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Genesys Mobile Services API Reference

Chat API Version 2

Contents

- 1 Chat API Version 2
 - 1.1 Request Chat
 - 1.2 Send Message
 - 1.3 Start Typing
 - 1.4 Stop Typing
 - 1.5 Refresh Chat
 - 1.6 Typing Preview
 - 1.7 Disconnect
 - 1.8 Push URL
 - 1.9 Update Nickname
 - 1.10 Custom Notice
 - 1.11 Update User Data
 - 1.12 Read Receipt
 - 1.13 Chat Session File Management

Chat API Version 2

Use this API for Web Chat (replacement for eServices WebAPI Chat). For more information, refer to:

- [API Responses](#)
- [Configuring the Digital Channels API](#)

Request Chat

HTTP Method	URI		
POST	/genesys/2/chat/{serviceName}		
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded OR multipart/form-data		
Parameter Name	Sample Value	Description	Required/Optional
nickname	"JohnDoe"	customer's nickname (either nickname or both firstName and lastName should be supplied)	Required
firstName	"John"	first name of the customer (either nickname or both firstName and lastName should be supplied)	Required
lastName	"Doe"	last name of the customer (either nickname or both firstName and lastName should be supplied)	Required
subject	"Help with account"	subject as entered by the customer	Optional
emailAddress	"jdoe@gmail.com"	email address of the customer	Optional
userData[attachedDataKey1]	value1	any attached data that the client wants to add to chat	Optional
userData[importantKey2]	value2	any attached data that the client wants to add to chat	Optional

Important

To specify the correct time zone for the participant who initiates the chat, you must provide the `TimeZone` attached data in `userData`. The `TimeZone` value is measured in minutes. For example, to specify the PST time zone, `userData[TimeZone]=-480`.

Example

`http://localhost:8080/genesys/2/chat/customer-support`

Input

```
firstName=First
lastName=Last
subject=Subject+to
```

Output

```
{
  "statusCode":0,
  "alias":"117",
  "userId":"007555677B20000A",
  "secureKey":"4ee15d7e1c343c8e",
  "messages":[
    {
      "from":{"nickname":"First Last","participantId":1,"type":"Client"},
      "index":1,
      "type":"ParticipantJoined",
      "utcTime":1432845088000
    }
  ],
  "chatId":"00048aAPEQJ8000U"
}
```

Send Message

HTTP Method	URI		
POST	/genesys/2/chat/{serviceName}/{chatId}/send		
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded		
Parameter Name	Sample Value	Description	Required/Optional
message	"I need help with account"	text message to send	Required
userId	"007553863DC30029"	user ID	Required

HTTP Method	URI		
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
messageType	"text"	any arbitrary type that the user wants to set	Optional
transcriptPosition	8	Including this parameter enables the return of the transcription and it sets the position in the transcript from where it should be retrieved.	Optional

Example

http://localhost:8080/genesys/2/chat/customer-support/00048aAPEQJ8000S/send

Input

```
userId=00755567761A0008
alias=117
secureKey=09fa6e8a8691c229
transcriptPosition=8 message=hello
```

Output

```
{
  "messages": [
    {
      "from": {
        "nickname": "First Last",
        "participantId": 1,
        "type": "Client"
      },
      "index": 7,
      "text": "hello",
      "messageType": null,
      "type": "Message",
      "utcTime": 1432845541000
    },
    {
      "from": {
        "nickname": "First Last",
        "participantId": 1,
        "type": "Client"
      },
      "index": 8,
      "text": "hello",
      "messageType": null,
      "type": "Message",
      "utcTime": 1432845548000
    }
  ],
  "chatEnded": false,
  "statusCode": 0,
  "alias": "117",
  "secureKey": "3e2a69d421ae2672",
  "userId": "007555677CB4000D"
}
```

Start Typing

HTTP Method	URI		
POST	/genesys/2/chat/{serviceName}/{chatId}/startTyping		
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded		
Parameter Name	Sample Value	Description	Required/Optional

HTTP Method	URI		
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
message	"message "	message if any	Optional

Example

http://localhost:8080/genesys/2/chat/customer-support/00048aAPEQJ8000S/startTyping

Input

```
userId=0075555D17270020
alias=117
secureKey=cccfa34d89441faf
```

Output

```
{
  messages: null
  chatEnded: false
  statusCode: 0
  alias: "117"
  secureKey: "cccfa34d89441faf"
  userId: "0075555D17270020"
}
```

