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Web Services API Reference

[SendMessage](#)

SendMessage

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

Overview

This operation is performed when an agent sends a message to other chat participants.

| | |
|--------------------------|-----------------------|
| Request URL | /api/v2/me/chats/{id} |
| HTTP Method | POST |
| Required Features | api-multimedia |

Parameters

| Parameter | Value |
|---------------|--|
| operationName | SendMessage |
| text | Text to send to customer |
| messageType | Defines the message type. This parameter is optional and the value is only included in the CometD notification if you set the includeMessageType option to true. |
| treatAs | Specifies how the message should be treated: Normal or System |

Sample

HTTP Request

POST on **/me/chats/{id}**

```
{
  "operationName": "SendMessage",
  "text": "string-representation-of-text",
  "messageType": "Greeting"
}
```

HTTP Response

```
{
```

SendMessage

```
"statusCode": 0
}
```

For details on the statusCode value, refer to the [All Methods](#) sub-section of the [Return Values](#) page.

CometD notification

```
{
  "messages": [
    {
      "index": 3,
      "from": {
        "nickname": "TestName",
        "type": "Agent",
        "participantId": "007352CE72D50290"
      },
      "messageType": "Greeting",
      "text": "How may I help you?",
      "visibility": "All",
      "timestamp": "2014-01-09 11:58:12.035+0200",
      "type": "Text",
      "timestampSeconds": 1389261492035L
    }
  ],
  "notificationType": "NewMessages",
  "messageType": "MessageLogUpdated",
  "chatUri": "http://localhost:8080/api/v2/chats/0000Wa9CAM6W00FN"
}
```