



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

Customer Chat API

12/17/2025

Customer Chat API

This is part of the [Multimedia Interactions API](#) section of the [Web Services API](#).

Overview

This section describes general concepts employed to allow a client application to provide users the ability to initiate a chat session with an agent in the contact center.

General Topics

[General Topics](#)

Resources

[Chat Resource](#)

[Chat Messages](#)

Basic Operations

[Request Chat](#)

[SendMessage](#)

[Complete](#)

[SendStartTypingNotification](#)

[SendStopTypingNotification](#)

Polling

[Get Chat](#)

[Get Messages](#)