Stop Typing

HTTP Method	URI		
POST	/genesys/2/chat/{serviceName}/{chatId}/stopTyping		
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded		
Parameter Name	Sample Value	Description	Required/Optional
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
message	"message "	message if any	Optional

Example

http://localhost:8080/genesys/2/chat/customer-support/00048aAPEQJ8000S/stopTyping

Input

```
userId=0075555D17270020
alias=117
secureKey=cccfa34d89441faf
```

Output

```
{
  messages: null
  chatEnded: false
  statusCode: 0
  alias: "117"
  secureKey: "cccfa34d89441faf"
  userId: "0075555D17270020"
}
```

Refresh Chat

Refresh Chat requests a transcript of events from the specified chat. The value of the **transcriptPosition** parameter determines which events are returned:

- If **transcriptPosition** is set to **0**, **none** of the events from the chat are returned.
- If **transcriptPosition** is set to **1**, **all** of the events from the chat are returned.
- Otherwise, the request returns any new events that have occurred since the event at the position number indicated in the **transcriptPosition** parameter.

Important

Genesys recommends setting the **transcriptPosition** parameter in any subsequent request to the **nextPosition** value returned in the response of the previous request. This will ensure that your further request will fetch only newly added transcript events from the chat session.

In addition to its usefulness in returning the above information, you can use this request to let Chat Server know that the web client that sent the request is still alive.

Important

Genesys recommends waiting for at least 3 to 5 seconds between calls to the Refresh service.

HTTP Method	URI
POST	/genesys/2/chat/{serviceName}/{chatId}/refresh
HTTP Header	Value
Content-Type	application/x-www-form-urlencoded

HTTP Method		URI	
Parameter Name	Sample Value	Description	Required/Optional
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
transcriptPosition	0 (no messages) 1 (all messages) 2 (all messages starting from 2nd message)	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)
message	"Text that user is typing ..."	For use with Typing Preview at the agent chat window. Text that the user has entered so far in the chat box at the time this request is being made. This text will be submitted to the chat server along with notification TypingStarted. Property "typing_preview" must be enabled as described in Chat Services Options.	Applies only to Typing Preview - If no message is submitted (absent from JSON input), no TypingStarted request is submitted to the chat server - If message is submitted (even if it is empty/blank but present in JSON input) a TypingStarted request is submitted along with a MessageText containing this text. Field is ignored for a regular refresh transcript call.

Sample responses

No new events

```
{
  "messages": [],
  "chatEnded": false,
  "statusCode": 0,
  "alias": "249",
  "secureKey": "45327f306556129f",
  "userId": "00F9568B2DA601BA",
  "tenantName": "Resources",
  "nextPosition": 5
}
```

New message from agent

```
{
  "messages": [
    {
      "from": {
        "nickname": "AgentNick",
        "participantId": 3,
        "type": "Agent"
      },
      "index": 7,
      "text": "hello",
      "type": "Message",
      "utcTime": 1451961875000
    }
  ]
}
```

```
"chatEnded":false,"statusCode":0,"alias":"249",
"secureKey":"45327f306556129f","userId":"00F9568B2DA601BA",
"tenantName":"Resources","nextPosition":8}
```

Agent has left; session is closed

(Note that the transcript has a **type** of ParticipantLeft and that **chatEnded** is true.)

```
{ "messages":
  [{ "from": {"nickname": "AgentNick", "participantId": 3,
    "type": "Agent"}, "index": 9, "type": "ParticipantLeft",
    "utcTime": 1451961917000}, {"from": {"nickname": "Maria",
    "participantId": 1, "type": "Client"},
    "index": 10, "type": "ParticipantLeft", "utcTime": 1451961917000}],
  "chatEnded": true, "statusCode": 0, "alias": "249",
  "secureKey": "45327f306556129f", "userId": "00F9568B2DA601BA",
  "tenantName": "Resources", "nextPosition": 1}
```

Agent has left the chat session temporarily

```
{  "messages": [
    {  "from": {"nickname": "AgentNick", "participantId": 3, "type": "Agent"},
      "index": 12, "type": "ParticipantLeft", "utcTime": 1451961917000,
      "eventAttributes": {"general-properties": {"reason-for-leave": "HOLD"}}  },
    "chatEnded": false, "statusCode": 0, "alias": "249", "secureKey": "45327f306556129f",
    "userId": "00F9568B2DA601BA", "tenantName": "Resources", "nextPosition": 14
  ]
}
```

Important

The reason-for-leave property will be absent when the agent leaves chat session. The reason-for-leave property is equal to TRANSFER when the agent transfers the chat interaction, and it is equal to HOLD when the agent puts the chat interaction on hold (in asynchronous chat).

