Genesys Mobile Services API Reference

API Responses

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Contents

API Responses

All Digital Channels API responses contain:

- An HTTP status code
- Either an API **statusCode** or one or more API error codes.

The following sections provide more details about these responses.

HTTP 200

Name	Description
200 OK	
Response Body (JSON content)	

statusCode
required
	In all responses with an HTTP status code of 200:
	
	- An API **statusCode** value of 0 indicates that the operation was successful and all fields in the response have valid values.
	
	- An API **statusCode** value of 1 indicates that there was an error and the client can keep trying until it receives a **statusCode** of 0 or until it decides to give up.
	   Note: When you receive this response, you cannot assume that the values of any other fields are valid.
	
	- An API **statusCode** value of 2 indicates that:
	   - There was an error
	   - Repeating requests will not be successful
	   - The chat may have ended—read the value of the **chatEnded** flag.
	     Note: When you receive this response, you cannot assume that the values of any other fields are valid.

Digital Channels Chat V2 Response Format

The positive response (HTTP status 200) from the GMS node is identical for any Chat V2 API request.

It includes some fields that you can use in subsequent requests such as **alias**, **userId**, **chatId**, **securekey**, **nextPosition**, as well as chat transcripts available in the **messages** array. The Chat transcript may be empty or include one or more events.

Name	Type	Description
200 OK		
Response Body (JSON content)		
statusCode *required*	Integer 0,1,2	• 0 indicates that the operation was successful and all fields in the response have valid values. • 1 indicates that there was an error and the client can keep trying until it receives a **statusCode** of 0 or until it decides to give up. **Note:** When you receive this response, you cannot assume that the values of any other fields are valid. • 2 indicates that there was an error.
alias	string	Identifies the Chat Server instance that served this request. When provided, use it in subsequent API requests. This alias may change several times within the same session.
chatEnded	boolean false, true	If true, indicates that the current chat session has ended. If false, the chat session is still ongoing.
chatId	string	Identifies current Chat Session id. When provided, use it in subsequent API requests. This value doesn't change during the chat session.
messages	array of Chat transcripts	Contains full or partial chat transcript. See the Chat Transcript section below.
nextPosition	integer	Indicates which event index to use to request a transcript in the next operation (used in Refresh Chat, and other requests)
secureKey	string	Secured key for this session; use this key (valid only for this session) in each request. Make sure to protect this key.

Name	Type	Description
userId	string	Identifies this chat party (self). When provided, use it in subsequent API requests.

Party Resource

The f rom field of the chat event describes the party who generated this event. This resource matches the following format:

Party Resource

Name	Type	Description
nickname	string	The preferable calling [nick] name of the chat participant.
participantId	integer 1,2...	Identifier of this chat party. This identifier differs from the userId. The same party can join and leave several times the chat session. Each time that the party joins, it is assigned a new partyId even if it is the same agent.
type	string "Agent" "Client" "External"	Describes the type of participant. "External" means that the event was not generated by a customer or an agent, but rather by an ESP request, received for example from the routing strategy.

Chat Transcript

The Chat Transcript consists of a list of chat events. Each chat event has an index assigned to the event when it happens that defines the order of events. You can request full or partial transcripts using the Chat Refresh operation. Note that you do not receive all of the Chat events, so the index difference between two events in the transcript can exceed one. Each chat event is generated by some chat party.

> ### Important
> Semantics of event text and userData in the event may vary, depending on the event type. For further details, see the query description in your Digital Channel API (Chat, Email, or Open Media).

Chat Transcript Resource

Field	Type	Description
from	Party object	Describes the chat party who generated this event.
index	integer	Identifies serial number of this event within chat session, starts with 1 for the first event.
text	string	If available, contains the text associated with this event.
type	ParticipantJoined ParticipantLeft Message TypingStarted TypingStopped NicknameUpdated PushUrl FileUploaded FileDeleted CustomNotice Notice IdleAlert IdleClose	Identifies the chat event type.
utcTime	integer	Indicates the event timestamp.
userData	map<string,string>	If available, contains additional information for this event.

