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# Web Services API Reference

GetMessages

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# GetMessages

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

## Overview

Send this request periodically to retrieve new chat messages.

By specifying the index parameter, previous messages can be recovered (for example: index=0 will return all messages).

### Important

As with all customer chat API requests, no Authorization header should be included. Instead, the ContactCenterId custom HTTP header should be included.

|                              |                    |
|------------------------------|--------------------|
| <b>Request URL</b>           | /api/v2/chats/{id} |
| <b>HTTP Method</b>           | POST               |
| <b>Required Features</b>     | -                  |
| <b>Required HTTP Headers</b> | ContactCenterId    |

## Parameters

| Parameter | Value                                                                                                                                                                   |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| index     | An optional URL parameter used to specify the index of the first entry to return. If not specified, Web Services returns messages that the client has not received yet. |

## Example

### Request

```
GET .../api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb/messages
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
```

## Response

```
{
  "messages": [
    {
      "from": {
        "nickname": "Chris",
        "participantId": "1",
        "type": "Customer"
      },
      "index": 1,
      "type": "ParticipantJoined"
    },
    {
      "from": {
        "nickname": "Chris",
        "participantId": "1",
        "type": "Customer"
      },
      "index": 2,
      "text": "Hello?",
      "type": "Text"
    },
    {
      "from": {
        "nickname": "Kristi Sippola",
        "participantId": "2",
        "type": "Agent"
      },
      "index": 3,
      "type": "ParticipantJoined"
    }
  ],
  "statusCode": 0
}
```

| Parameter | Description                                                                                                                                                                                                                                                                                                 |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| from      | An element contain data about a chat participant.                                                                                                                                                                                                                                                           |
| index     | Denotes the order of the chat activity, with 1 being the first message.                                                                                                                                                                                                                                     |
| text      | The chat participant's message.                                                                                                                                                                                                                                                                             |
| type      | <p>The type of chat notification. Current possible values are:</p> <ul style="list-style-type: none"><li>• Text</li><li>• ParticipantJoined</li><li>• ParticipantLeft</li><li>• ParticipantRejoined</li><li>• TypingStarted</li><li>• TypingStopped</li><li>• TranscriptSaveDone</li><li>• Notice</li></ul> |