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Web API API Guide

[Get Messages](#)

Get Messages

Overview

This request gets all messages associated with a chat interaction, based on a specified position in the transcript.

Request URL	/api/v2/chats/{chatId}/messages
HTTP Method	POST

Parameters

Parameter Name	Sample Value	Description	Required/Optional
userId	"007553863DC30029"	User ID	Required
secureKey	"8b31761b2154884c"	Secure key	Required
alias	"117"	Host alias	Required
tenantName	"Environment"	Tenant name	Required
transcriptPosition	0 (no messages) 1 (all messages) 2 (all messages starting from 2nd message)	The index position in the transcript starting from which the messages should be retrieved	Optional (all messages are retrieved if no value is provided, which defaults to 1)

Example

Request

```
{  "alias" : "117",  "secureKey" : "8b31761b2154884c",  "userId" : "007553863DC30029",  "tenantName": "Environment",  "transcriptPosition": 5}
```

Response

```
{
  "statusCode":0,
  "messages":[
    {
      "from":{
        "nickname":"nickname",
        "participantId":1,
        "type":"Client"
      },
      "index":1,
      "type":"ParticipantJoined",
      "utcTime":1406239877000
    },
    {
      "from":{
        "nickname":"system",
        "participantId":2,
        "type":"External"
      },
      "index":2,
      "type":"ParticipantJoined",
      "utcTime":1406239880000
    },
    {
      "from":{
        "nickname":"system",
        "participantId":2,
        "type":"External"
      },
      "index":3,
      "text":"agent will be with you shortly ...",
      "type":"Message",
      "utcTime":1406239880000
    },
    {
      "from":{
        "nickname":"system",
        "participantId":2,
        "type":"External"
      },
      "index":4,
      "text":"agent will be with you shortly ...",
      "type":"Message",
      "utcTime":1406239898000
    },
    {
      "from":{
        "nickname":"system",
        "participantId":2,
        "type":"External"
      },
      "index":5,
      "text":"agent will be with you shortly ...",
      "type":"Message",
      "utcTime":1406239916000
    },
    {
      "from":{
        "nickname":"nickname",
        "participantId":1,
```

Get Messages

```
"type":"Client"
},
"index":6,
"text":"I need help with account",
"type":"Message",
"utcTime":1406239925000
},
{
"from":{
"nickname":"system",
"participantId":2,
"type":"External"
},
"index":7,
"text":"agent will be with you shortly ...",
"type":"Message",
"utcTime":1406239934000
},
{
"from":{
"nickname":"nickname",
"participantId":1,
"type":"Client"
},
"index":8,
"text":"I need help with account",
"type":"TypingStarted",
"utcTime":1406239944000
},
{
"from":{
"nickname":"nickname",
"participantId":1,
"type":"Client"
},
"index":9,
"text":"I need help with account",
"type":"TypingStopped",
"utcTime":1406239951000
},
{
"from":{
"nickname":"system",
"participantId":2,
"type":"External"
},
"index":10,
"text":"agent will be with you shortly ...",
"type":"Message",
"utcTime":1406239952000
},
{
"from":{
"nickname":"nickname",
"participantId":1,
"type":"Client"
},
"index":11,
"text":"text text",
"type":"Message",
"utcTime":1406239965000
},
{
```

```
{
  "from": {
    "nickname": "system",
    "participantId": 2,
    "type": "External"
  },
  "index": 12,
  "text": "agent will be with you shortly ...",
  "type": "Message",
  "utcTime": 1406239971000
},
{
  "from": {
    "nickname": "system",
    "participantId": 2,
    "type": "External"
  },
  "index": 13,
  "text": "agent will be with you shortly ...",
  "type": "Message",
  "utcTime": 1406239989000
},
{
  "from": {
    "nickname": "nickname",
    "participantId": 1,
    "type": "Client"
  },
  "index": 14,
  "text": "nickname",
  "type": "Notice",
  "utcTime": 1407445236000
},
{
  "from": {
    "nickname": "nickname",
    "participantId": 1,
    "type": "Client"
  },
  "index": 15,
  "text": "http://push-url",
  "type": "Notice",
  "utcTime": 1407445262000
}
],
"alias": "117",
"secureKey": "b89d1c2714b01389",
"userId": "007553D184850003",
"tenantName": "Environment",
"chatEnded": false
}
```