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## API Reference

Chat Interaction

# Chat Interaction

## Purpose

Describes chat data for a multimedia interaction.

## Resource

Name	Type	Mandatory	Description
<b>Chat-related information</b>			
established_date	date/time<ref name="iso8601">UTC Time, using the <b>ISO 8601 representation</b> : [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.
<b>Common Interaction fields</b>			
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"><li>• 0-NEW</li><li>• 1-PENDING</li><li>• 2-IN_PROCESS</li><li>• 3-STOPPED</li></ul>
entity_type	integer	yes	Possible types: <ul style="list-style-type: none"><li>• 0-EMAIL_IN</li><li>• 1-EMAIL_OUT</li><li>• 2-CHAT</li><li>• 3-PHONE_CALL</li></ul>

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			<ul style="list-style-type: none"><li>• 5-CALLBACK</li><li>• 6-COBROWSE</li><li>• 7-INTERACTION (open media)</li></ul>
type	string	yes	The type of the interaction (such as 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"><li>• voice</li><li>• email</li><li>• chat</li><li>• callback</li><li>• and so on.</li></ul>
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

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			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. <div>Important Default value is true.</div>
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"> <a href="http://www.iana.org/assignments/media-types">http://www.iana.org/assignments/media-types</a> </ref> for the structured text, if specified (such as 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"> <a href="http://www.iana.org/assignments/media-types">http://www.iana.org/assignments/media-types</a> </ref> for the binary content, if specified (such as text/html).
binary_content_size	integer	yes if binary_content	The size of the binary

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Name	Type	Mandatory	Description
			content in bytes. 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.

&lt;references /&gt;