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API Reference

Chat Interaction

Chat Interaction

Purpose

Describes chat data for a multimedia interaction.

Resource

Name	Type	Mandatory	Description
Chat-related information			
established_date	date/time<ref name="iso8601">UTC Time, using the ISO 8601 representation : [YYYY]-[MM]-[DD]T[HH]:[mm]:[ss].[SSS]Z</ref>	no	The date/time when the chat session was established with a contact center resource.
released_date	date/time<ref name="iso8601"/>	no	The date/time when the chat session was released from the contact center resource.
Common Interaction fields			
customer_id	string	yes	The ID of the customer.
interaction_id	string	yes	The Genesys GUID (or Call ID) for the interaction.
status	integer	yes	Possible statuses: <ul style="list-style-type: none">• 0-NEW• 1-PENDING• 2-IN_PROCESS• 3-STOPPED
entity_type	integer	yes	Possible types: <ul style="list-style-type: none">• 0-EMAIL_IN• 1-EMAIL_OUT• 2-CHAT• 3-PHONE_CALL

Name	Type	Mandatory	Description
			<ul style="list-style-type: none"> • 5-CALLBACK • 6-COBROWSE • 7-INTERACTION (open media)
type	string	yes	The type of the interaction (e.g. inbound, outbound, etc.)
sub_type	string	no	The application-specific subtype which further classifies attribute "type".
media_type	string	yes	The media type of the interaction: <ul style="list-style-type: none"> • voice • email • chat • callback • and so on.
parent_id	string	no	The ID of the parent interaction, if applicable.
thread_id	string	no	The ID of the thread to which this interaction should be appended, or the ID of the interaction at the root of the thread.
external_id	string	no	The reference identifier for an external system.
owner_id	integer	no	The DB ID of the Person who owns the interaction. (The Person is an object defined in the Genesys Configuration Server.)
creator_app_id	integer	yes	The DB ID of the application that created the interaction.
start_date	date/time<ref name="iso8601"/>	yes	The UTC time of the interaction's creation.
end_date	date/time<ref name="iso8601"/>	no	The UTC time of the interaction's end.
timeshift	integer	no	The number of minutes

Name	Type	Mandatory	Description
			to add to or to subtract from the specified UTC<ref name="iso8601" /> time in order to get the local time of the interaction's creation.
category_id	string	no	The category assigned to this interaction by the Classification Server or the desktop's manual override.
allow_children	boolean	no	True if child interactions can be added. 💡 Default value is true.
subject	string	no	An arbitrary textual subject for the interaction.
stopped_reason	string	no	The application-specified reason for which the interaction ended.
text	text	no	Plain text for the interaction.
structured_text	url	no	The URL of the interaction's structured text.
structured_text_mime	string	yes if structured_text	The mime type<ref name="mime"> http://www.iana.org/assignments/media-types </ref> for the structured text, if specified (e.g. text/html). Mandatory if the parameter "structured_text" is specified.
binary_content	url	no	The URL of the the interaction's binary content..
binary_content_mime	string	yes if binary_content	The mime type<ref name="mime"> http://www.iana.org/assignments/media-types </ref> for the binary content, if specified (e.g. text/html).
binary_content_size	integer	yes if binary_content	The size of the binary content in bytes.

Name	Type	Mandatory	Description
			Mandatory if the parameter "binary_content" is specified.
udata	hash	no	A hash of key value pairs for the user data attached to the interaction.

<references />