

GENESYS

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

SMS Session Resource

SMS Session Resource

This operation is part of the SMS Session API section of the Web Services API.

Overview

The SMS session resource includes properties that describe the current state of the SMS session and the available operations given the current state. A full description of the properties included on the SMS session resource and their possible values can be found here.

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

Sample Data

```
GET /api/v2/me/smssessions?fields=*
             "state": "Chatting",
            "id": "0000Na9B26EF002G",
            "uri": "http://localhost:8080/api/v2/smssessions/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

To get messages for a particular SMS session the following URI needs to be called:

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

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

Message Types

Туре	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

```
{
                 "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"
      ]
}
```