Web Services API Reference

Interactions On Chat Channel

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Contents

Interactions On Chat Channel

⚠️ **Pre-Release Notice:** The information contained on this page is not considered final and is managed under the terms and conditions found in the Pre-release Agreement. This page provides the most up-to-date reference information available for this pre-release version and is restricted for use by those who have signed the Pre-release Agreement with Genesys to acquire an early version of the software.

The following operations are available:

Operation Name	HTTP Operation	Description	Type	Permissions
Accept	POST	This operation can be performed after a new interaction notification arrives. Accepting an interaction allows Agents to start working on it.	Chat Specific	Agent
Reject	POST	This operation can be performed after a new interaction notification arrives. Rejecting an interaction allows an Agent the opportunity to work on a different one.	General Interaction	Agent
SendMessage	POST	This operation can be performed whenever an agent wants to send a message to other chat participants.	Chat Specific	Agent
SendNotification	POST	This operation can be performed to send notifications to other chat participants (for example, 'agent typing').	Chat Specific	Agent
Transfer	POST	This operation can be performed while working on an interaction. The interaction can be transferred to another agent or	General Interaction	Agent

Operation Name	HTTP Operation	Description	Type	Permissions
		to a group of agents associated with a skill.		
StopProcessing	POST	This operation can be performed after an agent has finished working on an interaction.	General Interaction	Agent
RequestChatHistory	POST	This operation can be performed to get the chat history. Only agents who are participating in the chat can execute this operation.	Chat Specific	Agent
InitiateConsulation	POST	This operation can be performed to initiate a consultation.	Chat Specific	Agent
CompleteTransfer	POST	This operation transforms a consultation to a transfer.	Chat Specific	Agent
CompleteConference	POST	This operation transforms a consultation to a conference.	Chat Specific	Agent

Accept

After successfully executing this operation, a cometD notification will come with complete chat history up until this point.

HTTP Request

POST on /me/interactions/{id}

```
{
"operationName":"Accept",
"nickname":agent-nickname-to-be-displayed-in-chat
}
```

HTTP Response

Success

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

Failure

```
{
"statusCode": an integer value above 0,
"statusMessage":details
}
```

For details on the statusCode value, please refer to the All Methods sub-section of the Return Values section.

SendMessage

HTTP Request

POST on /me/interactions/{id}

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

HTTP Response

Success

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

Failure

```
{
"statusCode": an integer value above 0,
"statusMessage":details
}
```

For details on the statusCode value, please refer to the All Methods sub-section of the Return Values section.

SendNotification

HTTP Request

POST on /me/interactions/{id}

```
{
"operationName":"SendNotification",
"notifcation":TypingStarted, TypingStopped
}
```

HTTP Response

Success

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

Failure

```
{
"statusCode": an integer value above 0,
"statusMessage":details
}
```

For details on the statusCode value, please refer to the All Methods sub-section of the Return Values section.

RequestChatHistory

After this request is received, the chat history will be sent via cometD notification.

HTTP Request

POST on /me/interactions/{id}

```
{
"operationName":"RequestChatHistory",
"eventId", event-id-from-which-to-start-chat-history (optional)
}
```

HTTP Response

Success

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

InitiateConsultation

After this request is received, a chat consultation with an agent will be started. This operation should also used for Two-Step Transfer and Two-Step Conference

HTTP Request

POST on /me/interactions/{id}

```
{
"operationName":"StartChatConsultation",
"agentId": unique alpha-numeric identifier for user
}
```

HTTP Response

```
{
"status":0
}
```

CompleteTransfer

After this request is received, a chat interaction will be transferred to the agent with whom consultation was initiated using InitiateConsultation. This will complete the Two-Step Transfer.

HTTP Request

POST on /me/interactions/{id}

```
{
"operationName":"CompleteTransfer"
}
```

HTTP Response

```
{
"status":0
}
```

CompleteConference

After this request is received, a chat interaction will be conferenced with the agent with whom consultation was initiated using InitiateConsultation. This will complete the Two-Step Conference.

HTTP Request

POST on /me/interactions/{id}

```
{
"operationName":"LeaveChatConsultation"
}
```

HTTP Response

```
{
"status":0
}
```

See also:

- Interaction Notifications