Example

```
200 OK
{
'alias': '117',
'chatEnded': False,
'chatId': '00001aCY6K8U003T',
'messages': [{'from': {'nickname': 'FirstStep',
                       'participantId': 1,
                       'type': 'Client'},
             'index': 1,
             'type': 'ParticipantJoined',
             'utcTime': 1509117363000},
            {'from': {'nickname': 'TestName',
                       'participantId': 2,
                       'type': 'Agent'},
             'index': 2,
```

```
            'type': 'ParticipantJoined',
            'utcTime': 1509117368000},
          {'from': {'nickname': 'FirstStep',
                    'participantId': 1,
                    'type': 'Client'},
          'index': 3,
          'text': 'First message',
          'type': 'Message',
          'utcTime': 1509117368000
          }],
'nextPosition': 4,
'secureKey': 'e4071047872b7820630f',
'statusCode': 0,
'userId': '007559F34DB30001'
}
```

HTTP 400

Validation errors with an HTTP status code of 400 happen when any of the values necessary to complete an operation is missing. They have two different formats, depending on which release you are using:

GME version 8.5.103.08 and lower

```
{
 error: "validationError"
 fields:
 {
  nickname: "either nickname or firstName and
 lastName should be supplied"
  tenantName: "invalid"
 }
}
```

GME version 8.5.103.09 and higher

```
 // array of all validation errors
 { "errors" : [
    // missing required parameter _firstName_
   {"code":102},
    // missing required parameter _lastName_
   {"code":103},
    // total file size exceeded,configured value of 300kB
   {"code":202,"advice":"300000"},
    // attempt to upload file of incorrect type
   {"code":203,"
advice":"jpg,zip,txt,pdf,exe,bmp,gif,dll,png,doc"}
 ]}
```

Web API Validation Error Codes

code	description	chat	email	openmedia
100-199	Error messages in this range indicate that a required parameter is missing from a request.			
100	RESERVED			
101	**tenant** is missing.			
102	**firstName** is missing.	x	x	
103	**lastName** is missing.	x	x	
104	**subject** is missing.	x	x	
105	**userData** is missing.	x		
151	**alias** is missing.	x		
152	**userId** is missing.	x		
153	**secureKey** is missing.	x		
154	**chatId** is missing.	x		
161	**nickname** is missing.	x		
162	**message** is missing.	x		
163	**pushUrl** is missing.	x		
181	**fromAddress** is missing.		x	
182	**text** is missing.		x	
191	**mediaType** is missing.			x
192	**interactionType** is missing.			x
193	**interactionSubtype** is missing.			x
200-299	Error messages in this range indicate that one or more of the parameters specified in a request is outside of the range configured in the Genesys Mobile Engagement application options. These errors include an **advice** field that displays the allowable range or limit.			
200	RESERVED			
201	The total **number** of uploaded files is too high	x	x	
202	The total **size** of the uploaded files	x	x	

code	description	chat	email	openmedia
	is too large			
203	The uploaded file has an incorrect **filetype**	x	x	
240	An unexpected error occurred. The advice field includes the ReferenceID that helps to identify the error cause in the GMS log file.	x	x	x
241	The specified file is not present in the current session.	x		
248	The interaction with the specified ID was not found.			x
249	The Media Server was not able to execute the request.	x		
250-299	Error messages in this range are not generated by Genesys Mobile Engagement but are provided directly by the connected Media Server (for example, Chat Server).	x		
250	RESERVED			
261	File Upload is not possible until an agent joins the session.	x		
264	File was already deleted.	x		
300-399	Error messages in this range indicate that a request parameter is malformed or invalid (for example, an invalid email address).			
300	RESERVED			
306	**serviceName** URL parameter is invalid (that is, not configured in the Genesys Mobile Engagement application). The	x	x	

code	description	chat	email	openmedia
	HTTP status will be set to `404 - Not Found` instead of `400 - Bad Request`.			
364	**emailAddress** contains an invalid email address.	x		
381	**fromAddress** contains an invalid email address.		x	
383	**mailbox** contains an invalid email address.		x	