Typing Preview

The message:

- Is the entire value of the text box in which the user is typing.
- Only needs to be sent if it has changed from the previous time it was sent.
- Only needs to be checked for changes every 10 seconds or so. So, for example, if the **Refresh** service is called every 5 seconds, the text box can be checked for changes every 2 iterations.

Example

```
http://localhost:8080/genesys/2/chat/customer-support
/00048aAPEQJ8000W/refresh
```

Input

```
userId=007555677CB4000D
alias=117
secureKey=3e2a69d421ae2672
transcriptPosition=20
```

Output

```
{
  "messages": [
    {
      "from": {"nickname": "system", "participantId": 2, "type": "External"},
      "index": 20,
      "text": "agent will be with you shortly ...",
      "messageType": null,
      "type": "Message", "utcTime": 1432845749000
    },
    {
      "from": {"nickname": "system", "participantId": 2, "type": "External"},
      "index": 21, "text": "agent will be with you shortly...",
      "messageType": null,
      "type": "Message",
      "utcTime": 1432845767000
    }
  ],
  "chatEnded": false,
  "statusCode": 0,
  "alias": "117",
  "secureKey": "3e2a69d421ae2672",
  "userId": "007555677CB4000D",
  "nextPosition": 22
}
```

Disconnect

HTTP Method		URI	
POST		/genesys/2/chat/{serviceName}/{chatId}/disconnect	
HTTP Header		Value	
Content-Type		application/x-www-form-urlencoded	
Parameter Name	Sample Value	Description	Required/Optional
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required

Example

```
http://localhost:8080/genesys/2/chat/customer-support
/00048aAPEQJ8000S/disconnect
```

Input

```
userId=0075555D17270020
alias=117
```

secureKey=cccfa34d89441faf

Output

```
{
  messages: null
  chatEnded: null
  statusCode: 0
  alias: null
  secureKey: null
  userId: null
}
```

Push URL

HTTP Method	URI		
POST	/genesys/2/chat/{serviceName}/{chatId}/pushUrl		
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded		
Parameter Name	Sample Value	Description	Required/Optional
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
pushUrl	"http://url.to.see"	URL	Required

Example

http://localhost:8080/genesys/2/chat/customer-support
/00048aAPEQJ8000S/pushUrl

Input

userId=0075555D17270020
alias=117
secureKey=cccfa34d89441faf
pushUrl=url.to.see

Output

```
{
  messages: null
  chatEnded: false
  statusCode: 0
  alias: "117"
  secureKey: "09fa6e8a8691c229"
  userId: "00755567761A0008"
}
```

Update Nickname

HTTP Method	URI		
POST	/genesys/2/chat/{serviceName}/{chatId}/updateNickname		
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded		
Parameter Name	Sample Value	Description	Required/Optional
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
nickname	John Doe 2	new nickname	Required

Example

http://localhost:8080/genesys/2/chat/customer-support/00048aAPEQJ8000S/updateNickname

Input

userId=00755567761A0008
alias=117
secureKey=09fa6e8a8691c229
nickname=newName

Output

```
{
  messages: null
  chatEnded: false
  statusCode: 0
  alias: "117"
  secureKey: "09fa6e8a8691c229"
  userId: "00755567761A0008"
}
```

Custom Notice

This request is used to deliver any custom notification between a custom client application and a custom agent desktop. Neither Genesys Widgets, nor Workspace use this out of the box.

HTTP Method	URI		
POST	/genesys/2/chat/{serviceName}/{chatId}/customNotice		
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded		
Parameter Name	Sample Value	Description	Required/Optional
userId	"007553863DC30029"	user ID	Required

HTTP Method	URI		
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
message	"message ..."	message, if any	Optional

Example

http://localhost:8080/genesys/2/chat/customer-support/00048aAPEQJ8000S/customNotice

Input

userId=00755567761A0008
alias=117
secureKey=09fa6e8a8691c229
message=custom+message

Output

```
{
  messages: null
  chatEnded: false
  statusCode: 0
  alias: "117"
  secureKey: "09fa6e8a8691c229"
  userId: "00755567761A0008"
}
```

