GENESYS™

Web API API Guide

Send Start Typing Notification

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Send Start Typing Notification

Overview

This operation is used to request a Send Start Typing Notification.

This operation is performed to send notifications to other chat participants that the agent has started typing (for example: `agent typing`).

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	"SendStartTypingNotification"	to identify operation to be performed at this URL	Required
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
tenantName	"Environment"	tenant name	Required
text	"text...."	Text, if any	Optional

Example

Request

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

Response

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