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Service Management UI Help

[Request-chat](#)

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Request-chat

Type: builtin
Updated in: 8.5.109

This service is responsible for receiving the GMS request and providing a URL to start the chat interaction. This is a basic chat service which helps a customer application to contact the call center. It has the following characteristics:

- It supports only customer-initiated chat sessions.
- It stores and maintains the application data within the service.
- It is responsible for routing the the chat interaction to a specified (or configured) interaction endpoint.
- It supports both poll and async (via cometd) mode of message delivery.

Basic Chat API

For further details, refer to the [Chat API Version 1](#) page.

Create a basic chat service

This API allows the application to create basic chat service session and then initiate chat interaction immediately or when user is ready.

Important

If the agent availability needs to be checked before the chat interaction is started, use one of the advanced sessions.

Operation

Method	POST		
URL	/genesys/1/service/request-chat		
Parameter	Type	Mandatory	Description
URI Parameters			
'request-chat'	String	yes	Name of the preconfigured basic chat service
Body: The body will be x-www-form-urlencoded form consisting of different items representing the key/value pairs associated with the request.			
Body Properties: The following are the properties:			

Method	POST
<ul style="list-style-type: none">• <code>_verbose</code> - This will allow the application to get all the detail attributes associated with the chat session in the corresponding response.• ... - Any other business data attributes can also be passed.	

Response

HTTP code	200
HTTP message	OK
Body	A chat JSON object for details on the properties of the object. See the section on data structures for more details.
Notes	None

HTTP code	503
HTTP message	Service Unavailable
Body	None
Notes	This is send if the service has not sent a notification to the application that an agent is available.

Example Request:

```
POST http://localhost:8080/genesys/1/service/request-chat HTTP/1.1
Accept-Encoding: gzip,deflate
Content-Type: application/x-www-form-urlencoded
_verbose=true
```

Response:

```
HTTP/1.1 200 OK
Date: Sun, 10 Jun 2012 07:49:46 GMT
Pragma: no-cache
Cache-Control: no-cache
Cache-Control: no-store
Content-Type: application/json
Transfer-Encoding: chunked
Server: Jetty(7.6.0.v20120127)
{
  "_chatIxnAPI-CREATE-URL":
  "/genesys/1/service/81f0ef4e-99dd-43ea-8366-8d27a2cbd605/ixn/chat",
  "_id": "81f0ef4e-99dd-43ea-8366-8d27a2cbd605"
}
```

Configuration

The following are the configuration options that are defined for this service:

_ttl

Section: request-chat

Default Value: 3600

Valid Values: Any positive integer

Changes Take Effect: Immediately

This option is mandatory.

Specifies the default time to live for the chat interaction in seconds.

_chat_endpoint

Section: request-chat

Default Value: gms_builtin

Valid Values: String

Changes Take Effect: Immediately

The endpoint configured on the Chat Server that will be used to submit Chat interactions for this service.