Update User Data

HTTP Method	URI		
POST	/genesys/2/chat/{serviceName}/{chatId}/updateData		
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded		
Parameter Name	Sample Value	Description	Required/Optional
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
userData[key1]	value1	user data to be updated	Required
userData[key2]	value2	user data to be updated	Required

Example

http://localhost:8080/genesys/2/chat/customer-support/00048aAPEQJ8000S/updateData

Input

(URL encoded, raw)
userId=0075556DEA820000&alias=117&secureKey=7d1f6f3ff2e60cd6
&userData%5Bkey1%5D=value1&userData%5Bkey2%5D=value2

(Form, user input, unencoded)
userId=0075556DEA820000
alias=117
secureKey=7d1f6f3ff2e60cd6
userData[key1]=value1
userData[key2]=value2

Output

```
{
  messages: null
  chatEnded: false
  statusCode: 0
  alias: "117"
  secureKey: "09fa6e8a8691c229"
  userId: "00755567761A0008"
}
```

Read Receipt

Introduced in: 8.5.201.04

Use this operation to acknowledge that the user has read a given message or event.

HTTP Method	URI		
POST	/genesys/2/chat/{serviceName}/{chatId}/readReceipt		
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded		
Parameter Name	Sample Value	Description	Required/Optional
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
transcriptPosition	"5"	The index of the event that the client app acknowledges having read. This is not the same index as nextPosition, but rather the index of the event from the "messages" array.	Required

Example

`http://localhost:8080/genesys/2/chat/customer-support/00048aAPEQJ8000S/readReceipt`

Input

```
userId=007553863DC30029
secureKey=8b31761b2154884c
alias=117
transcriptPosition=5
```

Output

```
{
  "messages": null,
  "chatEnded": false,
  "statusCode": 0,
  "alias": "117",
  "secureKey": "799c5ff0faccd5bb",
  "userId": "00F05702F26B0006"
}
```

Chat Session File Management

Updated in 8.5.110.07

Starting with Release 8.5.106, the GMS Digital Channels API allows agents and customers to exchange files during their chat sessions using these requests:

- **Get Limits**—Check for allowable file types and file size—or other constraints on file uploads—before sending an upload request.
- **Upload File**—Upload a file.
- **Download File**—Download a previously uploaded file.
- **Delete File**—Delete a previously uploaded the file.

Get Limits

Use this optional request to avoid wasting network and CPU overhead by checking for allowable file types or maximum file size—or other constraints on file uploads—before sending an upload request.

HTTP Method	URI
POST	/genesys/2/chat/{serviceName}/{chatId}/file/limits
HTTP Header	Value

HTTP Method	URI			
Content-Type	• multipart/form-data • application/x-www-form-urlencoded (starting in 8.5.110.07)			
Parameter Name	Sample Value	Description	Required/ Optional	Source
userId	"007553863DC30029"	user ID	Required	Form
secureKey	"8b31761b2154884c"	secure key	Required	Form
alias	"117"	host alias	Required	Form

Output Parameters

Parameter	Description
download-attempts	Maximum number of times a specific file can be downloaded during this session
upload-max-files	Maximum number of files a client can upload during this session
upload-max-file-size	Maximum allowable file size of a single uploaded file
upload-max-total-size	Maximum allowable file size of all uploaded files
upload-need-agent	Indicates whether an agent needs to accept a chat session before an upload is allowed
upload-file-types	Colon-delimited list of file extensions indicating which types of files can be uploaded
used-upload-max-files	Current number of files uploaded during this session
used-upload-max-total-size	Current total size of all files uploaded during this session
used-download-attempts	Current number of downloaded files during this session
delete-file	Indicates whether upload-max-files is decremented after a file has been deleted

Example

http://localhost:8080/genesys/2/chat/customer-support/00048aAPEQJ8000U/file/limits

Input

userId=007553863DC30029
secureKey=8b31761b2154884c
alias=117

Output

```

{
  "messages": null,
  "chatEnded": false,
  "statusCode": 0,
  "alias": "240",
  "secureKey": "799c5ff0faccd5bb",
  "userId": "00F05702F26B0006",
  "userData": {
    "download-attempts": "10",
    "upload-max-files": "10",
    "delete-file": "odd",
    "upload-max-file-size": "1000000000",
    "used-download-attempts": "0",
    "used-upload-max-total-size": "0",
    "upload-need-agent": "true",
    "used-upload-max-files": "0",
    "upload-max-total-size": "5000000000",
    "upload-file-types": "bmp:csv:doc:docx:exe:gif:htm:jpg:pdf:png:ppt:
pptx:tif:txt:xls:xlsx:zip"
  }
}

```

Upload File

Use this request to upload a file into a chat session so it can be shared with an agent or a customer. You can then use the **file-id** value in the response to delete or download the file, as needed.

