      "index": 1,
      "type": "ParticipantJoined",
      "from": {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052BDEE39003C"
      },
      "visibility": "All",
      "timestamp": "2013-12-27T13:16:41.000-0800"
    },
    {
      "index": 2,
      "type": "ParticipantJoined",
      "from": {
        "type": "Agent",
        "nickname": "Agent1",
        "participantId": "009052BDEE4A003E"
      },
      "visibility": "All",
      "timestamp": "2013-12-27T13:16:41.018-0800"
    },
    {
      "index": 3,
      "type": "TypingStarted",
      "from": {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052BDEE39003C"
      },
      "visibility": "All",
      "timestamp": "2013-12-27T13:16:41.186-0800"
    },
    {
      "index": 4,
      "type": "Text",
      "from": {
        "type": "Customer",
        "nickname": "PersonP",
        "participantId": "009052BDEE39003C"
      },
      "text": "dddd",
      "visibility": "All",
      "timestamp": "2013-12-27T13:16:41.187-0800"
    }
  ]
}
```