Web Services API Reference

RequestChat

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RequestChat

This operation is part of the Customer Chat API section of the Web Services API.

Overview

Submits a new chat request for the website visitor / customer.

After successfully sending this request to start the chat, you should begin checking for updated state and new messages periodically as described in the Requesting updated state and messages section of the Customer Chat General page.

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

Request URL	/api/v2/chats/
HTTP Method	POST
Required Features	-
Required HTTP Headers	ContactCenterId

Parameters

Parameter	Value
operationName	RequestChat
nickname	The nickname of the customer requesting the chat.
subject	The subject of the chat request. (For example: 'Question about billing')
endpoint	The endpoint (queue) to start the chat in (optional).
userData	The attached data to pass with the chat (optional).

Example

Request

```
POST .../api/v2/chats
ContactCenterId: cfe5ad67-ba6d-4340-81f9-bb680ef5d498
{
    "operationName": "RequestChat",
    "nickname": "Chris",
    "subject": "Question..."
    "userData": {"key":"value", "key1":"value1"}
}
```

Response

```
{ "id" : "652492d9-c2d9-44c9-b9ad-0ab7984114bb",
  "statusCode" : 0,
  "path" : "/api/v2/chats/652492d9-c2d9-44c9-b9ad-0ab7984114bb"
}
```