HTTP Method		URI		
POST		/genesys/2/chat/{serviceName}/{chatId}/file		
HTTP Header		Value		
Content-Type		multipart/form-data		
Parameter Name	Sample Value	Description	Required/Optional	Source
userId	"007553863DC30029"	User ID	Required	Form
secureKey	"8b31761b2154884c"	secure key	Required	Form
alias	"117"	host alias	Required	Form
file	"afile.txt"	file to be uploaded into the session	Required	Form
userData[file-description]	"March invoice"	This value can be used by the agent desktop and the client UI to provide additional file info	Optional	Form
userData[userKey1]	"User value 1"	Collection of key-value pairs that provides file metadata	Optional	Form

Example

http://localhost:8080/genesys/2/chat/customer-support/00048aAPEQJ8000U/file

Input

userId=007553863DC30029
secureKey=8b31761b2154884c
alias=117
file=<some file to upload>

Output

```
{
  "messages": [],
  "chatEnded": false,
  "statusCode": 0,
  "alias": "240",
  "secureKey": "77cd1c487b67fefb",
  "userId": "00F057DB0FC30001",
  "chatId": "0001KaBWNVUV000K",
  "userData": {
    "file-id": "00F057DB0FF10005"
  },
  "nextPosition": 6
}
```

Download File

Use this request to download a file that was uploaded into a chat session either by an agent or a customer. The fileId parameter can be retrieved from the previous transcript event (see the response for Refresh Chat request) indicating a file was uploaded.

HTTP Method		URI		
POST		/genesys/2/chat/{serviceName}/{chatId}/file/{fileId}/download		
HTTP Header		Value		
Content-Type		- multipart/form-data - application/x-www-form-urlencoded (starting in 8.5.110.07)		
Parameter Name	Sample Value	Description	Required/Optional	Source
userId	"007553863DC30029"	User ID	Required	Form
secureKey	"8b31761b2154884c"	secure key	Required	Form
alias	"117"	host alias	Required	Form
fileId	"00048aAPEQJ8ABCD"	File to be downloaded from the session	Required	URL

Example

http://localhost:8080/genesys/2/chat/customer-support/00048aAPEQJ8000U/file/00048aAPEQJ8ABCD

Input

userId=007553863DC30029
secureKey=8b31761b2154884c
alias=117

Output

If the operation is successful, the contents of the file are downloaded. In case of an error, the server returns an HTML 500 response that includes the **referenceId** of the request.

The following HTML snippet shows how to download a file using an HTML form:

```
var form = $("<form method='POST' enctype='multipart/form-data'
target='_blank'
action='http://GMS_HOST:GMS_PORT/genesys/2/chat/customer-
support/0001JaBUS5FD002U/file/00F057C8BFA20052/download'>
<input name='alias' value='240' type='hidden'><input name='secureKey'
value='6b46a7a8910f21be' type='hidden'><input name='userId'
value='00F057C8B6B7004D' type='hidden'></form>");
form.submit();
```

Delete File

Use this request to delete a file that was uploaded into a chat session by a customer if allowed by Chat Server settings. Web User has no permission to delete files uploaded by the agent.

URI	HTTP Method
/genesys/2/ chat/{serviceName}/{chatId}/file/{fileId}/delete	POST

HTTP Header	Value
Content-Type	- multipart/form-data - application/x-www-form-urlencoded (starting in 8.5.110.07)

Parameter Name	Sample Value	Description	Required/ Optional	Source
userId	"007553863DC30029"	user ID	Required	Form
secureKey	"8b31761b2154884c"	secure key	Required	Form
alias	"117"	host alias	Required	Form
fileId	"00048aAPEQJ8ABCD"	The file to be deleted from the session	Required	URL

Example

http://localhost:8080/genesys/2/chat/customer-support/
/00048aAPEQJ8000U/file/00048aAPEQJ8ABCD/delete

Input

userId=007553863DC30029
secureKey=8b31761b2154884c
alias=117

Output

```
{
  "messages": [],
  "chatEnded": false,
  "statusCode": 0,
  "alias": "240",
  "secureKey": "ad437d2338d09d09",
  "userId": "00F057DB125E000A",
  "chatId": "0001KaBWNVUV0011",
  "nextPosition": 7
}
```