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Web API API Guide

[Send Message](#)

Send Message

Overview

This operation is used to send a chat interaction.

Request URL	/api/v2/chats/{chatId}
HTTP Method	POST
HTTP Header	Content-Type
Value	application/json

Parameters

Parameter Name	Sample Value	Description	Required/Optional
operationName	"SendMessage"	to identify operation to be performed at this URL	Required
text	"I need help with my account"	text message to send	Required
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
tenantName	"Environment"	tenant name	Required
messageType	text	type of the message	Optional

Example

Request

```
{
  "operationName" : "SendMessage",
  "alias" : "117",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "text" : "I need help with account",
  "tenantName": "Environment"
}
```

Send Message

Response

```
{
  "statusCode":0,
  "alias":"117",
  "secureKey":"cf8f2f9e1ea85eba",
  "userId":"0075539F6B140000",
  "tenantName": "Environment"
}
```