Web Services API Reference

CometD notifications

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CometD notifications

You can subscribe to the **/v2/me/chats** topic to receive CometD notifications for the Chat API. This topic provides messages related to chats, including changes to chat state, updates to chat participant information, updates to chat data, and updates to chat transcript. It supports the following message types:

- ChatStateChangeMessage

- MessageLogUpdated

ChatStateChangeMessage

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case ChatStateChangeMessage.
data.notificationType	This property further identifies the type of notification and can have one of the following values: • StatusChange — The status of the chat has changed. • ParticipantsUpdated — The chat participants have changed. • PropertiesUpdated — The chat data has changed. • Error — This is sent when an operation on the chat resource fails.
data.chat	A chat resource with the updated state and capabilities.
data.referenceId	The reference identifier is used to link the notification to the original request that created it.

Example

```
{
    "data":{
        "notificationType":"PropertiesUpdated",
        "messageType":"ChatStateChangeMessage",
        "chat":{
            "userData":{
                "key1":"value1",
```

```
        "key2":"value2"
      },
      "state":"Chatting",
      "capabilities":[
         "Transfer",
         "Leave",
         "Invite",
         "Consult",
         "SetInFocus",
         "SetDisposition",
         "AttachUserData",
         "DeleteUserData",
         "UpdateUserData",
         "Complete",
         "SendMessage",
         "SendStartTypingNotification",
         "SendStopTypingNotification"
      ],
      "uri":"http://localhost:8080/api/v2/chats/0000Wa9CAM6W00J",
      "participants":[
         {
            "nickname":"test_consult_clientL",
            "type":"Customer",
            "participantId":"007352CE982D031B"
         },
         {
            "nickname":"TestName",
            "type":"Agent",
            "participantId":"007352CE984F0321"
         }
      ],
      "id":"0000Wa9CAM6W00J"
   },
   "referenceId":83
  }
}
```

MessageLogUpdated

Property	Description
data	The data element is present in all CometD notifications and is the root JSON element. You can use data.messageType to identify the message and determine what other properties should be present.
data.messageType	This property identifies the message type, in this case MessageLogUpdated.
data.notificationType	This property further identifies the type of notification and has a value of NewMessages.
data.messages	A list of messages/notifications that were exchanged in chat. The value of data.messages.messageType is the value originally passed as the messageType on the SendMessage operation. This value is only included if you set the includeMessageType option to true.
data.chatUri	The location of the chat resource.

Example

```
{
    "data":{
        "notificationType":"NewMessages",
        "messageType":"MessageLogUpdated",
        "messages":[
            {
                "index":3,
                "from":{
                    "nickname":"TestName",
                    "type":"Agent",
                    "participantId":"007352CE72D50290"
                },
                "messageType": "Greeting",
                "text":"How may I help you?",
                "visibility":"All",
                "timestamp":"2014-01-09 11:58:12.035+0200",
                "type":"Text",
                "timestampSeconds":1389261492035
            },
            {
                "index":4,
                "from":{
                    "nickname":"TestName",
                    "type":"Agent",
                    "participantId":"007352CE72D50290"
                },
                "text":"Are you still there?",
                "visibility":"All",
                "timestamp":"2014-01-09 11:58:12.047+0200",
                "type":"Text",
                "timestampSeconds":1389261492047
            }
        ],
        "chatUri":"http://localhost:8080/api/v2/chats/0000Wa9CAM6W00FN"
    }
}
```