



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

SendToAgents

12/14/2025

SendToAgents

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

Overview

This sends a text message to agents who are in a conference or in a consult chat.

The customer will not see this communication.

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

Parameters

Parameter	Value
operationName	SendToAgents
text	The text to send to agents.
messageType	Defines the message type.
treatAs	Specifies how the message should be treated: Normal or System

Sample

Request

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "SendToAgents",
  "text": "We need your help?"
}
```

Response

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

Notification

Here are the list of notifications received by agents after a SendToAgents request:

Notification with new message

```
{
  "messages": [
    {
      "index": 3,
      "from": {
        "nickname": "TestName",
        "type": "Agent",
        "participantId": "007352CE72D50290"
      },
      "text": "We need your help?",
      "visibility": "Agents",
      "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"
}
```